

# TRAINING CONTENT

# BARTENDING & COFFEE MAKING



**AMBASSADE  
DE FRANCE  
EN OUGANDA**

*Liberté  
Égalité  
Fraternité*



# WELCOME TO DAY 1!

## INTRODUCTION GAME

'If you were a beverage, which beverage would you be and why?'

## EXPECTATION MAPPING

What do you want to learn in this training?

## HOUSE RULES

Which rules should we use for this training?



## What are the qualities of a barista?

### TOP QUALITIES OF A BARISTA

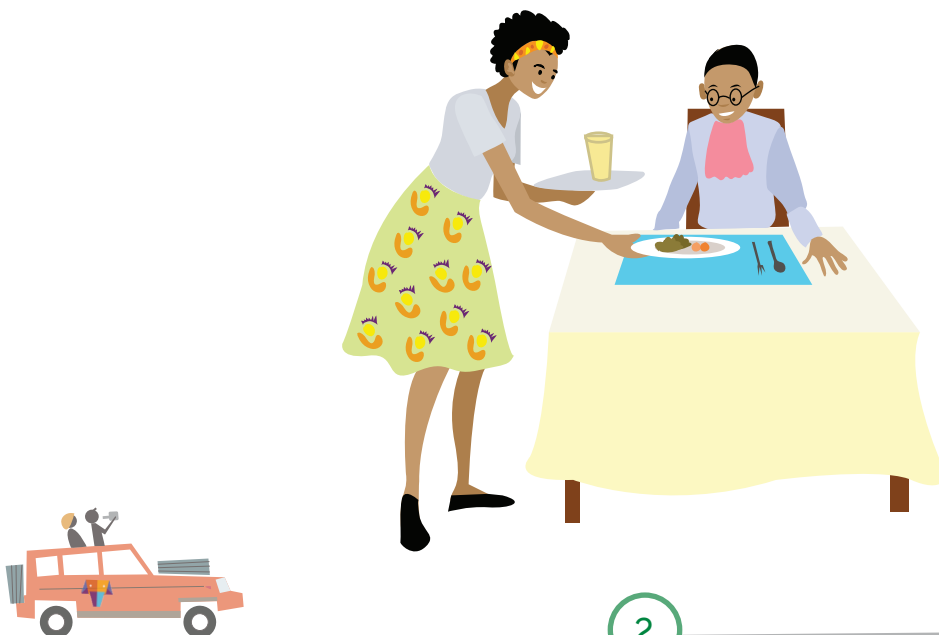
- Customer service
- Teamwork
- Communication
- Attention to detail
- Coffee knowledge
- Passion for coffee
- Cash handling
- Multitasking
- Organization
- People skills
- Passion
- Team collaboration
- Brewing
- Cleaning
- Friendly
- Technical skills
- Ability to gauge customers' preferences
- Adaptability
- Customer focus
- Flexibility
- Following health and safety guidelines
- Maintaining equipment
- Physical stamina
- Positive

### QUIZ

Can you name these items?



## What is customer service?



# Professionalism



The skill expected of a professional.

Professionalism is a soft skill and it also concerns how you present yourself.

## TIPS ON PROFESSIONALISM

1. Say hello!
2. Take time
3. Try to remember
4. Always use 'please' and 'thank you'
5. Praise and congratulate
6. Be polite and helpful
7. Use appropriate language
8. Be assertive
9. Learn to listen attentively
10. Respect time
11. Avoid gossip
12. Apologize for your mistakes
13. Respect
14. Dress appropriately
15. Use humor
16. Practice good personal hygiene
17. Be punctual



## Professionalism Scenarios

What would you do if this happened?

1. Spilling drinks over a guest.
2. Colleague keeping tips.
3. New drink but you do not know the taste.
4. Rude guests.
5. Colleague not appearing professionally
6. Busy night - many people demanding service
7. Not knowing the answer of a question
8. Shift's end, colleagues left the bar a mess. How can this be prevented next time?
9. New ideas about how to make customers feel special and appreciated when served a drink
10. It's time for your break, but you can't find any of your colleagues





The term decent work refers to work which is productive for women and men in conditions of freedom, equity, security, and human dignity. This includes promoting jobs and enterprise, guaranteeing rights at work, extending social protection, and promoting social dialogue.

## COMPONENTS OF DECENT WORK:

1. Employee working contracts.
2. Social security e.g. NSSF and/or medical care.
3. Known policy on average working hours.
4. Competitive salaries above 192,000 SHS.
5. Known policy on overtime and compensation.
6. Other incentives or perks, such as uniforms, accommodation, and meals.
7. Known policy on problem-solving capacity.
8. Known policy on consultation procedures.
9. Known policy on negotiation.
10. Clear exchange of information.
11. Routine safety meetings.
12. Regular equipment inspections.
13. Personal Protective Equipment (PPE).
14. Safety trainings for employees.
15. Safety labels and signs at the company.
16. Safety protocols.
17. Occupational health & safety policies.
18. Hazard identification & assessment of risks.
19. Staff inclusion in policy making.
20. Entitlement to annual leave.
21. Entitlement to capacity building and development.
22. Retirement benefits for long-serving employees.
23. Written decent work policy or document at work.
24. Be punctual



# Sample housekeepers contract



This Contract of Employment sets out particulars of the main terms on which \_\_\_\_\_ employs:

1. **NAME:** \_\_\_\_\_
2. **ADDRESS:** \_\_\_\_\_
3. **JOB TITLE:** \_\_\_\_\_
4. **COMMENCEMENT DATE:** \_\_\_\_\_
5. **TERM OF EMPLOYMENT:** \_\_\_\_\_
6. **PROBATION PERIOD:** \_\_\_\_\_
7. **SALARY:** \_\_\_\_\_

(a) Your salary is payable monthly at the end of each month in full by cash.

(b) Your salary is set at such a level as to compensate for the need for occasional additional hours at work.

(c) Your salary is subject to NSSF, PAYE and Local Service Tax deductions.

8. **PLACE OF WORK:** \_\_\_\_\_ KAMPALA, UGANDA

9. **HOURS OF WORK:** \_\_\_\_\_

## 10. GENERAL RULES OF EMPLOYMENT

(a) You shall carry out duties as per your job description and as directed and necessitated by your Superior(s).

(b) During holiday and busy periods, etc. it may be necessary for you to take over some duties normally performed by other Employees.

(d) You are expected to report for work at least 15 (fifteen) minutes before your listed hour, so as to allow for any preparation for your duties.

(e) The following shall be prohibited during working hours and subject to disciplinary action in addition to the misdemeanors listed in Paragraph XX below:

(i) Use of mobile devices, including phones, radios etc.

(ii) The consumption of alcohol

## 11. ANNUAL LEAVE AND PUBLIC/BANK HOLIDAYS

## 12. SICKNESS PAY AND CONDITIONS

## 13. SAFEGUARDS

(a) We reserve the right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or business.

(b) If you are suffering from an infectious or contagious disease or illness you must notify us immediately.



#### 14. CAPABILITY AND DISCIPLINARY PROCEDURES

- (i) Theft
- (ii) Physical abuse including sexual abuse and/or harassment  
Should you feel aggrieved at any matter relating to your employment, you should raise the grievance with the Manager in writing.

#### 15. NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYER/EMPLOYEE e.g;

- (a) On completion of probationary period but less than 1 years' service: 14 (fourteen) days
- (b) Between 1 year and 5 years: 1 month

#### 16. PAY IN LIEU

- (a) The Company reserves the contractual right to give pay in lieu of all or any part of the above notice by either party.

#### 17. TRANSITION

- (a) This contract supersedes and nullifies any other employment contract entered into between the employer and the employee.

NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

## Avoiding sexual harassment!



- When someone carries out unwanted sexual behavior that makes someone feel upset, scared, offended or humiliated or is meant to make them feel that way.
- It's a type of sexual violence, just like rape and sexual assault.
- It can have serious impact on your physical and mental health.

### Some signs, symptoms and actions of sexual harassment

1. Sexual gestures/suggestive looks/sexual jokes/requests
2. Displaying images/body of a sexual nature
3. Unwanted physical contact of a sexual nature

### How to minimize/prevent harassment

1. Make prevention a company priority
2. Educate employees about harassment
3. Take swift and decisive actions
4. Tighten up on the legal action
5. Involve employees in forming the harassment policy
6. Always be alert, don't be caught unaware!



## **Actions to be taken in the face of sexual harassment**

1. Ask the harasser to stop
2. Report to management
3. Cooperate in your employers investigation
4. Contact the proper authorities
5. Contact an attorney

***Name one thing you liked about today.***

***Name one thing that you did not like about today.***

***Name one new thing you learned today.***

***Thank you for today!***



# WELCOME TO DAY 2!

## Cleaning, stock keeping and preparing the bar area



**What is coffee?**

**French Press**

**Espresso Machine**

***NAME YOUR TWO MOST IMPORTANT HIGHLIGHTS OF TODAY.***

# WELCOME TO DAY 3!

## Beer, wine & other beverages



### BEER

Beer is the most widely consumed alcoholic drink in the world. It is mostly made from fermented grains such as malted barley or wheat, but beer made of corn or rice does also exist. Most beers have an alcohol percentage of 4-6%.

There are many more types of beer than the pilsner types that are most famous in Africa. Although some people stick to one specific brand, others are more interested in different styles of beer.

A “craft beer revolution” has occurred over the past 10 years where small, local breweries selling fancy, and adventurous types of beer have emerged. In some bars up to a 100 different types of beer are sold, all produced in those smaller breweries! It is predicted that the range of beers available in African countries will diversify rapidly in the near future thus why it is useful to know the different types of beer that exist.

Beers can be divided into ‘lagers’ and ‘ales’, but the distinction can be complex and has to do with the type of yeast being used in the brewing process.



## WINE

Wine is mainly made from fermented grape juice. Just like beer, wine production has a rich history that goes back thousands of years. There are countless varieties of wines and many people that are fascinated by the drink, have invested a lot of effort in learning to recognize different wines and appreciating them. For many of them, the wine can make or break their experience: for example, certain wines can make a great combination with certain types of dishes.

The quality of the grapes, is the decisive factor in the quality of the wine. As quality of the grapes is determined to a large extent by weather and soil conditions, the location and the time of production of wine is important. That is why you may hear people say that “a Bordeaux” (where the wine was produced) from “2002” (when the wine was produced) resulted in “a fine wine”. Compare that to beer: you will never hear someone say that a “Prague 2015” means a good beer.

For a career as a barista or waiter/waitress elementary knowledge of wine is crucial, but it is worth it to further deepen your understanding of it. As with coffee, tea and beer, many useful and free sources can be found online that will help you better understand these subjects.

A first distinction can be made between white and red wine, which (most often) are made from white and red types of grapes.

## SPIRITS OR LIQUORS

Spirits (or Liquors) are drinks that possess more alcohol than lighter alcoholic drinks such as wine or beer. They have gone through a complex process called “distillation”, which has resulted in an alcohol percentage of more than 20%. They can be consumed pure, but they are often mixed (into cocktails) or served with ice.

Drinking spirits irresponsibly can have very negative health effects. Many different spirits exist, as many countries have their own traditions of distilling alcohol. Some famous ones include:

### Gin

Was originally made using juniper berries, but nowadays it includes a variety of clear spirits. Gin has a minimum of 37,5 percent alcohol. It is often served in combination with tonic, resulting in... Gin tonic.

### Whiskey

Most famously coming from Scotland and Ireland, whiskey is made of various types of fermented grain mash. It is often served pure or with ice (“on the rocks”). It has at least 40% alcohol.

### Rum

Rum is made from distilling sugarcane juice or molasses. It is often produced in tropical countries, as that is where sugarcane can grow. It contains 40% or more alcohol.

### Vodka

Vodka most typically comes from Russia and Poland and has an alcohol percentage of 40% or more. It is mostly made from grains, but can also be made from (Irish) potatoes.

### Tequila

Tequila is distilled from the blue agave plant and is made in Mexico. It has an alcohol percentage starting at 38%.



# Environmental sustainability and green jobs!



The term environmental sustainability refers to every effort geared towards environmental management, protection, restoration and preservation. This includes all activities that aim at preventing/minimizing natural resource depletion, air/water pollution, waste, noise e.t.c. It also encompasses all activities that preserve biodiversity, landscapes and also encourage others to do so.

When an employees' work entails the above, it is considered as a GREEN job!

## COMPONENTS OF ENVIRONMENTAL SUSTAINABILITY

1. Make use of solar panels, hydroelectricity e.t.c.
2. Uses organically grown food/ingredients where possible.
3. Actively promotes vegetarian and vegan dishes instead of meat.
4. Offers filtered/treated or other types of water from a sustainable source e.g. pumped underground water or rain harvested water.
5. Saves energy through using energy saving bulbs, motion sensors, manually operated machines e.t.c.
6. Saves water and other amenities through encouraging staff and guests to use them sparingly e.g. reuse of towels, beddings, toilet paper, e.t.c.
7. Deploys sustainable waste management practices and goods/processes e.g. by recycling waste, using charcoal briquettes, using energy saving cook stoves.
8. Minimizes air pollution through the use of more-efficient wood-burning stoves, incinerators, sockpits, not burning rubbish e.t.c.
9. Limits the use of single-use plastics.
10. Minimizes the use of paper in operations
11. Uses sustainable building methods and materials e.g. bamboo, recycled steel e.t.c.
12. Makes use of eco-friendly housekeeping and kitchen products, and limits the use of insecticides and other pesticides.
13. Offers tourism activities with a limited environmental footprint.
14. Limits the use of cars by offering share-ride options and promoting bicycle and public transport use.
15. Actively invests time and/or money in the conservation of natural resources and biodiversity, i.e. trees, animals, water, soil, organic farming methods e.t.c.
16. Sensitize tourists about the need for safeguarding the environment and sustainable practices.





## ASSESSMENT

1. You will be randomly divided into 4 teams.
2. Each team will receive the same list of 5 assignments.
3. You will get 30 minutes to prepare all of them. They have to complete all the assignments. The assignments are listed below.
4. After that, they will present their assignments to the jury.
5. After each assignment the jury will decide which team did best.
6. After all assignments have been presented, the team with the highest score wins a prize!

## ASSIGNMENTS

1. Name three kinds of liquor and give a detailed explanation of how to make a cocktail with them.
2. Make a proper cappuccino and serve it correctly.
3. Explain the different aspects of cleaning a bar area.
4. Come up with a strategy on how to deal with the following problem: it is a busy day and many people would like to have cappuccino. However, you noticed that all the milk at your disposal has gone sour. You found out through a complaining customer. What do you do?
5. Name 10 interesting facts about wine.

***What will you do with what you learned?***

***Thank you for your active participation!***



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