

Barista Training Framework– Espresso, Milk & Equipment

1. Objective

The Good Eating Company Barista Training Programme is designed to ensure all baristas are fully competent in operating high-end espresso equipment, delivering consistent beverage quality, and maintaining the highest standards of hygiene and allergen control.

Training is delivered through structured modules across three progressive levels, combining technical knowledge, practical skills, and ongoing performance assessment to ensure consistency across all sites.

2. Training Structure

Level 1 – Foundation Module

Focus: Core skills and operational basics

Modules include:

- Introduction to coffee origins and flavour profiles
- Espresso extraction fundamentals
- Milk texturing (dairy)
- Core drink preparation (espresso-based beverages)
- Equipment cleaning and daily maintenance

Level 2 – Advanced Module

Focus: Quality, consistency and efficiency

Modules include:

- Espresso calibration and dial-in techniques
- Workflow optimisation in high-volume environments
- Advanced milk texturing and latte art
- Plant-based milk handling (oat, soya, coconut, almond)
- Service standards and customer interaction

Level 3 – Head Barista Module

Focus: Leadership and quality control

Modules include:

- Team leadership and on-site training delivery
- Quality control and performance monitoring
- Recipe consistency and calibration standards
- Troubleshooting and continuous improvement
- Implementation of brand and service standards across sites

3. Espresso Dial-In & Extraction Module

Baristas are trained to achieve optimal espresso extraction through daily calibration and technical control.

Key Competencies

- Grind size adjustment based on humidity, bean age and volume
- Dose, yield and extraction time management
- Adherence to standardised recipes
- Daily dial-in and calibration routines

Standard Parameters

- Extraction time: aligned to recipe
- Dose: controlled and consistent
- Yield: monitored per beverage
- Visual and taste checks required

Quality Check

- Balanced flavour (no bitterness or sourness)
- Consistent crema
- Stable extraction throughout service

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4. Milk Texturing Module (Dairy & Plant-Based)

All baristas are trained to produce consistent microfoam across all milk types, ensuring parity between dairy and plant-based beverages.

Core Technique

1. Purge steam wand before use
2. Introduce air gently (aeration phase)
3. Create whirlpool to integrate foam
4. Heat to optimal temperature
5. Tap and swirl for smooth finish

Temperature Standard

58–62°C for all milk types

Microfoam Standard

- Smooth, glossy texture
- No visible bubbles
- Suitable for latte art

5. Plant-Based Milk Module

Baristas are trained to handle different milk compositions to ensure equal quality across all beverages.

Milk Types Covered

- Oat
- Soya
- Almond
- Coconut

Key Adjustments

- Oat: stable, similar to dairy
- Soya: high protein, controlled aeration
- Almond: lower foam, precise technique required
- Coconut: lighter texture, gentle aeration

Quality Control

- Prevent splitting
- Maintain foam structure
- Ensure consistency with dairy drinks

6. Steam Wand Hygiene & Allergen Control Module

Strict hygiene procedures are followed to ensure microbiological safety and allergen compliance.

Operational Procedures

- Steam wand purged before and after every use
- Steam wand wiped with sanitised cloth after each use
- Dedicated colour-coded jugs for each milk type
- Separate cloths for allergen control
- Full cleaning between milk changes

Daily Requirements

- Deep cleaning at end of day
- Hygiene checks included in daily checklist

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7. Equipment Operation & Maintenance Module

Baristas are trained to safely operate and maintain high-end espresso equipment.

Includes

- Grinder calibration and adjustment
- Espresso machine operation
- Daily cleaning routines
- Fault identification and escalation

Preventative Actions

- Daily cleaning schedules
- Routine maintenance checks
- Reporting of faults to management

8. Assessment & Continuous Development

All training modules include:

- Practical competency assessments
- On-site coaching and refresher sessions
- Ongoing performance monitoring by Head Baristas
- Central oversight to ensure consistency across locations

9. Compliance & Food Safety

- All baristas complete Level 2 Food Safety training
- Lead baristas hold certification and ensure compliance
- All procedures aligned with HACCP principles
- Allergen management protocols strictly followed

10. Outcome

This structured training programme ensures:

- Consistent, high-quality espresso extraction
- Safe and compliant hygiene practices
- High technical competency across all barista staff
- Full parity between dairy and plant-based beverages
- A scalable and consistent coffee offer across all sites