



MANAGER

Guide to Successful Onboarding and Training for your Operations



Coffee
Partners

SOLUTIONS LAB

Solutions Lab Onboarding & Training

Setting you up for success is our priority for Solutions Lab. Ensuring you and your baristas/employees (Trainees) are set up for success and can master the art of preparing a variety of espresso, cold and blended beverages for your customers is key.

This guide provides our operators the Steps to Success along with the right tools and resources to support successful onboarding and execution of our beverage programs.

Steps to Success: Let's Get Started

- 1 Managers/operators must be registered on [Customer Portal](#) to access training. Opt into Solutions Lab email communications
- 2 Managers/operators review Successful Onboarding and Training Checklist
- 3 Managers/operators follow steps outlined in Trainee Account Creation Set Up for TRAINEES: Set up is immediate, no wait time. *Email copy example on page 7*
- 4 Review Online Training Navigation resource and identify the right beverage training for your Trainees to review/complete, copy URL for [appropriate training](#) and share via email for all your Trainees once they've registered (pg.9)
- 5 At completion of training all Trainees should complete the Barista Quiz and Test Your Knowledge. Trainees will receive email of quiz completion and should share with managers.

Successful Solutions Lab Onboarding & Training Checklist

Be a champion of the brand, follow the steps below to ensure prior to installation, you and your employees/baristas are ready to prepare and serve their favorite hot, cold and blended beverages offered in your operation.

Manager

COMPLETE	ACTION: REVIEW, COMPLETE, & UNDERSTAND
<input type="checkbox"/>	Registered for Customer Portal and opt into Solutions Lab email communications. Watch Customer Portal Training video to gain better understanding of this resource.
<input type="checkbox"/>	Review Virtual Barista Module 1: Receiving & Setting Up Your Initial Account Order
<input type="checkbox"/>	Review Operator Brand Experience Toolkit <ul style="list-style-type: none"> • WPS Starbucks Menu Board Templates – digital and printed • WPS Starbucks Logo Requirements • WPS Starbucks Image Library • Submit all menu boards and custom logo usage assets to mbfsmarketing@us.nestle.com
<input type="checkbox"/>	WPS Starbucks Beverage Manual – recipes and beverage basics <ul style="list-style-type: none"> • Always keep next to espresso machine • Add recipes for seasonal beverages
<input type="checkbox"/>	Ordering products process – both direct from Solutions Lab and distributors
<input type="checkbox"/>	Water Filtration Program and how to order replacements
<input type="checkbox"/>	Equipment service – who to call and when
<input type="checkbox"/>	Reviewed and understand Starbucks Foodservice Welcome Reference Binder <ul style="list-style-type: none"> • What's in it? • Where it should be stored? • Familiar with all Solutions Lab contact information
<input type="checkbox"/>	Send email to register all employees/baristas (TRAINEES) for Customer Portal (see directions on pg. 4)
<input type="checkbox"/>	Send email to all employee/baristas (TRAINEES) after registration is confirmed with required beverage training to complete. (see email copy on pg. 9)
<input type="checkbox"/>	Ensure the following supplies are on-hand for training: Supplies needed for training: <ul style="list-style-type: none"> ✓ Ice ✓ 2% Milk (2 gallons) ✓ Whole milk (2 gallons) ✓ Heavy Whipping Cream (1 quart) ✓ Clean bar towels and sanitizer bucket ✓ Permanent & Dry Erase Markers for each employee
<input type="checkbox"/>	Sign Up for WPS Seasonal Promotions Pre-Scheduled Shipments

Trainee Account Creation: Trainee Registered

Managers

Trainees (barista/employee)

1. Share link to Create a Profile on [Customer Portal](#)
2. Open email, add all Trainees (barista/employee) email addresses – can send to multiple at a time.
3. Copy URL link into email, provide trainee the following information in body of email:
 - Your Account Number with TRN at the end (ex.1111111TRN)
 - Your Account Zip Code
 - Directions to follow steps to register for site and set password
4. Navigate to Operator Training page, click on and copy appropriate training to complete – Brewed or Espresso. Copy URL link for required training into email.
5. See email copy on pg. 9 as resource

2

Trainee receives an email from manager with key account information needed to Create Your Profile account.

3

Trainee clicks the link included in the email and establishes profile using, you email, and account information provided by Manager.

Create your profile

STEP 1 OF 3

*Indicates require fields

Create your customer portal profile to purchase products, access training, and more. If you are already a Nestlé Coffee Partners Solutions Lab customer, please enter your account information below.

Note that account numbers are 10 digits long and may include leading zeros (e.g., 0001234567).

Already have a profile? [Sign in here.](#)

Not yet a customer? [Become one now.](#)

EMAIL ADDRESS *

joclane@cofficeshop.com

10-DIGIT ACCOUNT NUMBER *

XXXXXXXXTRN

YOUR ZIP CODE *

11111

4

Once complete, Trainee will be directed to My Profile page.

Trainee returns to email from manager and clicks on beverage training link provided and completes training.

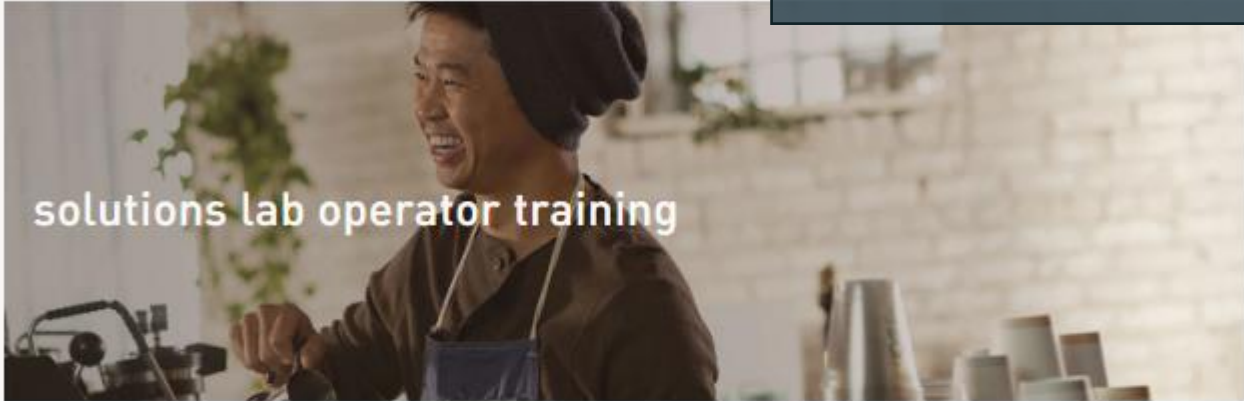




Navigating Solutions Lab Online Training



From the home page, click on Recipes & Training, then Online Training.
Page URL
<https://www.nestlecoffeepartner-ssl.com/operator-training>



Welcome to your Operator Training Resources section. On these pages, you will find all tools and resources for your operation and your employees/baristas to explore and review and ensure successful execution of our Solutions Lab beverage programs.

We offer comprehensive training resources in support of brewed, espresso, blended, and other iced beverage programs for your operation.

Review the appropriate training modules, resources, and videos based on beverage programs offerings in your operation.

We Proudly Serve Starbucks® Operator Training



WPS Starbucks Brewed Coffee Training

Training modules, resources and videos supporting locations serving brewed coffee.

EXPLORE



WPS Starbucks Espresso Full Training

Training modules, resources and videos supporting full espresso training including Frappuccino® blended beverages, Refreshers, Cold Brew, Cold Foam and Iced Tea.

EXPLORE



Solutions Lab Equipment Resources

Tools, resources and videos supporting brewing and espresso equipment.

EXPLORE

From main page, click on "Explore" based on training to complete for your operation and baristas



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Review Steps to Success & Share Training with Baristas



Steps for Successful Espresso Café Opening

Manager Action:

- 1. Watch Welcome to Virtual Barista
- 2. Watch Virtual Barista Account Set Up **Review links in Manager Action bullets**
- 3. Review the WPS Starbucks Espresso & Frappuccino Set up Requirements
- 4. Review the WPS Starbucks Operator Brand Toolkit

Barista Action:

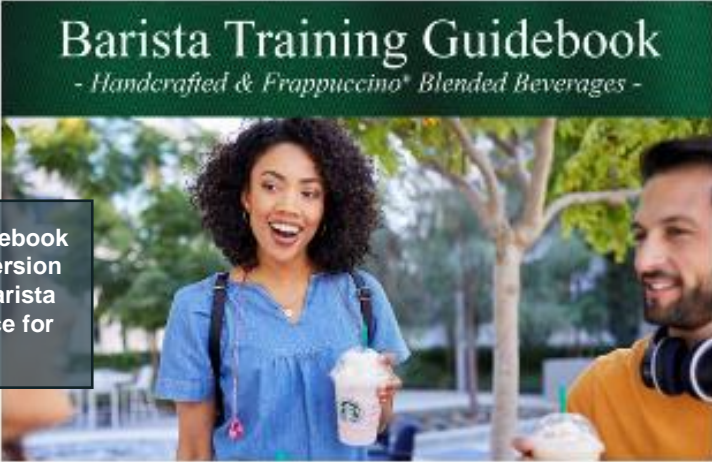
- 1. Watch Virtual Barista Espresso Module
- 2. Download & Review WPS Starbucks Barista Guidebook as an additional training resource
- 3. Review supporting Product Cards
- 4. Take required Barista Training Quiz and review Barista Knowledge Check

WPS Starbucks Espresso & Frappuccino® Barista Guidebook

Guidebook provides a comprehensive review for Brewed Coffee, Espresso, Refreshers, Frappuccino® blended beverages, Cold Brewed Coffee, Tea, Iced Tea and Matcha beverage programs

LEARN

The Barista Guidebook is the "paper" version of our Virtual Barista training resource for your café.



Leveraging Virtual Barista for your Operation Training

Our Virtual Barista training modules provides operators the ability to experience a full in person training virtually through a series of videos. In these videos you will be able to watch and learn more on the following topics:

Manager/Account Owner:

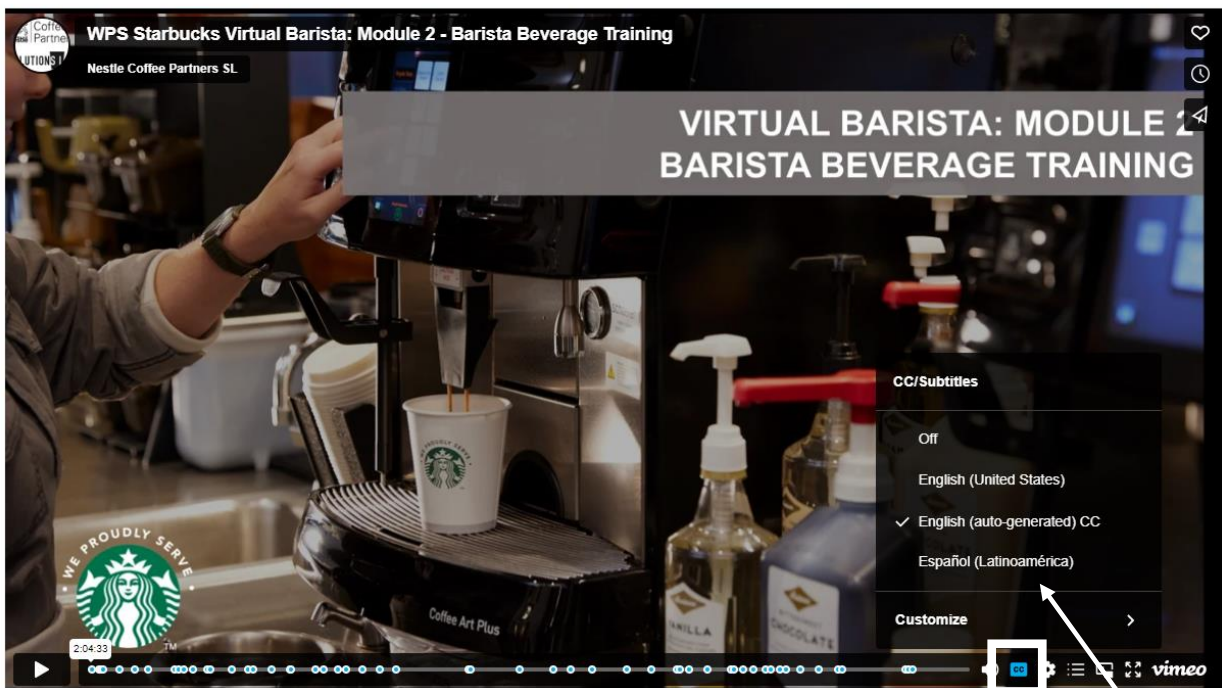
- **Welcome To Virtual Barista:** Watch intro video to learn more
- **Module #1:** Receiving Your Initial Order and Setting Up Your Operation (approx. 26 min)
- **Module #3:** Customer Portal Training Video (approx. 12 min)

Barista/Trainee:

- **Module #2:** Barista Beverage Training (approx. 2 hrs)

Navigating Virtual Barista for your Operation Training

Each video module includes Closed Caption (CC) in both English and Spanish



Click on CC box at bottom of video

CC Box pop up –
Select English or Spanish for desired language



Navigating Virtual Barista for your Operation Training

Each video module includes Chapters. Chapters allows the viewer to navigate to different topics within the video

WPS Starbucks Virtual Barista: Module 2 - Barista Beverage Training
Nestlé Coffee Partners SL

**VIRTUAL BARISTA
BARISTA BEVERAGE TRAINING**

- 1 Brewed Coffee Basics - Introduction
- 2 Coffee Growing Regions
- 3 Starbucks Roast Spectrum
- 4 Brewing Coffee on BUNN 1.5 Gallon Brewer
- 5 Four Fundamental of Coffee
- 6 Tasting Coffee
- 7 Cleaning the Brewer
- 8 Espresso Beverage Basics
- 9 What is Espresso?
- 10 Overview of Our Cups
- 11 Beverage Standards - Shots & Pumps
- 12 Shelf Life Standards
- 13 Cup Marking Basics
- 14 Building Iced Beverages in Compostable Cold Cups
- 15 Cafe Opening

2:04:33

vimeo

Click on any of the topics and skip ahead to that part in the video

Click on Chapter box at bottom of video

Manager Trainee Email Content

Manager's can use the below as guidance for email to send to all employees/baristas to register for online training

To: All employees/baristas (Trainees) emails
Subject: Complete Solutions Lab Training Profile

Hello Team,

As we prepare to open our We Proudly Serve Starbucks® location, all employees need to create a profile and complete online training courses.

Please click on this [LINK](#)

(<https://www.nestlecoffeepartnerssl.com/customer/account/create>) to complete registration and create your profile in advance of reviewing online training resources.

Enter the following information for registration:

Your email

Our Account number: (add your account #)TRN – ex. 11111111TRN

Our Account Zip Code: (add your zip code)

Once registration is complete, click on this link - (*manager insert copied URL here*) and follow and complete the steps outline in Barista Actions section.

Thank you.