

# CUSTOMER SERVICE INDUSTRY AND CAFE TRAINING

## COURSE OUTLINE

2 hr/day - 15 min  
break

	Day 1	Day 2	Day 3	Day 4	Day 5
<b>Week 1</b>	Class Outline Coffee Prod. Process Get to know you *Resume hmk	Kitchen Intro Brewed Coffee + Americano Coffee Discussion	Steaming Milk (L, HC, M, CM, TLs) Taking Orders	Cafe Practice Present + Start Roles (with 1 on 1 talks)	<b>Resume 1</b> (Choose best resume, What does boss want?, Editing)
<b>Week 2</b>	<b>Small Talk 1</b> (Satoshi's Video, full TL, 1 hour practice)	Money Money Discussion	<b>Resume 2</b> (Resume verbs, Editing)	Modified Drinks Cappuccino Practice	<b>Resume 3</b> (Final Edits) Job discussions
<b>Week 3</b>	Talking to Co-workers Role-play (2 rounds)	Mock Interview Intro (with demo Answers) Menu Discussion	Coffee Tasting	Small Talk 2 Weather News (TL & Practice)	<b>Interview 1</b> STAR Statements Interview Practice
<b>Week 4</b>	<b>Small Talk 3</b> Life Noticing Them	<b>Interview 2</b> Interview Practice	Menu (food) Bar/Pub	<b>Interview 3</b> Mock Interviews	Outing (Fun Coffee Games, Appreciation Time)

### COURSE TIMELINE

	Week 1 (and 5)	Week 2	Week 3	Week 4	Week 5 (and 1)	Week 2
<b>Class Work</b>	B	B	B	B	C	C
<b>Cafe Work</b>	A	A & B	A & B	B	B	C

Last group = A  
Current group = B  
New group = C