

# Work Ready Courses

Entering employment can be far less daunting for learners when they know what to expect and are familiar with their environment. These courses introduce learners to entry level skills required for a range of different workplace contexts.



## Work Ready Barista

### Welcome to The Learning Place Café!

Wash those hands and pop on an apron for this simulated café experience. Ākonga will learn and demonstrate safe work practices, espresso beverage making, and customer interactions in a café environment.

### Day One

Practice makes perfect: Today ākonga will learn about equipment and ingredients needed to create espresso beverages, important customer service skills, and safe work practices in a café. They will then practise using espresso equipment to make and serve popular espresso beverages safely and politely to simulated customers.

### Day Two

Get ready to be greeted with a smile because today ākonga will be demonstrating their best customer greetings, personal presentation, and assistance while making and serving a range of popular espresso beverages. There shouldn't be a dirty espresso machine in sight, as ākonga demonstrate important café health and safety requirements and espresso equipment cleaning techniques.

### Course Requirements:

- Ākonga must be year 11,12 or 13
- Recommendation of up to 20 ākonga per course
- Ākonga must wear closed-toed shoes
- If held onsite at a school, there must be immediate access to water, power outlets and adequate bench space.

US#	US Title	Level	Credits	Assessment Style
28145	Interact with customers in a service delivery context	2	2	Practical
17593	Apply safe work practices in the workplace	2	4	Written & Practical
17285	Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision	2	4	Written & Practical