

Step 42 · Staffing & Training

Frequently Asked Questions

How can I learn the barista skills I need as an owner?

Get hands-on instruction, then practise on the equipment and menu you will actually use. Ask your roaster or an experienced trainer about espresso adjustment, milk texture, recipes, cleaning, and safe service. Observe your results over repeated drinks and a realistic rush. A course or certificate is a starting point, not proof that you can train a team. Fill specific gaps with coached practice before passing those methods on.

Where can I find baristas for my business?

Use channels that reach people who can work your actual hours: local hospitality networks, employee referrals, job boards, and your own customer audience. State the duties, schedule, pay, and experience you need. Compare applicants against job-related criteria and check references consistently. If you assess practical skills, arrange a lawful assessment and confirm any pay obligations first. A familiar face or confident interview does not replace checking reliability and service skills.

What should I learn about running a coffee business?

Learn to read your numbers, organize daily work, manage people, and meet your local operating requirements. Coffee technique matters, but it does not teach cash planning or supervision. Use an experienced operator, targeted classes, or business counselling to address gaps you can name. Look for practical examples and credible experience before paying for a program. Apply one lesson to your operation and review the result; a qualification alone cannot make the business viable.

What should I use to schedule my staff?

Choose the simplest system that handles availability, time off, shift changes, and the skills needed on each shift. A small team may manage with a shared calendar; a growing team may benefit from scheduling software. Test notifications, swap approvals, and payroll or time-clock connections with your staff. Check current plan limits and total cost. Keep a clear approval process so an app notification never leaves you unsure who is actually covering the shift.

Educational guidance. Check your own circumstances with the appropriate local professional.