



STARBUCKS BARISTA RETAIL TRAINING



STARBUCKS INCLUSION ACADEMY

Starbucks Inclusion Academy is a partnership between WTC, Starbucks and the Community College of Baltimore County (CCBC). This six-week course prepares individuals with disabilities to work in Starbucks' cafes and similar workplaces. Barista trainees learn about customer service, Starbucks philosophy, menu, product preparation, and point of sale software from a CCBC instructor and through hands-on training in a Starbucks training store.

TRAINING INCLUDES:

- Soft skills inline with the Starbucks business needs and mission: *to inspire and nurture the human spirit - one person, one cup, and one neighborhood at a time.*
- Demanding instruction on advanced beverage preparation techniques.
- Instruction on the use of various machines and equipment.
- Coffee tastings, presentations by Starbucks leaders, tours, networking events, and onsite Starbucks store training.

PROGRAM REQUIREMENTS:

- An interest in working in the retail, food and beverage field.
- 16 years of age or older.
- Ability to use basic communication skills, remember complex details, comprehend reading and math at a 5th grade level.
- Ability to lift up to 40 pounds, near vision, and handle and move objects.
- Ability to pass a criminal background check.

Contact your DORS Counselor
or local DORS office for more information.
www.dors.maryland.gov

