



Essential Advice for New Baristas

Episode 31 Aired 6/20/17

These will help navigate some of the things you will experience
Being a new barista has a lot of pressure attached to it. You are publicly learning. That is very normal and does not last forever. You will become more comfortable and skillful its all part of forming new habits when you learn new things.

10 TIPS

1. Set Goals:

What is it that you want to get from this experience of being a barista? What is your goal and what do you want to get out of being in the industry?

Ultimately it's up to you to guide your own career

I think you should have two or three goals in each of these categories. Like multiple load bearing points.

If you are making progress on at least 1-2 of these goals then you will have a touch point that will prevent you from despairing when it hits the fan at the early end of a long shift.

At the end of the day you will know you made progress on something meaningful.

Hold it with an open hand. You can change directions as you experience more of the industry over time.

2. Craft your Mindset:

Determine ahead of time what mindset you bring to work.

A good place to start is to embrace the long game/ be honest with expectations of failures / determine to lean into the feeling of awkwardness rather than trying to alleviate it. If you are weak in an area it's easy to favor where you are strong but that brings on atrophy. You need to be balanced and lean into the weaker points and that comes from a mindset of embracing that this is a long game.

Who you are is based on lots of small decisions over time/ who you become works the same way.

Cultivate what Dr. Carol Dweck calls the "Growth Mindset"...be patient you have time.

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- **3. Everything is a lesson:**
- Everything can teach you something/ absorb what's around you.
- You interpret things through the lens you bring to the table.
- You view circumstance as opportunity/lesson or you can let it destroy you.
- It's not the end of the world if you make a mistake but it maybe the end of your professional world if you let it be larger than it is.
- I would get flustered at spilled things...drinks on counter, mop bucket overturn at a long closing.
- Now I realize it takes more energy to get mad than to simply observe what happened and quickly but stoically fix it and let it adjust your actions the next time.
- If you are only concerned with being embarrassed or being perfect in the moment you wont learn from that mistake.
- Have faith in your brains ability to learn and absorb the lessons but prepare yourself ahead of time and determine how you will view things through that lens.
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- **4. Be curious but balance it with urgency and focus.**
- Curious can be distraction and everything has to be subject to the next highest priority / Curiosity becomes a distraction when it takes the place of what you should be doing. Latte art is great but is also one of the biggest distractions / get good and move on.
- It's easy to be star struck with many things on the bar and forget a task list.
- So focus on priorities...
- 1st, do and focus on doing what you boss told you to do!
- If you finish ASK if there is anything before assuming there is not
- as you grow you will gain more freedom to explore what you are curious about
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- **5. Give yourself grace**
- Patience and grace to yourself and others / not proclaiming final judgment on yourself or your career etc.
- Don't engage in negative self talk...
- You are creating a reality for yourself that will define you.
- This can halt growth and progress and cause you to plateau.
- You are not stupid, clumsy, inept, useless whatever. You are learning, dedicated, growing and suitably imperfect as the coffee you serve and the people you work with.
- The sooner you can extend grace to yourself the sooner you can give grace to others
- You will not only end up a better professional but a better person too
- **6. Serve the customers for better reasons**
- Most of the time the customer is rather ambivalent to our service no mater how good it is. Service is taxing both physically and emotionally
- The customers may love, hate, or be neutral so you cannot base your motivations for service on their reactions. We tend to look for validation in the eye of the customer.
- Do it for your reasons and your high standards. Give everyone great service to help the industry at large.
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be prepared to for rude people, sweet people and indifferent people. They are not the final word on you or your career.

- You should always pursue and have a goal to make someone's day or to make them feel better when they leave than when they came in but don't let it be the only or final place where you are placing value.

- You can always be the bigger person and will be better for it/ don't take it personally until its personal.

7. own it fix it apologize later

- When you make a mistake take responsibility quickly, fix it quickly, then move on and apologize later when the rush is done. The more veteran coworkers really want to get things back on track more than anything.

- Throwing yourself into fixing it, gain clarity where needed and move on. This will build rapport.

- changed behavior is the best apology at times.

- People will be annoyed and that's fine, it's human and it's not personal

- 8. Be mindful of the space and your wake

- Knowing where to stand and what to do is critical.

- Observe how and where people move know your station/ absorb the rhythm of the bar

- Eventually you can predict and be pre-emptive

- If you are creating anything you will inevitably create a mess.

The wake you leave will determine how conscientious you are of the other around you.

- 9. Pursue Accountability:

You to boss/ If you have an absent, negligent, or weak boss you have to generate accountability for your career sake "it's ok to manage your boss"

You to co worker : Find someone doing well in an area and learn from them and subject yourself to their judgment on your behavior on the bar in that area.

- Have them keep you accountable.

- Don't pick just anyone. The culture has an impact so you want to select people who you want to emulate.

You to you....Be true to your standards when no one is

watching or will call you on it. To not do it creates an

environment of self betrayal

- Feedback with coworkers and manager occasionally. Accept compliments and feedback readily

10. Be healthy:

- Your body's health affects your mind, mood, perception of the world and people around you.

- You can burn out no matter age

- Getting sick costs money

- Eat, sleep, stretch, nutrition, vitamins, thinking space, coffee regulation

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5 Traps not to fall into

1. Saying yes to everything: Be realistic about your availability and learn how to say no. Set realistic hours in beginning and adjust over time. Boundaries are for managers to use as a guide line/ clearly communicate and be consistent. Manager will honor those things most of the time...some won't/ don't be guilted into more work if your are salaried, or otherwise. Saying yes to everything does not make you a team player but it may mean you are being played. This is for your health and longevity in the industry

2. Letting others hinder your progress. If you want to learn and your co-workers won't help/ ask you supervisor/ if not them then find out yourself, go online, learn about the coffees you serve... You may consider a new place if its really never going to change. You can lead from day one...start with yourself according to job, goals, and your ability to get answers. Your initiative may even be rewarded with promotion.

3. Codependency / Being held hostage... Don't define yourself by the job success or failure....dont stick at a job out of pride when it comes unhealthy, abusive, or is a bad situation. Make a plan to leave, ask for help. It is not a badge of honor to stick it out. You should not be scared and not trust anyone but call and spade a spade and move on.

4. Blame shifting : It's not anyones job to make you a great coffee professional more than its your own. Take ownership of your decisions and career. By getting a job you are being hired but you are also hiring others into your life to help you grow how you want to grow. You should not relinquish control of your path that means owning decisions and not shifting blame.

5. Compromise: Set your bar for compromise higher than anyone around you. ... The drink you let go, the gossip you tell, etc. You have to its slippery when you start to practice compromise for ease. Lean into discomfort and learn to love it and you will learn more than you thought you could. Allowing compromise allows for more compromise later in your career. We can take a path of least resistance like a channel in an espresso puck but it just means the potential for full extraction was missed in the coffee and the potential opportunity for growth and extracting value form your time as a barista also is missed and like the resulting coffee from a channeled puck, you will be imbalanced. Plan how to react to mistakes so you don't default to compromise.

Links:

Model Health Show Podcast

Book: "Mindset"

Its Ok to Manage Your Boss

