



# ACCREDITED TRAINING PROGRAMS

Muffin Break™ is committed to providing nationally recognised training courses to new and existing franchise partners and their staff, and we are proud to announce that we currently have three qualifications available.

The Certificate 3 in Hospitality is included for all new *Muffin Break* franchise partners and ensures participants have the required skills and knowledge to operate and manage a successful *Muffin Break* bakery café.

Accredited training programs offer a range of benefits including the unique ability of *Muffin Break* franchise partners to offer nationally recognised training programs and qualifications to their staff members, a fantastic staff motivation and retention tool.

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## Qualifications Available

- Food Safety Supervisor Qualification.
- Accredited Barista Program.
- Certificate 3 in Hospitality.

(Includes: Food Safety Supervisor Qualification and Accredited Barista Program)

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## Training Delivery Platforms

These specialised accredited training courses are delivered:

- At *Muffin Break's* state of the art Training Academy.
- Online through *Muffin Break's* E-learning and communication portal.
- At *Muffin Break* Training Stores.
- In *Muffin Break* franchise partner's own businesses.



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## Certificate 3 in Hospitality – Muffin Break's Initial Franchise Partner Accredited Training Program

Our nationally recognised initial franchise partners training course is compulsory for all new franchise partners and consists of:

-  **Pre – Drive 1:** Online *Muffin Break* specific training modules which cover:
  - Manual handling
  - Emergency procedures
  - Sandwich theory
  - Food safety
  - Barista program
  - Cleaning
  - Customer service
  
-  **Drive 1:** Is an in-depth two week program of training and assessing at the *Muffin Break* Training Academy in Sydney. Through classroom style learning, hands-on training and real-store experience, franchise partners complete training modules in:
  - Barista – theory and technical
  - Kitchen and front of house skills
  - Financial management
  - HR
  - Leadership management
  
-  **Training Store:** Four to five days of training in an operating *Muffin Break* store to hone new franchise partners experience, with support from an experienced franchise partner and their team.
  
-  **In Store:** On the opening or hand-over of a *Muffin Break* store, franchise partners receive an initial seven days of field support by a minimum of 2 accredited *Muffin Break* Operational Field Consultants. Franchise partners also continue to log their barista hours and complete further online training modules.
  
-  **Drive 2:** Occurs approximately 6 months post-store opening, and offers real data coaching on operations, finance and customer service.

## Additional Ongoing Training

In addition to *Muffin Break's* accredited initial training programs, additional and ongoing training is provided to franchise partners and their staff through:

- In-field visitations by specialised *Muffin Break* Operations Consultants. The consultant to franchise partners ratio is held at 1:12 to ensure franchise partners receive regular visitations.
- Annual operations training programs and competitions, which aim to improve consistency and reward outstanding performance.
- Online training modules delivered through *Muffin Break's* E-Learning communication and training portal.
- Regional Group Meetings where workshops, food demonstrations and training skills are delivered.

