

Frequently Asked Questions

– Home Barista Course

You might still have some questions and that's fine. So here's many of the most frequently asked questions here for you.

1. *Where's the course held & what are the dates again?*

We run this course regularly every week. We run the weekday class on Wednesday afternoon 5-9pm, and the weekend class on Saturday from 1-5pm. Be prepared for jam-packed complete hands-on 4-hour that will change the way you drink coffee forever! Click on the link below for the next Home Barista Course:

http://www.homebarista.com.au/home_barista_9.html

The course is held at Home Barista Institute at 225-229 Victoria St, West Melbourne 3003. It's on the corner of William St and Victoria Sts, West Melbourne. We are located just up the road from the famous Queen Victoria Market, 5 minutes walking distance to Melbourne CBD. Or, simply catch tram no: 57 from Elizabeth street (Melbourne CBD), simply get off at stop #9. It is directly in front of us.

2. *How much does the course cost again?*

Your investment for this 4-hour course is \$150. It's not a cost- it's an investment. This is going to give you more knowledge about coffee making than you could think of. Plus, if you buy a machine package from us after you do the course, you get a rebate of \$150 which practically makes the course free.

So you can't lose either way. Plus you've got my 100% money back guarantee. Not only that, you also get the bonuses such as: Home Barista DVD (valued at \$35), and 2-hr FREE practice (valued at \$70).

3. *Is there any support if I get stuck after the course?*

Yes. Remember that you have an extra 2-hr FREE practice after you do the course. Simply ring us on 1300-462633 to book a time. During your practice, our baristas will be around. Simply grab us and fire away any questions you have.

Not only that, we also provide a **lifetime** phone and e-mail support. Simply ring and/or e-mail us if you get stuck. We will definitely get back to you within 24-48 hours.

4: *Who is the trainer?*

Our head trainer is Rita Zhang. She is highly skilled and is passionate about coffee and teaching. She has been a professional barista for nearly 6 years, and she has owned & managed 3 successful cafes in Melbourne. She is also an accredited judge by AASCA (Austral Asian Specialty Coffee Association). AASCA is the coffee association that holds both state and national competitions annually.

Our team of trainers are professional baristas working in the café industry for many years. They are passionate both about coffee and knowledge sharing.

5: *Do you guarantee your Home Barista Course?*

Yes, of course! We are so confident this course will give you exceptional value and we are giving you our money back guarantee. So there is absolutely no risk to you! Here is your 90-day 100% money back guarantee:

Our 100% Money Back Guarantee

There is absolutely no risk to you! If you feel in any way information covered in this course has not increased your knowledge, confidence and skills in coffee making, we will cheerfully give you a full refund. No questions asked, no strings attached.

6: And what do I need to bring?

All you have to bring is an open mind and the willingness to learn. We'll do the rest! Course notes, stationeries, drinks, and snacks are provided in the class.

7: Is this a TAFE accredited course?

Frankly, it's not. To qualify as an "accredited course", we need to spend most of the time in class to cover all the "theory", which leaves little time to do the more important 'hands-on practice'.

We believe and you'll agree that "Coffee Making" has got to be 'hands-on'. You can't learn this skills by reading books. Passing the classroom test does not mean you can make coffee.

That's why we've decided to do things differently... Make this course a 'hands-on' learning. Look, don't get me wrong, you will be taught the important essence 'theory' part of the coffee making. In fact, you will be given detailed notes describing all the 'theory'. But, we will dedicate at least 3 hours of the 4-hour class time for you to do the hands-on work. So be prepared to roll up your sleeves and get your hands dirty.

8: How long is the course? How much practice would I get in the class?

The course goes for 4 hours. We'll spend about one hour going over the 'theory' part, which is coffee history, coffee beans, coffee process, and roasting process; also how to differentiate a good or bad coffee.

The rest of 3 hours time is for practice. Each student will have a machine to work on, and you'll be grinding the coffee beans, loading up the coffee, tamping, and making coffee. Then you'll need to steam the milk to make your latter, cappuccino, long black, machiato, etc. Be prepared to get real hands-on and make lots of coffee. Simply come and have FUN.

9: Would I receive a certificate at the end of the workshop?

Yes, you will receive a personalised certificate at the completion of the class, which outline a list of the skills you have learned in the 4-hour course. The certificates look really professional and in full colour so they are fit to be showed off, framed or use in your resume.

10: I am looking at buying a coffee machine, should I do the course before or after?

It's always exciting when it's time to buy a coffee machine. It can be confusing with a lot of brands and types of machines in the market to choose from.

By doing the course prior to buying a coffee machine will give you an insight of what you need to look for when you buy, especially the one that suits your need.

When you attend the course at HBI, you will get a chance to try all of our machines. That way, you will know which one is the best for you. When you decide to buy from us, you will get a \$150 rebate, which makes the course FREE. If you decide not to buy from us, the knowledge you've learnt will be valuable. Either way, you win.

11: I'm looking for a job, will this course help?

Home Barista Course will give you the basic knowledge needed to start your career in the coffee industry. And, if you are serious about being a professional barista, we would recommend you attending our advanced class, which is the Professional Barista Course. For more info about this course, go online to:

<http://www.homebarista.com.au/page6.php>

Or, simply ring 1300-Go-Coffee (462633) to speak to us or get a brochure.

12: I am starting a café, will this course help me?

This course will give you the basic coffee making skills needed to create a good cuppa. Our more advanced “Professional Coffee Making Class” and “Café Entrepreneurs Bootcamp” will help you gain more knowledge to start your café venture. Here is what one of our students after attending the course:

John & Cecil, from Cheltenham Melbourne says: we had an amazing 400% increase in coffee sales and increased \$100,000 to our cafe in 6 months!

We have a sandwich shop in Cheltenham Melbourne. Even though we increased our food sales by ten folds we were only selling around 1 kilo coffee per week (only about 20 cups a day). We did a couple of free training sessions with our coffee supplier and with a few other training centres. We didn't learn anything new and feel there must be some secrets to the whole coffee making process.

After attending the coffee course, we were excited about the new found coffee knowledge and skills. We purchased a new 2-group coffee machine and started practising what we learnt. By December 2006, we were selling 5 times more per week - that's an amazing **400% increase!** As a result, our food takings have increased by 30%. We had a business broker in recently valued our business and were pleasantly surprised to be told that we have just **increased \$100,000** in a short space of 6 months! Thank you and this course is the best investment we've ever made!

...John & Cecil, Bay Diners, Bay Street, Cheltenham, Melbourne, Phone: 95556464

(*Notes: John & Cecil sold their café in 2007 for a 6-figure profit. They took a 6-month holiday and they have purchased another café called “Gourmet Pantry” at shop 90, Brandon Park Shopping Centre, Wheeler's Hill. You can talk to John on 0407 211 899)

13: I'm looking to do the course with a group of friends, Are there any discounts?

Excellent, you are going to have fun in the class with your friends while learning how to make coffee at the same time. We can start a private group class for you and your friends if you have at least 4 people to do the class. The private class means that only you and your friends will be in the class and we can arrange a time to do it at your convenience.

For any group discounts, ring us on 1300-462633 to discuss about it.

14: Can I purchase this course as a gift?

Home Barista course makes the perfect gift may it be for a birthday, Christmas anniversary, Mother/Father's day, farewell gift, or a thank you gift. You don't have to commit to any dates when you purchase the gift voucher. We can issue a gift voucher with a timetable attached. Then the attendee can let us know which date is suitable.

15: I'm already a barista. Will I learn anything New from the class?

Absolutely! We have many professional baristas attended this course and said to us that “I thought I knew everything about coffee making, but I've learned so much from this course”

Let's have a look at what Ignatius, who is also a barista have to say

I have been working as a barista for almost 5 years. And, I thought I knew everything about coffee making, That's before I attended this course...

When I was given a gift voucher to attend this Home Barista Course, I was sceptical that I would learn anything at all.

When I came for the class at Home Barista Institute. I was astounded by what I learned in the class. The trainer was very knowledgeable. I learned a lot of crucial small things that could affect the espresso, thus influencing the whole taste of the coffee. I also learned a lot about the difference of coffee beans, roasting process, and coffee history. The trainer's passion in the coffee is demonstrated with his skills and attention to all students.

I left feeling satisfied with the new knowledges that I learned. I applied what I had learned the next day, and I was impressed by the improvement I made with my coffees. I even got compliments from some regular customers that the coffee tasted better. I immediately enrolled two of my staff in the course so they can improve as well.

I would recommend anyone who loves coffee or works in the café industry to enrol in this course. It's an investment for life.

Ignatius – 0410834555 , ex-manager of Café Delight, South Melbourne

Here are 4 Easy ways to enrol ...

- 1. Fax back the booking form to 03-9326 6311**
- 2. Simply fill out the Enrolment Form and post it to: Home Barista Institute, 225-229 Victoria St, West Melbourne 3003**
- 3. Call 1300-462633 to enrol with your credit card details**
- 4. Enrol online via our online booking page www.cafe-coach.com.au/HomeBarista.htm**