

Task 300 words(DRWA)

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In this report I'll refer to the Costa Coffee Organization regarding the development training that the organization uses for the development of the individual. I have been working for the company since February 2020 as a barista. Costa coffee was formed by two brothers Bruno and Sergio Costa from their original business called Roastery, after four years they had opened their first coffee shop in London which was the first Costa Coffee.

Today they are UK's favourite coffee house, they presently have over 2400 shops. They also have 400 shops in thirty-one different countries, there are also 8000 Costa express self-service machines within the world, based in service stations and various other outlets.

Costa Coffee is excited about the future for its employees within the company, whenever an employee shows a positive spirit and wants to learn new things, develop new skills or wants to feel part of the business. Costa Coffee does everything possible to help the employee grow professionally.

When it comes to employees learning and development the company offers the following resources:

My Costa Learning: It is an online platform, where the employees can find barista induction programs, excellence in coffee training programs and management development, etc. My Costa Learning is a learning portal, where the employees can book workshops, individual sessions, and download training toolkits.

Costa Coffee has several Coffee Academies across the United Kingdom that is designed to showcase the brand and excellence of coffee. More than 4,000 employees visit to learn skills in everything from milk froth preparation espresso dosing, grinding, and compaction and everything from how to make the perfect drink to food hygiene.

There are several benefits that an organization has when it decides to implement career and development plans for a team of workers. The company wants to retain human talent and prevent the employee from seeking a change in their job outside the organization, generate a feeling of recognition and appreciation of the company towards their knowledge and effort, the positive image of the organization is reinforced as a recommended place to work as the company cares about the development and well-being of its employees.

In my report, I will talk about My Costa learning program as a training and development tool.