



Knowledge Sharing & Skills Development Projects

www.forewordcoffee.com

foreword
COFFEE

About us

Foreword Coffee is a coffee company and social enterprise member of **raiSE** since 2017. We provide an inclusive work environment for persons with disabilities, and mental health needs.

We operate cafes and provide end-to-end coffee services such as roasted coffee beans, custom coffee brew bags, and mobile coffee carts.





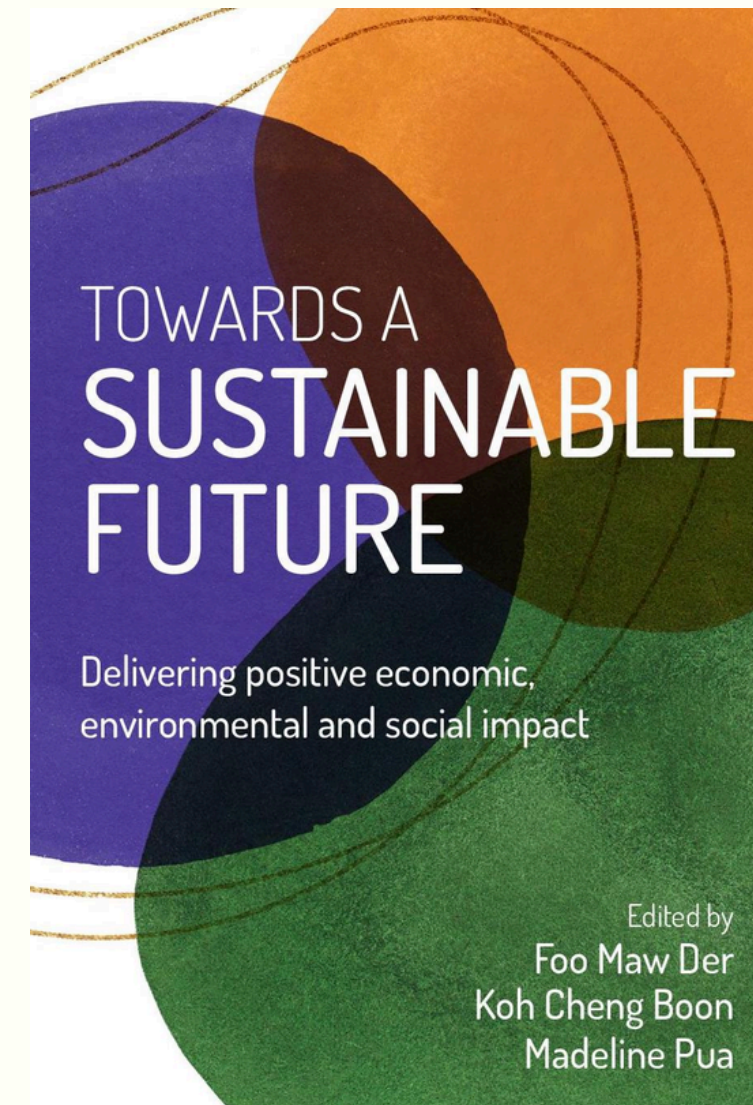
**Sharing Sessions and
Learning Journeys**

Knowledge Sharing

Our social enterprise model has intrigued people from all walks of life. Students, academics, the media and many public and private organizations seek to learn more about what we do.

Our co-founders are often invited as speakers on panels or keynote addresses to share about our founding story and thought leadership behind Foreword Coffee.

Our business has also been published as case studies in two publications through the Nanyang Technological University (NTU) and Singapore Management University (SMU).



Knowledge Sharing

Corporate Sharing

At the heart of who we are, Foreword believes in the power of shared wisdom, embracing diversity while creating an inclusive workplace within the specialty coffee industry.

As a proud recipient of the Enabling Mark (Platinum) Award (2021, 2024) and Social Enterprise of the Year (2023), we are not just in the business of making delicious coffee; we're crafting a workplace that's as rich and diverse as our favourite blends.



Knowledge Sharing

Learning Journey

Embark on a tailored learning journey with us, designed for schools and corporates. Our flexible program can be customised to integrate coffee education, social inclusion, and a theme of your choice, ensuring a unique and enriching experience for all participants.

Thematic sharing:

- Our Social Enterprise Journey
- Inclusive Hiring
- The Science of Coffee
- The Social Business Model Canvas
- Navigating the Social Impact Ecosystem
- Building a People-Centred Culture



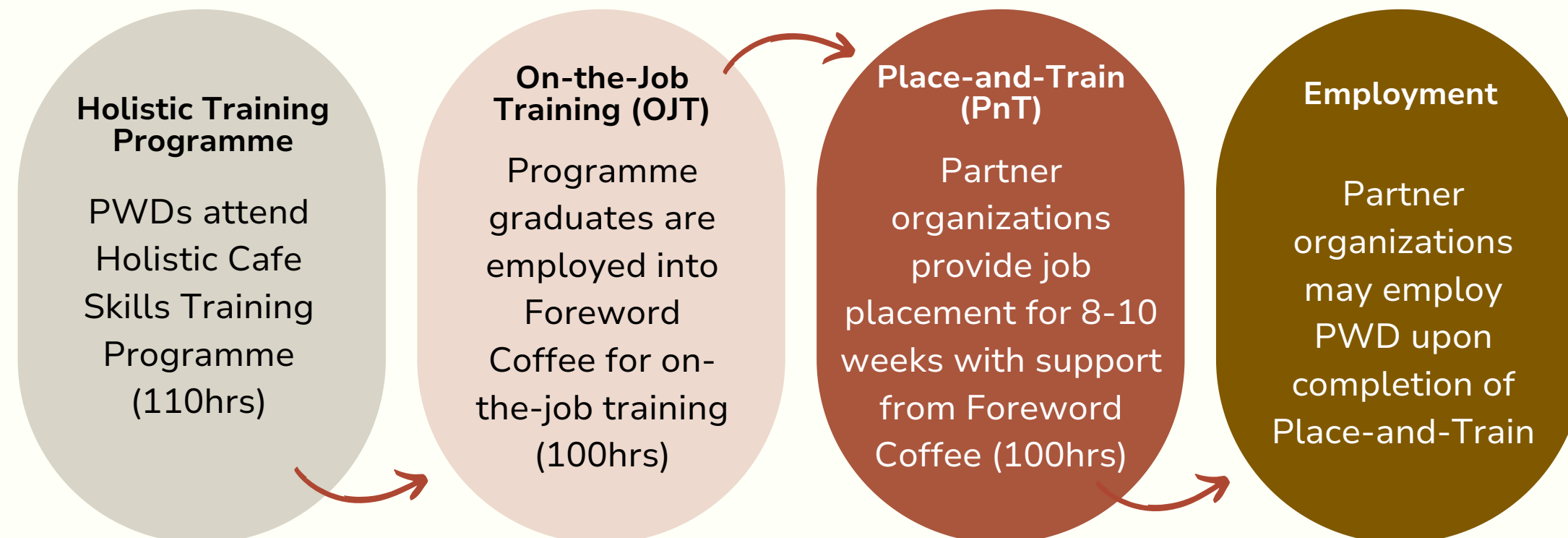


**Employment Placement Programme
for PWDs and Employers**

Employment Placement Programme (Pilot)

We conduct training with goal of increasing employability of persons with disabilities and their employment opportunities. We seek to provide placement support for organizations keen to hire inclusively and provide placement opportunities for the graduates of our training programme.

The support includes conducting onsite observation and support, employee training, and check-ins with the trainee. It is hoped that after the PnT phase, partner organizations be able to hire the trainee confidently and provide meaningful employment for them.



Holistic Development

We designed our flagship **Holistic Café Skills Training programme** (110hrs) to prepare persons with disabilities to work in the F&B industry. The full programme covers seven modules across into four domains: Workplace Fundamentals, Personal Development, Customer Experience, and F&B Training. This programme will be conducted over 18 days across 6 weeks.



This programme is supported by SG Enable. Eligible persons with disabilities can get up to 95% subsidy to attend our programme. Training allowance and training commitment award are disbursed when trainees maintain a satisfactory attendance rate for our programme.

Sample Schedule

Week 1	Workplace Safety, Health, and Hygiene Workplace Etiquette and Communication (Part 1/2) Managing Emotions and Group Dynamics (Part 1/4) Positive Customer Experience (Part 1/3 & 2/3)
Week 2	Positive Customer Experience (Part 3/3) Cafe Food Preparation (Part 1/4 & 2/4)
Week 3	Cafe Food Preparation (Part 3/4 & 4/4) Workplace Etiquette and Communication (Part 2/2) Managing Emotions and Group Dynamics (Part 2/4)
Week 4	Provide Specialty Coffee Service (Parts 1/4 to 3/4)
Week 5	Provide Specialty Coffee Service (Part 4/4) Managing Emotions and Group Dynamics (Part 3/4) Cafe Pastry Preparation (Part 1/4 & 2/4)
Week 6	Café Pastry Preparation (Part 3/4 & 4/4) Managing Emotions and Group Dynamics (Part 4/4)



**Customized Programmes
for Persons with Disabilities**

How Trainings are Conducted

Duration of the training is customized, along with the learning objectives, to suit the abilities of the trainees. Two trainers will be conducting the programme, keeping the trainer to trainee ratio small for maximum learning opportunities (i.e. 1:2 to 1:3).

Modules we offer (upon request):

- Managing Emotions and Group Dynamics
- Positive Customer Experience
- Workplace Safety, Health, and Hygiene
- Workplace Etiquette and Communication
- Basic to Intermediate Barista Skills
- Cafe Food & Pastry Preparation



Tailored training and assessment for people with special needs (e.g. autism, intellectual disability) and disabilities (e.g. deaf / hard-of-hearing, cerebral palsy).

Basic Barista Skills

The Basic Barista Skills Training allows trainees to gain the foundational skills needed to prepare espresso-based beverages. Activities and practices during the training will prepare the trainee to perform the tasks of a **barista assistant**.

Learning Objectives:

- Understand espresso and espresso-based beverages
- Perform the espresso extraction drill
- Follow recipes to make espresso-based beverages
- Perform basic milk integration techniques
- Provide basic customer service and follow food hygiene principles
- Basic milk frothing techniques



Basic Barista Skills

Level	Duration	Cost for 2 trainers	Cost for 1 trainer	Group Size
1	1.5hrs	\$119.90	\$103.55	4 to 6 pax
2	3hrs	\$239.80	\$207.10	4 to 6 pax
3	5hrs	\$381.50	\$343.35	4 to 6 pax
4	7hrs	\$515.03	\$479.60	4 to 6 pax

*Costs stated are for 1 trainee and excludes \$109 (incl. GST) for 2-way transport, setup and teardown fees if equipment support is required at an offsite location.

Basic Barista & Cafe Skills

The Basic Barista and Café Skills course is a bundled course which allows trainees to experience the work of a barista in a café setting. This course will focus on hands-on training with the coffee grinder and espresso machine, as well as being acquainted with the peripheral tasks in the café.

Trainees will learn to execute the espresso extraction drill, prepare simple espresso-based beverages (i.e. Americano, Long Black, Latte, Cappuccino, and Flat White) and experience pouring latte art.

In the café skills component, trainees will learn to use the weighing scale for a variety of tasks such as measuring water, ice, and powder. Trainees will also learn to operate the dishwasher, as well as other manual tasks such as efficient dishwashing, and housekeeping tasks for the café (e.g. sweeping, mopping, cleaning tables and windows, etc.)

Basic Barista & Cafe Skills

Learning Objectives:

- Understand espresso and espresso-based beverages
 - Execute the espresso extraction drill
 - Follow recipes to make espresso-based beverages
 - Perform basic milk integration techniques
 - Basic milk frothing techniques
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- Use a weighing scale properly to assist in the process of beverage preparation
 - Effective dishwashing skills for different types of reusable wares (e.g. glass cups, metal utensils, ceramic plates, etc.)
 - Perform basic workplace safety awareness and housekeeping skills
 - Perform basic customer service and follow food hygiene principles

Basic Barista & Cafe Skills

Level	Duration	Cost for 2 trainers	Cost for 1 trainer	Group Size
1	5hrs	\$381.50	\$343.35	4 to 6 pax
2	10hrs	\$763.00	\$686.70	4 to 6 pax
3	15hrs	\$1144.50	\$1030.05	4 to 6 pax

*Costs stated are for 1 trainee and excludes \$109 (incl. GST) for 2-way transport, setup and teardown fees if equipment support is required at an offsite location.



**Corporate Sponsorship &
Programme Co-creation**

Corporate Volunteering

We welcome corporates who are looking to engage beneficiaries from charities and social organizations through coffee. We can work together to create a custom programme to achieve the objectives of your corporate social responsibility (CSR) projects.



Corporate Volunteering

Coffee Brewing Workshop

Participants get to have an immersive hands-on experience learning about the V60 method and drink lots of coffee in the process! This 1hr workshop is great for engagement between beneficiaries and volunteers.

Programme details:

1. Introduction to the V60 method
2. Variables to consider for pourover coffee
3. Navigating brew ratio

Recommended no. of pax: 15 to 30



Like what we do?

Contact us for a meeting to discuss details!



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