

## ABSTRACT

The internship program is used to enrich the extent to which the theories provided during lectures can be applied in the world of work. This study uses qualitative methods with data collection through observation. Based on observations made at Beenovative FB UPH, the authors found several deficiencies in terms of employees or baristas, such as a lack of experience in working and a lack of knowledge about coffee making. Steps that can be taken to solve this problem are training for baristas. Training is expected not to increase knowledge, but also to improve barista skills in making coffee and customer service. This is expected so that consumers can feel the maximum service.

Keywords: barista, training, Beenovative

