

UNIT TITLE: PREPARE AND SERVE NON-ALCOHOLIC BEVERAGES		NOMINAL HOURS: 25
UNIT NUMBER: D1.HBS.CL5.07		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to prepare and serve non-alcoholic beverages in a range of settings within the hotel industries workplace context		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Prepare and serve a range of teas and coffees</p> <p>1.1 Select <i>ingredients, tea/coffee making equipment and crockery/glassware</i> to prepare tea/coffee</p> <p>1.2 Prepare drinks using <i>appropriate method</i> in accordance with customer requests and required timeframe</p> <p>1.3 <i>Evaluate</i> drink before presenting to customer</p> <p>Element 2: Prepare and serve cold drinks</p> <p>2.1 Select <i>ingredients, equipment and glassware</i></p> <p>2.2 Prepare drink in accordance with standard recipes or to customer requests</p> <p>2.3 Serve <i>garnishes and accompaniments</i> with drinks</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to all industry sectors that require to prepare and serve non alcoholic beverages within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food and Beverage Service</p> <p><i>Ingredients</i> might include:</p> <ul style="list-style-type: none"> • Traditional teas • Specialty teas • Herbal teas • Specialty coffee • Special blends. 	

Element 3: Use, clean and maintain equipment and machinery for non-alcoholic drinks

- 3.1** Use machinery and equipment safely in accordance with manufacturer's specifications and hygiene/safety requirements
- 3.2** Clean and maintain machinery and equipment regularly in accordance with manufacturer's specifications and enterprise cleaning and maintenance schedules
- 3.3** Identify problems promptly and report to the appropriate person

Equipment might include:

- Espresso machines
- Grinders
- Percolators/urns
- Drip filter systems
- Tea pots
- Plungers.

Crockery/glassware might include:

- Plungers
- Teapots
- Creamers
- Milk jugs
- Tea strainers
- Mugs, cups, coffee glasses.

Appropriate method might include:

- Filter
- Plunger
- Iced
- Espresso
- Greek/Turkish.

Evaluate should relate to:

- Strength of coffee or tea in accordance with customer requirements/requests
- Taste
- Temperature
- Presentation.

Cold drinks might include:

- Shakes
- Flavoured milks
- Smoothies
- Hot/iced chocolate/coffee
- Juices
- Water
- Soft drinks
- Non-alcoholic cocktails.

Ingredients may include:

- Juices
- Cream
- Mixers
- Cordials.

Equipment may include:

- Bottle openers
- Measures
- Blenders
- Knives and chopping boards
- Ice containers
- Tongs and scoops
- Coasters.

Glassware may include:

- Old-fashioned glass
- Highball glass
- Irish coffee glass.

Garnishes and accompaniments may include:

- Coasters
- Edible and non-edible garnishes.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Knowledge of origins and characteristics of a range of different types of coffees and teas
- Knowledge of processes involved in the preparation of teas and coffees
- Knowledge of a range of the most popular/traditional non-alcoholic beverages
- Knowledge of the range and variety of presentation methods
- Ability to demonstrate preparation and serving techniques for a range of non-alcoholic beverages.

Linkages To Other Units

- Comply with workplace hygiene procedures
- Provide food and beverage services.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrate ability to set up and operate coffee-making equipment, ingredients and accompaniments in accordance with enterprise procedures and systems
- Demonstrate ability to set up and operate tea-making equipment, ingredients and accompaniments in accordance with enterprise procedures and systems
- Demonstrate ability to prepare and serve a range of non-alcoholic beverages in accordance with enterprise procedures and accepted timelines.

Context of Assessment

This unit may be assessed on or off the job

- Assessment should include practical demonstration of the ability to prepare and serve non-alcoholic beverages either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area, job role and area of responsibility
- Assessment must include project or work activities that allow the candidate to respond to multiple and varying customer requests that require the candidate to prepare and serve a range of non-alcoholic beverages.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Portfolio evidence
- Problem solving
- Role plays
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	0	
Communicating ideas and information	2	Us positive communication and customer service skills to promote non-alcoholic beverages to customers
Planning and organising activities	2	Undertake set up activities prior to service

	Working with others and in teams	1	Share relevant information with staff members
	Using mathematical ideas and techniques	0	
	Solving problems	1	Handle customer complaints
	Using technology	0	