

<b>UNIT TITLE:</b> MANAGE AND OPERATE A COFFEE SHOP		<b>NOMINAL HOURS:</b> 85
<b>UNIT NUMBER:</b> D1.HPA.CL4.01		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required in the planning, operating and managing of coffee shops, which serve patisserie items. It deals with the display and service of patisserie products and suitable beverages. It is appropriate for cooks, chefs and patissiers wishing to open or operate a coffee shop. It should be linked to other appropriate business management units, as this unit does not cover aspects such as business planning, marketing and financial management or coffee making skills		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Plan coffee shop facilities</b></p> <p><b>1.1</b> Plan coffee shop operations according to <i>available facilities</i> and customer expectations</p> <p><b>1.2</b> Develop floor plan of <i>production and service areas</i></p> <p><b>1.3</b> Develop floor plan of <i>customer area</i></p> <p><b>1.4</b> Identify <i>fixture, fittings, décor and equipment</i> according to business plan, floor plan and budget</p> <p><b>Element 2: Plan the product and service elements of coffee shop operation</b></p> <p><b>2.1</b> Plan and design the menu incorporating a range of <i>suitable food and beverage items</i> taking into account available facilities</p> <p><b>2.2</b> Identify <i>suppliers</i> for menu items</p> <p><b>2.3</b> Prepare work schedules in line with <i>coffee shop operations</i></p>	<p><b>Unit Variables</b></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 are responsible for managing and operating a coffee shop within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food Production</p> <p><i>Available facilities</i> may relate to:</p> <ul style="list-style-type: none"> <li>• Floor space</li> <li>• Staff</li> <li>• Amenities</li> <li>• Storage facilities</li> <li>• Local regulations</li> <li>• Business plan</li> </ul> <p><i>Production and service areas</i> should include:</p> <ul style="list-style-type: none"> <li>• Hot and cold display cabinets</li> </ul>	

**Element 3: Prepare food item display and serve coffee shop items**

3.1 Plan the *display of food items*

3.2 Prepare and *serve beverages and food items*

**Element 4: Organise the storage of coffee shop produce**

4.1 Food items are *stored at correct temperature and conditions*

4.2 Maintain maximum eating quality, appearance and freshness

- Preparation and service areas
- Coffee machine
- Fridge/freezer
- Dry storage.

*Customer area* may include:

- Tables
- Chairs
- Crockery
- Cutlery
- Glass ware
- Napery, etc.

*Fixture, fittings, décor and equipment* may include:

- Front of house, including tables, chairs, benches
- Lighting, heating, cooling, ventilation
- Kitchen equipment, including cooking, holding, display and service
- Crockery, cutlery
- Wall hangings, including pictures, prints
- Floor coverings, such as paint, carpet, tiles.

*Suitable food and beverage items* may include:

- Savoury and sweet items
- Pastries and cakes
- Savoury items such as quiche, ham and cheese croissant

- Beverages such as:
  - Coffee
  - Tea
  - Cold carbonated drinks
  - Fresh juices
  - Milk
  - Soy-based drinks
  - Ice cream.

*Suppliers* may include:

- Fruit and vegetables
- Meat
- Seafood
- Dairy
- Dry goods.

*Coffee shop operations* may relate to:

- Opening days, times
- Customer numbers
- equipment
- Deliveries.

*Display of food items* may include:

- Space
- Style/theme of coffee shop

- Storage requirements
- Hot/cold displays
- Visual appeal
- Covering menu items on display
- Maintaining appropriate temperatures for different menu items
- Food handling practices
- Appropriate plates, platters and trays.

*Serve* may relate to:

- Garnishes
- Cutting
- Portion control
- Yield testing
- Costing
- Value adding.

Stored at correct temperature and conditions relates to:

- Cool room temperature
- Cool room placement
- Length of time in cool storage
- Freezer temperature
- Length of time in freezer storage
- Labelled
- Freshness, quality and presentation
- Temperature and humidity.

### **Assessment Guide**

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

- Knowledge of the appropriate quality indicators of products, including taste, texture, structure, shape and size to industry and/or enterprise standards
- Knowledge of varieties and characteristics of menu items offered, including knowledge of commodities
- Knowledge and understanding of the principles and requirements of the relevant legislation relating to:
  - Occupational health and safety
  - Hygiene and food safety
  - Licensing regulations
  - Local health regulations
- knowledge and understanding of:
  - Organisational skills and teamwork
  - Appropriate technical and culinary terms for coffee shop operations
  - Preparation of pastries, cakes and savoury products
  - Cutting and serving of pastries, cakes and savoury products
  - Costing, yield testing and portion control
  - Table set ups
  - Coffee and tea preparation and beverage service
  - Coffee shop equipment, its function and routine maintenance
  - Defining and applying quality control
  - Storage conditions for menu items and optimising shelf-life, freshness and eating qualities

- Time management skills
- Communication skills
- Safe work practices.

**Linkages To Other Units**

- Comply with workplace hygiene procedures
- Implement occupational health and safety procedures
- Prepare and store food
- Work effectively with colleagues and customers
- Maintain strategies for safe food storage
- Present and display food products
- Apply basic techniques of commercial cookery
- Manage financial performance within a budget
- Prepare and monitor budgets
- Provide a link between kitchen and service area
- Provide advice to patrons on food and beverage services
- Comply with workplace hygiene procedures
- Promote hospitality products and services
- Receive and resolve customer complaints
- Maintain quality customer/guest service
- Develop and update local knowledge
- Develop and maintain food & beverage product knowledge
- Prepare business documents

- Manage and implement small projects
- Plan, manage and conduct meetings
- Use common business tools and technology
- Monitor catering revenue and costs
- Manage the effective use of human resources
- Manage legal requirements for business compliance
- Create promotional display stand
- Manage operational risk
- Manage contractual agreements/commitments.

#### **Critical Aspects of Assessment**

Evidence of the following is essential:

- Ability to plan the layout and storage aspects of a coffee shop operation
- Knowledge of key hygiene and food safety issues relating to coffee shops
- Knowledge of a range of coffee shop products
- Ability to source coffee shop products and stock
- Ability to prepare work schedules
- Ability to display coffee shop menu items
- Demonstrated ability to serve coffee shop food and beverage items
- Demonstrated ability to safely store coffee shop food and beverage items.

#### **Context of Assessment**

This unit may be assessed on or off the job:

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individuals work area or area of responsibility.

**Resource Implications**

Training and assessment must include access to relevant documents, plans and relevant product and equipment information; 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:

- Observation of candidate performance
- Oral and written questions
- 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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	2	Select and analyse information about potential layout, menu and equipment options
Communicating ideas and information	2	Develop accurate specifications for coffee shop fixtures and fittings
Planning and organising activities	2	Plan venue layout and workflows
Working with others and in teams	3	Negotiate with equipment and product suppliers on requirements



	Using mathematical ideas and techniques	1	Cost products and equipment
	Solving problems	2	Develop a design within very tight space restrictions
	Using technology	2	Use the point of sale system