

<b>UNIT TITLE:</b> PREPARE AND SERVE COCKTAILS		<b>NOMINAL HOURS:</b> 20
<b>UNIT NUMBER:</b> D1.HBS.CL5.06		
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to prepare and serve cocktails within the hotel industry workplace context		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Promote cocktails to customers</b></p> <p><b>1.1</b> Ensure <i>service equipment</i> is clean, operational and ready for use</p> <p><b>1.2</b> Ensure <i>cocktail ingredients and accompaniments</i> are prepared and ready for service</p> <p><b>1.3</b> Use <i>display materials</i> to promote cocktails</p> <p><b>1.4</b> Offer customers <i>recommendations or information</i> about the range and <i>style of cocktails</i> available in a courteous fashion</p> <p><b>Element 2: Prepare cocktails</b></p> <p><b>2.1</b> Select and use <i>cocktail glassware</i> and equipment in accordance with enterprise and industry standards</p> <p><b>2.2</b> Make cocktails correctly and efficiently in accordance with recipes</p> <p><b>2.3</b> <i>Consider and evaluate</i> new cocktail recipes and develop in accordance with enterprise policy</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 require to prepare and serve cocktails within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food and Beverage Service</p> <p><i>Service equipment</i> may include:</p> <ul style="list-style-type: none"> <li>• Shakers</li> <li>• Cocktail glassware</li> <li>• Jugs</li> <li>• Stirrers and swizzles</li> <li>• Blenders</li> <li>• Pourers, strainers and measures</li> <li>• Ice crushers and scoops</li> <li>• Glass chillers</li> <li>• Cleaning equipment</li> <li>• Knives and chopping boards</li> <li>• Cocktail list or menu</li> <li>• Bar towels.</li> </ul>	

**Element 3: Present cocktails**

- 3.1 Present cocktails attractively in a manner and timeframe that optimises cocktail appearance, temperature and service quality
- 3.2 Minimise wastage and spillage during service

*Cocktail ingredients and accompaniments may include:*

- Ice
- Garnish
- Condiments
- Bitters
- Cordials
- Sauces
- Milk
- Cream
- Decorative items
- Alcoholic ingredients.

*Display materials may include:*

- Table tent cards
- Posters
- Banners
- Oral information.

*Recommendations or information may include:*

- Price
- Special promotions
- Ingredients
- Relative strength
- Suitable alternatives
- Flavours
- Spirit base
- Value for money.

*Style of cocktails* may include:

- Blended
- Shaken
- Stirred
- Built
- Floated.

*Cocktail glassware* may include:

- Brandy snifter
- Champagne flute
- Martini glass
- Old-fashioned glass
- Margarita glass
- Highball glass.
- Irish coffee glass.

*Consider and evaluate* should relate to:

- Eye appeal of cocktail
- Texture of cocktail
- Flavour of cocktail
- Correct temperature of cocktail.

### **Assessment Guide**

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

- Knowledge of the relevant liquor licensing laws
- Knowledge of hygiene issues of specific relevance to preparing and serving cocktails
- Knowledge of the different types of cocktails, including blended, stirred, built
- Knowledge of a range of the most popular/traditional cocktail recipes
- Knowledge of the typical alcoholic ingredients of cocktails
- The typical non-alcoholic ingredients of cocktails
- Demonstrated ability to use typical cocktail equipment, ingredients and accompaniments
- Demonstrated ability to use the range and variety of cocktail glassware correctly
- Demonstrated ability to use a range and variety of presentation methods
- Demonstrated ability to prepare and serve a range of common cocktails.

### **Linkages To Other Units**

- Manage responsible service of alcohol
- Operate a bar facility
- Prepare and serve non alcoholic beverages
- Process liquor sales at a bar facility.

### **Critical Aspects of Assessment**

Evidence of the following is essential:

- Demonstrated understanding of legal requirements in relation to the service of alcohol
- Demonstrated ability to set up and operate cocktail equipment, ingredients and accompaniments in accordance with enterprise procedures and systems
- Demonstrated ability to offer customers appropriate assistance in the selection of cocktails
- Demonstrated ability to prepare and serve cocktails 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 cocktails 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 cocktails.

**Resource Implications**

Training and assessment to include access to a real or simulated workplace using real equipment and materials; 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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	1	Identify sources of cocktail recipes
Communicating ideas and information	2	Use positive communication and customer service skills to promote cocktails to customers
Planning and organising activities	2	Undertake bar set up prior to service
Working with others and in teams	1	Work with co-workers
Using mathematical ideas and techniques	-	
Solving problems	1	Handle customer complaints
Using technology		