

Training Package	Tourism, Hospitality and Events (SIT07v2.3)		HSC Requirements and Advice
Unit title	Prepare and serve non-alcoholic beverages		
Unit code	Competency field	Sector	HSC Indicative Hours
SITHFAB010C	Food and Beverage	Hospitality	15

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, coffees and other non-alcoholic beverages in a range of industry contexts.</p> <p>The unit does not deal with the skills and knowledge required to extract and serve espresso coffee, including storage of coffee and care of machinery, which are covered in SITHFAB012B Prepare and serve espresso coffee.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
Prerequisite units	SITXOHS002A Follow workplace hygiene procedures.
Application of the unit	This unit applies to all establishments where coffee, tea and other non-alcoholic beverages are served, such as cafes, restaurants, bars, catering venues or retail outlets. Persons performing this function usually work as part of a team and operate with some autonomy and responsibility for their own work outputs.
Employability skills	This unit contains employability skills.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> ability to prepare and serve a variety of coffees, teas and non-alcoholic beverages correctly and within acceptable enterprise timeframes knowledge and application of a variety of drink products and related equipment ability to recognise quality in hot and cold beverages, meet customer requirements and expectations, and identify factors affecting quality and required outcomes 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to a drinks service area with suitable equipment for the production and service of coffee, tea and other non-alcoholic drinks, including: <ul style="list-style-type: none"> tea and coffee-making equipment cold drink equipment, such as juicers and blenders hot and cold drink crockery or glassware refrigeration kettles and heating equipment 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> direct observation of the candidate preparing and serving a variety of non-alcoholic drinks written or oral questions to test knowledge of safety issues and different styles and types of tea, coffee and other drinks review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d	Context of and specific resources for assessment cont/d	Methods of assessment cont/d
<ul style="list-style-type: none"> • safe and hygienic work practices in making coffees, teas and non-alcoholic beverages. 	<ul style="list-style-type: none"> • realistic ratios of customers to service staff. 	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • SITHFAB004A Provide food and beverage service • SITHFAB012B Prepare and serve espresso coffee.

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • customer service skills for determining customer requirements and preferences • preparation and service of a variety of coffees, teas and non-alcoholic beverages • problem-solving skills to resolve drinks curdling, coffee strength or milk texturisation • communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication • literacy skills to read recipes for drinks • numeracy skills to calculate amounts of ingredients for drinks or increase amounts for larger quantities or multiple orders. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • basic information on origins and characteristics of a range of different types of coffees and teas • processes involved in the production and preparation of teas and coffees • characteristics of and ingredients used in non-alcoholic beverages commonly available in the current market • safe storage and handling conditions and requirements for coffee, tea and commodities • safety issues and safe work practices of particular relevance to the service of non-alcoholic drinks, including: <ul style="list-style-type: none"> - requirements for the use of coffee machines - potential dangers associated with post-mix dispensing systems (inert gas) - use of refrigeration - working with ingredients at high temperatures. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • cleaning and maintenance of equipment • drink preparation methods • equipment • non-alcoholic drinks • presentation • safe and hygienic work practices • strength, taste, temperature and appearance of non-alcoholic drinks • tea and coffee.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
<p>1 Prepare and serve a range of non-alcoholic drinks.</p>	<p>1.1 Prepare ingredients and equipment for <i>non-alcoholic drinks</i> prior to service.</p>	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p><i>Non-alcoholic</i> drinks <u>include</u>:</p> <ul style="list-style-type: none"> • varieties of tea, including: <ul style="list-style-type: none"> - black - semi-black - blended - green - scented - herbal - fruit - floral • coffee • milkshakes • flavoured milks • smoothies • hot and iced chocolate • juices • cordials and syrups • waters • soft drinks • non-alcoholic cocktails • freshly squeezed juices • health drinks • fruit whips • frappés • children’s specialty drinks. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of safe and hygienic work practices and procedures.</p> <p>An awareness of different styles of food and beverage outlets offering non-alcoholic beverages including:</p> <ul style="list-style-type: none"> • coffee shops • food hall/food courts • take-away food outlets • casual dining restaurants • fine dining restaurants. <p>A range of non-alcoholic beverages.</p> <p>Knowledge of the characteristics of non-alcoholic beverages including:</p> <ul style="list-style-type: none"> • ingredients • origin (where appropriate) • utensils and equipment • preparation procedures • appropriate temperature • appropriate serviceware • safe and hygienic work practices • associated culinary terms • common problems and solutions • waste minimisation techniques. <p>Mise en place required for the preparation and serving of non-alcoholic beverages including:</p> <ul style="list-style-type: none"> • knowledge of a range of non-alcoholic beverages available • identification and selection of appropriate glassware or crockery • preparation and maintenance of equipment • set up for work station • ensuring ample stock requirements for range of non-alcoholic beverages being prepared • preparation of garnishes. <p>An awareness of a range of equipment including:</p> <ul style="list-style-type: none"> • name

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			<ul style="list-style-type: none"> • characteristic • use • limitations • assembly (if appropriate) • maintenance • cleaning and sanitising • storage. <p>Equipment including:</p> <ul style="list-style-type: none"> • tea- and coffee-making equipment <ul style="list-style-type: none"> - grinders - percolators and urns - kettles/heating equipment - drip filter systems - coffee machines • cold drink equipment <ul style="list-style-type: none"> - plungers - juicers - milkshake makers - blenders • hot and cold drink crockery or glassware <ul style="list-style-type: none"> - tea pots • refrigeration facilities • post-mix systems. <p>A working knowledge of a range of equipment.</p> <p>Awareness of safe work practices and procedures for working with equipment including knives and heated surfaces.</p> <p>Hygienic work practices including:</p> <ul style="list-style-type: none"> • personal hygiene • food hygiene.
	1.2 Identify the name and style of drink in response to a customer request.		<p>Learning experiences for the HSC must address:</p> <p>Establishing customer preferences, needs and expectations through:</p> <ul style="list-style-type: none"> • active listening • using open, closed and reflective questions • observation and recognition of nonverbal signs.

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			<p>Communication skills to enable quality customer service:</p> <ul style="list-style-type: none"> • listening actively to what the customer is communicating • providing an opportunity for the customer to confirm their request • questioning to clarify and confirm customer needs • seeking feedback from the customer to confirm understanding of needs • summarising and paraphrasing to check understanding of customer's message • using appropriate body language. <p>Matching preferences, needs and expectations with the most suitable product or service by knowing customer and product/services.</p> <p>Communication with customers to determine drink requirements including:</p> <ul style="list-style-type: none"> • number of beverages required to ensure correct quantity of ingredients prepared • clarifying special requests.
	<p>1.3 Select and assemble the correct ingredients, equipment and relevant machinery according to enterprise practices.</p>	<p>Equipment includes:</p> <ul style="list-style-type: none"> • grinders • percolators and urns • drip filter systems • teapots and tea-cosies • plungers • juicers • milkshake machines • blenders • post-mix systems • fridges. 	
	<p>1.4 Prepare drinks correctly using appropriate methods, according to standard recipes, customer requests and required timeframe.</p>	<p>Coffee methods include:</p> <ul style="list-style-type: none"> • filter • Greek or Turkish • iced • plunger. 	<p>Learning experiences for the HSC must address:</p> <p>Procedures for preparation of a range of non-alcoholic beverages including:</p> <ul style="list-style-type: none"> • use of recipe cards if required • storage requirements for commodities • ingredients required

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			<ul style="list-style-type: none"> • equipment required • final presentation method to be used. <p>An awareness of the key principles of coffee making including:</p> <ul style="list-style-type: none"> • clean fresh water • ensure all equipment is clean before use • use freshly roasted and ground coffee • selection of correct coffee grind for machine • storage of ground coffee in airtight container • use a set measure of coffee to water • add boiling water to coffee and allow to infuse • holding times • infusion time must be controlled according to the type of coffee used and method of making • control temperature, since to boil coffee is to spoil coffee • strain and serve • add milk or cream separately • best serving temperatures <ul style="list-style-type: none"> - coffee 82 °C to 87 °C - milk 68°C. <p>Knowledge of standard turnaround times.</p>
	<p>1.5 Ensure correct strength, taste, temperature and appearance for each drink prepared.</p>		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of industry standards for the strength, taste, temperature and appearance of a range of non-alcoholic beverages.</p> <p>An awareness of procedures to follow for solving problems including:</p> <ul style="list-style-type: none"> • drinks curdling • coffee too strong • milk not texturising.
	<p>1.6 Present drinks attractively in appropriate crockery or glassware and garnish attractively where appropriate, according to enterprise standards.</p>		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of a range of crockery and glassware and their appropriate selection and use for the presentation of non-alcoholic beverages.</p>

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			<p>Knowledge of a range of appropriate garnishes for non-alcoholic beverages including:</p> <ul style="list-style-type: none"> • mints • petit fours • chocolates • biscuits • glacé fruit. <p>Awareness of a range of techniques for the decorate service of coffee.</p> <p>Knowledge of procedures for serving non-alcoholic beverages to customers including:</p> <ul style="list-style-type: none"> • calling of order • delivery to table • presentation to customer.
<p>2 Use, clean and maintain equipment and machinery for non-alcoholic drinks.</p>	<p>2.1 Use machinery and equipment safely according to manufacturer specifications and hygiene and safety requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>Safe work practices when using machinery and equipment including:</p> <ul style="list-style-type: none"> • those in accordance with manufacturers' instructions • use of equipment correct for the purpose • regularly cleaning equipment including: <ul style="list-style-type: none"> - after making each beverage - beginning and end of shift • safe posture (sitting, standing, bending and lifting) • correct manual handling (lifting and transferring) • working with electricity, knives, equipment and heated surfaces in a safe manner • practices that prevent injury including burns, scalds and cuts. <p>Knowledge of safe and hygienic work practices and procedures including:</p> <ul style="list-style-type: none"> • personal hygiene • safe and hygienic handling of food and beverages • regular hand washing • correct food storage • suitable dress and personal protective equipment and clothing • avoidance of cross contamination

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			<ul style="list-style-type: none"> - hygienic cleaning practices - use of cleaning equipment, clothes and materials • safe handling and disposal of linen and laundry • appropriate handling and disposal of garbage • cleaning and sanitising • following the workplace/organisation's food safety program.
	<p>2.2 Clean machinery and equipment regularly and maintain according to manufacturer specifications and enterprise cleaning and maintenance schedules.</p>		<p>Learning experiences for the HSC must address:</p> <p>An awareness of the importance of and the procedures for maintaining equipment in accordance with manufacturers' instructions.</p>
	<p>2.3 Use energy and water resources efficiently when preparing non-alcoholic beverages to reduce negative environmental impacts.</p>		
	<p>2.4 Identify problems promptly and report them to the appropriate person.</p>		<p>Learning experiences for the HSC must address:</p> <p>An awareness of the procedures for reporting faults.</p> <p>Personnel to whom problems should be reported:</p> <ul style="list-style-type: none"> • supervisor/manager • supplier/manufacturer.