Non-alcoholic beverages

- Range of non-alcoholic beverages typically found in commercial beverage menus
  - Carbonated
  - Coffees (non-espresso)
  - Fruit-based
  - Milk-based
  - Mocktails
  - Teas
  - Waters

- Major types/styles and their characteristics
- Standard recipes
- Industry standards for strength, taste, temperature, appearance

Equipment

- Used to prepare different types/styles of non-alcoholic beverages
  - Name and general features
  - Purpose and limitations
  - Selection for task (functions)
  - Assembly (if appropriate)
  - Safe and hygienic use/operation according to manufacturer's instructions
  - Cleaning and sanitising
  - Maintenance
  - Storage
  - Post-mix dispensing systems
  - Dangers associated with inert gases
  - Appropriate measures to ensure safety of worker and customer

Service

- Customer requests
  - Needs, preferences and expectations
  - Establishing through probe questioning
  - Active listening
- Matching needs, preferences and expectations with the most suitable product
  - Manual
  - Electronic
- Workplace procedures
  - Taking order
  - Calling of order
  - Delivery to table
  - Presentation to customer
- Standard turnaround times
- Dealing with numerous service tasks simultaneously

Preparation

- Efficiently sequence beverage order and preparation
- Preparing beverage within commercial realistic time frames
- Time and task management
- Associated culinary terms
  - Characteristics
  - Ingredients
- Handling and storage
- Range of preparation methods
  - Blending
  - Brewing
  - Juicing
  - Mixing
  - Plunging
  - Shaking
- Measuring ingredients and calculating quantities

Service

- Traditional
  - Work station
  - Preparation of beverage (mise en place)
  - Service of beverage
  - Associated culinary terms
    - Characteristics
    - Ingredients
  - Handling and storage
  - Range of preparation methods
    - Blending
    - Brewing
    - Juicing
    - Mixing
    - Plunging
    - Shaking
  - Measuring ingredients and calculating quantities
- Safe and hygienic work practices
- Work station
- Preparation of beverage (mise en place)
- Service of beverage
- Associated culinary terms
  - Characteristics
  - Ingredients
- Handling and storage
- Range of preparation methods
  - Blending
  - Brewing
  - Juicing
  - Mixing
  - Plunging
  - Shaking
- Measuring ingredients and calculating quantities
- Efficient use of resources, water and energy
- Sorting of recyclables
- Disposal of waste
- Environmentally friendly work practices

Customer service

- Customer requests
  - Needs, preferences and expectations
  - Establishing through probe questioning
  - Active listening
- Matching needs, preferences and expectations with the most suitable product
  - Manual
  - Electronic
- Workplace procedures
  - Taking order
  - Calling of order
  - Delivery to table
  - Presentation to customer
- Standard turnaround times
- Dealing with numerous service tasks simultaneously