

	Unit ID: 300
Domain	FOOD AND BEVERAGE SERVICE
Title:	Prepare and serve espresso-based coffees and other hot beverages in a hospitality establishment
Level: 3	Credits: 6

Purpose

This unit standard specifies the competency required to prepare and serve hot beverages in a hospitality establishment. People credited with this unit standard are able to: organize and prepare work areas; take hot beverage orders; prepare and serve espresso-based coffee using commercial espresso machine; and prepare and serve other types of hot beverages.

Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the end user in the assessment activity may be the assessor, there must be documented evidence of multiple occasions where the candidate has provided services for 'guests' who have the expectations of a paying guest.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield. Of significant relevance is:

Unit 51 *Demonstrate general cleaning techniques for premises and equipment in a hospitality establishment*

4. The establishment's policies and procedures relating to lost and found property must be adhered to.

5. Glossary

- *Espresso-based coffees* include alcoholic and non-alcoholic hot beverages and are not limited to short black, cappuccino, café latte, macchiato, long black, mocha, flat white, liqueur-based coffees.
- *Other hot beverages* may include but are not limited to non-espresso-based coffees, teas and herbal infusions, fruit mixes (e.g. lemon, honey and ginger), and chocolate.

For credit, evidence is required for at least two espresso-based coffees, one other hot beverage, and one liqueur coffee.

- The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
- *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
- *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

6. Where training and assessment is being carried out in a real workplace, persons undertaking this unit standard must comply with the minimum age requirements for the service of alcohol as specified in the Liquor Act 6 of 1998. Service of alcoholic beverages is restricted to licensed premises in line with the Liquor Act 6 of 1998.

7. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

8. Regulations and legislation relevant to this unit standard include the following:

- Labour Act No 11 2007 as amended
- Tobacco Products Control Act No 1 of 2010
- Financial Intelligence Act No 3 of 2007
- The Social Security Act 1994
- Liquor Act 6 of 1998
- The Employee Compensation Amendment Act 5 of 1995
- Public Health Amendment Act 45 of 1976
- The International Health Regulation Act 28 of 1974
- Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications

Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Organise and prepare work areas

Range

Preparation of workstation for hot beverage service may include but is not limited to: selecting equipment and containers; turning on machines; setting out cups, mugs, saucers/plates, jugs, glasses and other required service ware; ensuring adequate supplies of milk varieties and sugars, including specialised sugars and substitutes; assembling flavourings and toppings; laying out flatware, serviettes, wipes.

Equipment includes but is not limited to coffee machine, espresso pot, mechanical milk frother, grinders, percolators/urns, tea pots, plungers.

Appropriate containers and conditions for storage of hot beverages and commodities include but are not limited to air tight containers for coffee and tea, freedom from light and temperature changes, refrigeration of milk.

Performance Criteria

- 1.1 Workstation for preparation of hot beverages is prepared in line with safety and hygiene practices, to enable efficient workflow and easy access to equipment and commodities.
- 1.2 Ingredients for hot beverages are identified and stored in appropriate containers and conditions to maintain quality and freshness in line with enterprise procedures.

Element 2: Take hot beverage orders

Performance Criteria

- 2.1 Advice is provided to guests about types of hot beverages in line with establishment procedures.
- 2.2 Guest requirements for hot beverages are determined and orders taken in line with establishment requirements.

Element 3: Prepare and serve espresso-based coffee using a commercial espresso machine

Range

Cleaning and maintenance of espresso machine includes but is not limited to cleaning machine and parts, wiping down entire machine, purging reservoir of hot water, cleaning drainage pipes, back flushing the machine.

Performance Criteria

- 3.1 Ingredients for espresso-based coffees are selected and prepared in line with establishment procedures.
- 3.2 Espresso equipment is prepared in line with manufacturer's and establishment procedures.
- 3.3 Appropriate cups or glassware are selected and warmed prior to preparation of espresso in line with establishment procedures.
- 3.4 Coffee is extracted using espresso equipment in line with manufacturer's and establishment procedures.
- 3.5 Espresso-based coffees are prepared, served and presented in line with coffee style and guest and establishment requirements.
- 3.6 Accompaniments are served with espresso-based coffees in line with guest and establishment requirements.
- 3.7 Payments are processed in accordance with establishment procedures.
- 3.8 Espresso machine and equipment is cleaned and maintained in line with manufacturer's and establishment procedures.

Element 4: Prepare and serve other types of hot beverages

Performance Criteria

- 4.1 Hot drink type is identified in line with guest and establishment requirements.
- 4.2 Appropriate cups or glassware are selected in line with establishment requirements.
- 4.3 Ingredients for hot beverage are selected and prepared in line with establishment procedures.
- 4.4 Hot drinks machines or pots are monitored and adjusted as required until required beverages are made in line with guest and establishment requirements.
- 4.5 Hot beverage is prepared, served and presented in line with guest and establishment requirements.
- 4.6 Accompaniments are served with hot beverage in line with guest and establishment requirements.

- 4.7 Payments are processed in accordance with establishment procedures.
- 4.8 Hot drinks machines or pots are cleaned and maintained in line with manufacturer's and establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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