

PREPARE HOT AND COLD BEVERAGES

UNIT CODE: HOS/OS/FP/CR/04/3

UNIT DESCRIPTION

This unit specifies the competencies required to plan, prepare and present hot and cold beverages. It involves preparing ingredients for beverages, assembling cutlery glassware and crockery.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Prepare ingredients and equipment for hot beverages	1.1 The working area is organised and cleaned as per the HACCP and SOPs. 1.2 <i>Beverage equipment</i> are assembled as per the recipe. 1.3 <i>Hot beverage ingredients</i> are assembled as per the recipe.
2. Prepare hot beverages	2.1 FIFO procedures are followed 2.2 <i>Consistency</i> in the hot beverage preparation is adhered to. 2.3 Hot beverage <i>preparation procedures</i> are adhered to. 2.4 Capability to deliver the beverage within the time lines is adhered to.
3. Prepare cold beverages	3.1 Consistency (Flavour, temperature, serving standards) in the hot beverage preparation is adhered to. 3.2 Cold beverage preparation procedures are adhered to. 3.3 Capability to deliver the beverage within the time lines is adhered to.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
7. <i>Consistency</i> include but not limited to:	<ul style="list-style-type: none"> • Flavour • Temperature • Serving standards

<p>8. <i>Hot beverages ingredients</i> include but not limited to:</p>	<ul style="list-style-type: none"> • Tea • Coffee • Chocolate • Sugar/honey/sweeteners
<p>9. <i>Beverage Equipment</i> include but not limited to:</p>	<ul style="list-style-type: none"> • Percolators and urns • Drip filter systems • Blenders • Fridges • Juicers • Milkshake machines • Teapots • cutlery and crockery • Glassware
<p>10. <i>Preparation procedures</i> include but not limited to:</p>	<ul style="list-style-type: none"> • Decanting • Blending • Brewing • Juicing • Mixing • Shaking • Stirring
<p>5. <i>Cold beverage ingredients</i> include but not limited to:</p>	<ul style="list-style-type: none"> • Fruits • Vegetables • Ice cubes

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Consistency
- Knife skills
- Vegetable cuts
- Cleaning methods
- Use of other working tools and equipment (chopping board)
- Creativity/Innovation
- Garnishing and decoration
- Communication
- Interpersonal relations
- Measurements
- Chilling of drinks

Required Knowledge

The individual needs to demonstrate knowledge and understanding of:

1.1	HACCP- Hazard Analysis of Critical Control Points
1.2	SOPs - Standard Operating Procedures
1.3	OHS-Occupational Health and Safety
1.4	Product knowledge
1.5	Fruits and vegetables varieties
1.6	Variety of beverages
1.7	Food safety and hygiene
1.8	Quality and control and waste management
1.9	Proper storage
1.10	Purchase specification
1.12	Herbs and spices
1.13	Sugar/honey/ sweeteners
1.14	Allergens
1.15	Special needs/dietary
1.16	Garnishes and decorations
1.17	Professional ethics
1.18	Guest relations
1.19	Measurements

FOUNDATION SKILLS

<i>The individual needs to demonstrate the following fundamental skills</i>	
Communication Numeracy Interpersonal relations	Computer literacy First aid Time Management

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to assemble equipment for preparing beverages 1.2 Demonstrated ability to select and use beverage ingredients 1.3 Demonstrated ability to present beverages 1.4 Used the correct equipment, ingredients and standard measures 1.5 Worked with speed and efficiency to deal with numerous service tasks simultaneously 1.6 Served major types of hot beverages
2. Resource Implications	The following resources MUST be provided: 2.1 Fully equipped safe kitchen 2.2 Proper working equipment 2.3 A working environment meeting the OSHA standards 2.4 A variety of beverage ingredients
3. Method of Assessment	Competency may be assessed through: 3.1 Direct observation using a checklist 3.2 Written or oral questions to test knowledge. 3.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
4. Context for Assessment	Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.