

PREPARE BEVERAGES

UNIT CODE: HOS/OS/FP/CR/011/4

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 and materials</i> assembled as per the recipe. 1.3 <i>Hot and cold beverage ingredients</i> assembled as per the recipe.
2. Prepare hot beverages e.g. coffee, tea, cocoa milk drinks	2.1 Select type and size of equipment suitable to prepare hot beverages. 2.2 Ingredients identified and selected as per the recipe. 2.3 Weigh and measure ingredients according to recipe. 2.4 Hygiene and procedures are observed as per HACCP 2.5 Recommended <i>methods of preparing hot beverages</i> are used as per the recipe. 2.6 Quality, taste, aroma, colour strength, temperature and appearance for each drink is prepared as per the recipe. 2.7 Beverages are presented according to standard operating procedures and style of service. 2.8 Hot and beverages are stored as per the recipe.
3. Prepare cold beverages	3.1 Select type and size of equipment suitable to prepare cold beverages. 3.2 Ingredients identified and selected as per the recipe. 3.3 Weigh and measure ingredients according to recipe. 3.4 Hygiene and procedures are observed as per HACCP 3.5 Cold beverages are prepared as per the recipe . 3.6 Chilling done (optional) as per the recipe.

	<p>3.7 A range of fruit cocktails is prepared as per the recipe.</p> <p>3.8 Beverages are presented according to standard operating procedures and style of service.</p> <p>3.9 Consistency (Flavour, temperature, serving standards) in the cold beverage preparation is adhered to.</p>
4. Prepare energy drinks	<p>4.1 Select type and size of equipment suitable to prepare energy drinks.</p> <p>4.2 Ingredients identified and selected as per the recipe.</p> <p>4.3 Weigh and measure ingredients according to recipe.</p> <p>4.4 Hygiene and procedures are observed as per HACCP.</p> <p>4.5 Energy drinks are prepared as per the recipe.</p> <p>4.6 Chilling done (optional) as per the recipe.</p> <p>4.7 A range of energy drinks is prepared as per the recipe</p> <p>4.8 Energy drinks are presented according to standard operating procedures and style of service.</p> <p>4.9 Consistency (Flavour, temperature, serving standards) is adhered to.</p>
5. Prepare health drinks	<p>5.1 Select type and size of equipment suitable to prepare health drinks.</p> <p>5.2 Ingredients identified and selected as per the recipe.</p> <p>5.3 Weigh and measure ingredients according to recipe.</p> <p>5.4 Hygiene and procedures are observed as per HACCP.</p> <p>5.5 Health drinks are prepared as per the recipe.</p> <p>5.6 Chilling (optional) done as per the recipe.</p> <p>5.7 A range of health drinks is prepared as per the recipe.</p> <p>5.8 Health drinks are presented according to standard operating procedures and style of service.</p> <p>5.9 Consistency is adhered to.</p>

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
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1. Consistency include but not limited to:	<ul style="list-style-type: none"> • Flavour • Temperature • Serving standards
2. Hot beverages ingredients include but not limited to:	<ul style="list-style-type: none"> • Tea • Coffee • Chocolate • Sugar/honey/sweeteners
3. Methods of preparing hot beverages include but not limited to:	<ul style="list-style-type: none"> • Brewing • Infusing
4. Beverage equipment and materials include but not limited to:	<ul style="list-style-type: none"> • Percolators and urns • Drip filter systems • Blenders • Fridges • Juicers • Milkshake machines • Teapots • Cutlery and crockery • Glassware • Filter papers
5. Preparation procedures include but not limited to:	<ul style="list-style-type: none"> • Decanting • Blending • Brewing • Juicing • Mixing • Shaking • Stirring
6. Cold beverage ingredients include but not limited to:	<ul style="list-style-type: none"> • Fruits • Vegetables • Ice cubes • Milk • Yoghurt • Ice cream
7. Health Drinks include but not limited to:	<ul style="list-style-type: none"> • Dawa • Detox

Required Skills

The individual needs to demonstrate the following skills:

- Kitchen tools and equipment selection and their use
- Ingredients for making beverages
- Presentation techniques
- Technical skills e.g. mixing, chilling, blending, whisking,
- Decorating
- Cleaning methods (scrubbing, cleaning with cold/warm water, use of sanitizer)
- Use of working tools and equipment
- Creativity/Innovation
- Hygiene (personal grooming, kitchen and food hygiene)
- Communication.
- Interpersonal relations.

Required Knowledge

The individual needs to demonstrate knowledge and understanding of:

- Hazard Analysis of Critical Control Points (HACCP).
- Standard Operating Procedure (SOP).
- Occupational Safety and Health (OHS).
- Work place procedures
- Preserving beverages
- Emerging trends
- Time management
- Efficient workflow
- Culture and religion (kosher, halal, vegans)
- Food product knowledge
- Quality control
- Costing and cost control
- Portion control
- Purchase specification
- Seasoning (Sugar, salt, herbs and spices)
- Nutrition and dietetics
- Garbage management
- Food trends (organic products, molecular gastronomy)
- Hospitality law
- Professional ethics
- Healthy eating
- Ingredients for beverages

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 Identified and assembled equipment for preparing beverages. 1.2 Identified and selected beverage ingredients. 1.3 Weighed and measured ingredients according to recipe. 1.4 Observed hygiene procedures as per HACCP. 1.5 Prepared hot beverages using recommended methods of brewing and infusing as per the recipe. 1.6 Maintained the quality, taste, aroma, colour strength, temperature and appearance for each drink. 1.7 Presented the beverages as per the recipe. 1.8 Worked with speed and efficiency to deal with numerous service tasks simultaneously. 1.9 Managed waste effectively. 1.10 Communicated effectively. 1.11 Demonstrated a positive attitude. 1.12 Managed time effectively.
2. Resource Implications	The following resources MUST be provided: 2.1 Fully equipped safe kitchen. 2.2 A working environment meeting the OSHA standards. 2.3 A variety of beverage ingredients.
3. Method of Assessment	Competency may be assessed through: 3.1 Direct observation using a checklist 3.2 Written tests 3.3 Oral questions 3.4 Assignments 3.5 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.