



Australian Government

Department of Education, Employment and Workplace Relations

SITHFAB010A Prepare and serve non alcoholic beverages

Release: 1

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Modification History

Not applicable.

Unit Descriptor

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.

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 SITHFAB012A Prepare and serve espresso coffee.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

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.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

This unit must be assessed after the following prerequisite unit:
SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare and serve a range of non-alcoholic drinks.	1.1 Prepare ingredients and equipment for non-alcoholic drinks prior to service.
	1.2 Identify the name and style of drink in response to a customer request.
	1.3 Select and assemble the correct ingredients, equipment and relevant machinery according to enterprise practices.
	1.4 Prepare drinks correctly using appropriate methods , according to standard recipes, customer requests and required timeframe.
	1.5 Ensure correct strength, taste, temperature and appearance for each drink prepared.
	1.6 Present drinks attractively in appropriate crockery or glassware and garnish attractively where appropriate, according to enterprise standards.
2 Use, clean and maintain equipment and machinery for non-alcoholic drinks.	2.1 Use machinery and equipment safely according to manufacturer specifications and hygiene and safety requirements.
	2.2 Clean machinery and equipment regularly and maintain according to manufacturer specifications and enterprise cleaning and maintenance schedules.
	2.3 Identify problems promptly and report them to the appropriate person.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

customer service skills for determining customer requirements and preferences

preparation and service of a variety of coffees, teas and non-alcoholic beverages

safe work practices in relation to posture at workstation and use of coffee machines and other equipment

problem-solving skills to resolve drinks curdling, coffee too strong or milk not texturising

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.

The following knowledge must be assessed as part of this unit:

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.

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

Evidence of the following is essential:

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

safe and hygienic work practices in making coffees, teas and non-alcoholic beverages.

Context of and specific resources for assessment

Assessment must ensure:

access to a drinks service area with suitable equipment for the production and service of coffee, tea and other non-alcoholic drinks, including:

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

realistic ratios of customers to service staff.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

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.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHFAB004A Provide food and beverage service

SITHFAB012A Prepare and serve espresso coffee.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Non-alcoholic drinks include:

varieties of tea, including:

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.

Equipment includes:

grinders
percolators and urns
drip filter systems
teapots and tea-cosies
plungers
juicers
milkshake machines
blenders
post-mix systems
fridges.

Coffee **methods** include:

filter
Greek or Turkish
iced
plunger.

Unit Sector(s)

Hospitality

Competency field

Food and Beverage