



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SITHFAB010C Prepare and serve non alcoholic beverages**

**Revision Number: 1**

## **SITHFAB010C Prepare and serve non alcoholic beverages**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **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 SITHFAB012B 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**

#### **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**

Not applicable.

## Pre-Requisites

**Prerequisite units** SITXOHS002A Follow workplace hygiene procedures

## Employability Skills Information

**Employability skills** This unit contains employability skills.

## 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

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and serve a range of non-alcoholic drinks.	<ul style="list-style-type: none"><li>1.1 Prepare ingredients and equipment for <b><i>non-alcoholic drinks</i></b> prior to service.</li><li>1.2 Identify the name and style of drink in response to a customer request.</li><li>1.3 Select and assemble the correct ingredients, <b><i>equipment</i></b> and relevant machinery according to enterprise practices.</li><li>1.4 Prepare drinks correctly using appropriate <b><i>methods</i></b>, according to standard recipes, customer requests and required timeframe.</li><li>1.5 Ensure correct strength, taste, temperature and appearance for each drink prepared.</li></ul>

**ELEMENT****PERFORMANCE CRITERIA**

- |   |   |  |
|---|---|--|
|   | 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   | Use energy and water resources efficiently when preparing non-alcohol beverages to reduce negative environmental impacts.                        |
|   | 2.4   | Identify problems promptly and report them to the appropriate person.  |

## Required Skills and Knowledge

### 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
- problem-solving skills to resolve drinks curdling, coffee strength or milk texturisation
- 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
- safety issues and safe work practices of particular relevance to the service of non-alcoholic drinks, including:
  - requirements for the use of coffee machines
  - potential dangers associated with post-mix dispensing systems (inert gas)
  - use of refrigeration
  - working with ingredients at high temperatures

## Evidence Guide

### 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.

## EVIDENCE GUIDE

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

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:
- realistic ratios of customers to service staff.

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

## EVIDENCE GUIDE

### 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
- SITHFAB012B Prepare and serve espresso coffee.

## 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
  - frappes
  - children's specialty drinks.



**RANGE STATEMENT**

*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)**

**Sector**

Hospitality

**Competency field**

**Competency field**

Food and Beverage