



Australian Government

SITHFAB203 Prepare and serve non-alcoholic beverages

Release 1

SITHFAB203 Prepare and serve non-alcoholic beverages

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	<p>E</p> <p>Replaces and is equivalent to SITHFAB010C Prepare and serve non alcoholic beverages.</p> <p>Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content.</p>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, non-espreso coffees and other non-alcoholic beverages. It requires the ability to select ingredients and equipment and to use a range of methods to make and present drinks.

It does not include making espreso coffee beverages which is covered in SITHFAB204 Prepare and serve espreso coffee.

Application of the Unit

This unit applies to any hospitality organisation which serves coffee, tea and other non-alcoholic beverages including cafes, restaurants, bars, clubs, function and event venues. The unit applies to kitchen staff and operational food and beverage attendants who work with very little independence and under the guidance of others.

Licensing/Regulatory Information

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

Pre-Requisites

This unit must be assessed after the following prerequisite unit:	
SITXFSA101	Use hygienic practices for food safety

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|--|---|
| 1. Select ingredients. | 1.1 Check and identify <i>specific customer preferences</i> for beverages on order.
1.2 Identify and obtain correct ingredients for <i>non-alcoholic drinks</i> . |
| 2. Select, prepare and use equipment. | 2.1 Select <i>equipment</i> of correct type and size.
2.2 Safely assemble and ensure cleanliness of equipment before use.
2.3 Use equipment safely and hygienically according to manufacturer instructions. |
| 3. Prepare and serve non-alcoholic drinks. | 3.1 Prepare drinks using appropriate <i>methods</i> and standard recipes to meet customer requests.
3.2 Ensure correct strength, taste, temperature and appearance for each drink prepared.
3.3 Minimise waste to maximise profitability of beverages produced.
3.4 Present drinks attractively in appropriate crockery or glassware with accompaniments and garnishes according to organisational standards.
3.5 Evaluate the presentation of beverages and make adjustments before serving. |

Required Skills and Knowledge

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

Required skills

- communication skills including active listening and open and closed probe questioning to:
 - interact with customers and team members in a polite and friendly manner
 - determine customer preferences and prepare suitable beverage tailored to the customer's requirements
- initiative and enterprise skills to minimise wastage
- literacy skills to read and interpret beverage menus and standard recipes for non-alcoholic beverages
- numeracy skills to calculate and measure ingredient quantities for the preparation of beverages
- planning and organising skills to sequence the preparation of beverages to efficiently serve customers
- problem-solving skills to identify deficiencies in beverage quality and make adjustments to ensure a quality product
- self-management skills to manage own speed, timing and productivity
- technology skills to use equipment for the preparation of non-alcoholic beverages.

Required knowledge

- culinary terms for and characteristics of ingredients commonly used to produce non-alcoholic beverages
- major types of non-espreso coffees, teas, other non-alcoholic beverages and their characteristics
- preparation methods for a variety of non-espreso coffees, teas and other non-alcoholic beverages
- organisational and traditional standards for:
 - glassware and crockery used for beverage presentation
 - garnishes and accompaniments used to enhance beverages
- equipment used to produce non-alcoholic beverages:
 - essential features and functions
 - safe operational practices
 - dangers of inert gases used in post-mix dispensing systems and the measures required to ensure worker and customer safety.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

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

Evidence of the ability to:

- prepare and present a diverse range of non-alcoholic beverages, over multiple service periods, to meet different customer requests
- present multiple non-alcoholic beverages that are attractive and consistent in quality, volume and appearance
- use the correct equipment, ingredients and standard measures
- work with speed and efficiency to deal with numerous service tasks simultaneously
- integrate knowledge of:
 - major types of teas, non-espreso coffees, other non-alcoholic beverages and their characteristics
 - preparation methods for popular non-alcoholic beverages
 - organisational and traditional presentation standards.

Context of and specific resources for assessment

Assessment must ensure use of:

- an operational food and beverage outlet with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines including specific equipment for preparing non-alcoholic beverages; this may be a:
 - real industry workplace
 - simulated industry environment such as a training food and beverage outlet servicing customers
- industry-realistic ratios of service staff to customers
- commercial beverage menus and standard recipes for non-alcoholic drinks currently used by the hospitality industry
- organisational and traditional presentation standards non-alcoholic beverages
- a wide commercial range of non-alcoholic beverage ingredients.

Method 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 individual preparing and serving a variety of non-alcoholic drinks
- evaluation of the taste and visual appeal of drinks produced by the individual
- written or oral questioning to assess knowledge of:
 - major types of teas, coffees and other non alcoholic beverages and their characteristics
 - preparation methods
 - standards for presentation
- review of portfolio of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHFAB206 Serve food and beverage
- SITHKOP101 Clean kitchen premises and equipment
- SITXCCS202 Interact with customers
- SITXFIN201 Process financial transactions
- SITXWHS101 Participate in safe work practices.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Specific customer preferences may include:

- brands
- crockery
- garnishes
- glassware
- ice
- mixers
- size
- strength
- temperature.

Non-alcoholic drinks include:

- carbonated drinks
- children's specialty drinks
- coffee:
 - filtered
 - Greek or Turkish
 - iced
 - plunger
- cordials and syrups
- flavoured milks
- frappes
- freshly squeezed juices
- fruit whips
- health drinks
- hot and iced chocolate
- juices
- milkshakes
- non-alcoholic cocktails
- smoothies
- soft drinks
- varieties of tea, including:
 - black
 - semi-black
 - blended
 - green
 - scented
 - herbal

Equipment may include:

- fruit
- floral
- waters.
- coffee:
 - percolators and urns
 - drip filter systems
 - plungers
- blenders
- fridges
- juicers
- milkshake machines
- teapots.
- blending
- brewing
- juicing
- mixing
- plunging
- shaking.

Methods include:

Unit Sector(s)

Hospitality

Competency Field

Food and Beverage