



Australian Government

SITHFAB401 Plan and monitor espresso coffee service

Release 1

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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 SITHFAB016A Plan and monitor espresso coffee service.</p> <p>Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content. Prerequisite removed.</p>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate operational aspects of espresso coffee service for an outlet. It requires the ability to develop menus, provide specialist advice to customers and staff, monitor the overall quality of espresso beverages and maintain equipment.

Application of the Unit

This unit applies to any hospitality organisation which serves espresso coffee beverages including cafes, restaurants, bars, clubs, function and event venues.

It applies to senior personnel who operate independently or with limited guidance from others and who have substantial specialist knowledge of coffee, its history and presentation. They are often referred to as baristas.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

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. Plan coffee beverage service. | <ul style="list-style-type: none"> 1.1 Develop coffee beverage menus taking into consideration profit requirements, market focus, demographics and customer preferences. 1.2 Select suppliers and roasters, and make purchases according to budget and quality. 1.3 Liaise with suppliers and roasters to ensure coffee service meets organisational quality standards. |
| 2. Provide specialist advice on espresso coffee beverages. | <ul style="list-style-type: none"> 2.1 Develop and update <i>knowledge of types of coffee beverages</i>. 2.2 Respond to customer questions about espresso coffee beverages. 2.3 Provide accurate information to staff on coffee beans, ground coffee and espresso coffee beverages. 2.4 Promote coffee beverage appreciation at appropriate opportunities. 2.5 Develop and display accurate <i>customer information</i> on espresso coffee beverages. |
| 3. Monitor quality of coffee beverages. | <ul style="list-style-type: none"> 3.1 Identify desirable <i>characteristics</i> of superior espresso coffee beverages. 3.2 Evaluate coffee beans to ensure freshness. 3.3 Monitor grind to ensure quality and consistency of espresso extraction. 3.4 Monitor environmental variations affecting dose, and adjust the grind and dose accordingly. 3.5 <i>Evaluate</i> espresso coffee beverage quality and diagnose faults and problems in quality of coffee beans, ground coffee and coffee beverages. 3.6 Monitor coffee extractions and service ensuring quality and consistency. 3.7 Assess texture and temperature of milk served. 3.8 Seek and follow up feedback on coffee beverage quality from customers and staff. 3.9 Ensure <i>ingredients</i> and <i>accompaniments</i> are stored appropriately in suitable containers and conditions. 3.10 Ensure coffee beverages are presented correctly and |

- attractively with suitable accompaniments.
4. Monitor and maintain equipment.
 - 4.1 **Monitor** espresso coffee machine and other equipment for efficiency and reliability of operation.
 - 4.2 Monitor temperature and water pressure.
 - 4.3 Develop environmentally sound cleaning, maintenance, waste disposal and recycling practices.
 - 4.4 Identify need for new **equipment** and **serviceware** taking into account relevant **considerations** and evaluate options.
 - 4.5 Identify situations requiring use of specialist service technicians.
 - 4.6 Schedule service calls and replacement of worn parts at appropriate times.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - discuss menu items with customers and articulate advice about coffee beverage characteristics
 - provide clear and accurate information tailored to staff member needs
- critical thinking skills to evaluate coffee beverage preferences of target markets and create menus to meet preferences
- initiative and enterprise skills to develop new menus to meet changing customer preferences
- learning skills to continuously source information on emerging coffee service trends and synthesise this information for menu updates
- literacy skills to:
 - read and interpret:
 - detailed supplier product information
 - promotional material
 - reviews about coffee beans, ground coffee and coffee beverages
 - cleaning and maintenance procedures for espresso coffee machines and grinders
 - research information on current and emerging coffee service trends and customer preferences
 - write comprehensive and creatively expressed menus to promote sales
- numeracy skills to:
 - calculate and monitor temperature and water pressure for espresso machines
 - calculate quantities and costs for stock orders
- planning and organising skills to schedule the regular servicing of espresso machines
- problem-solving skills to diagnose problems and faults in coffee beans, ground coffee and coffee beverages and make adjustments to ensure quality coffee beverages
- self-management skills to take responsibility for espresso service management and quality outputs
- teamwork skills to share current knowledge and new information with staff members
- technology skills to use espresso machines and monitor their efficiency and reliability.

Required knowledge

- history and culture of espresso coffee beverages
- current and emerging espresso coffee service trends
- major types of espresso coffee beverages and their characteristics:
 - caffè latte
 - cappuccino
 - espresso (short black)

- flat white
- long black
- mocha
- piccolo latte
- ristretto
- short and long macchiato
- different types of milk, their characteristics and uses for different types of coffee beverages
- for coffee beans and blends:
 - special qualities and flavour characteristics arising from country and area of origin
 - physical and chemical properties
 - roasting techniques
 - effects of roasting and grinding
 - type of grind and freshness
 - flavour enhancers and essences
- impacts on flavour of coffee beverages from:
 - cleanliness of machines
 - water temperature and pressure
- organisational and industry standards for:
 - serveware used for espresso coffee beverage presentation
 - accompaniments used to enhance beverages
 - presentation of beverages including latte art
- storage of coffee beans, ground coffee, milk and other ingredients:
 - correct environmental conditions to ensure food safety
 - appropriate methods to optimise shelf life
- methods to ensure efficient use of ingredients and to minimise wastage
- equipment used to prepare espresso coffee beverages:
 - technical features and functions of different espresso machines and grinders
 - cleaning and maintenance procedures for espresso coffee machines and grinders
 - routine problems and faults in espresso machines and grinders
- work practices for the management of large coffee beverage orders
- cost and profit issues associated with the provision of espresso coffee service, including product, equipment, accessories and pricing of menu items.

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:

- coordinate the operational aspects of espresso coffee preparation for an outlet over multiple service periods
- monitor the overall quality of espresso coffee beverages
- maintain commercial grade espresso coffee machines and grinders
- integrate knowledge of:
 - history and culture of coffee beverages
 - current and emerging espresso coffee service trends
 - cost and profit issues associated with the provision of espresso coffee service
 - major types of espresso coffee beverages, coffee beans and their characteristics
 - technical features and functions of different espresso machines and grinders
 - routine problems and faults in espresso machines and grinders.

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 espresso coffee 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
- a workstation with industry-current commercial grade espresso machine and coffee grinders
- a commercial range of coffee beans, ground coffee, other ingredients and accompaniments
- commercial beverage menus and standard recipes for coffee beverages currently used by the hospitality industry
- organisational and industry standards for presenting for espresso coffee beverages
- cleaning and maintenance procedures for espresso coffee

machines and grinders.

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:

- use of case studies and problem-solving exercises to assess the individual's ability to evaluate coffee beans, ground coffee and coffee beverages, and diagnose and rectify a range of faults
- review of workplace documents developed by the individual:
 - maintenance schedules for espresso machines
 - descriptive coffee beverage menus
 - information sheets for use of customers and staff
- written or oral questioning to assess knowledge of:
 - history and culture of coffee beverages
 - current and emerging espresso coffee service trends
 - cost and profit issues associated with the provision of espresso coffee service
 - major types of espresso coffee beverages, coffee beans and their characteristics
 - technical features and functions of different espresso machines and grinders
 - routine problems and faults in espresso machines and grinders
 - 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:

- BSBSUS301A Implement and monitor environmentally sustainable work practices
- SITHFAB204 Prepare and serve espresso coffee
- SITXINV301 Purchase goods
- SITXINV401 Control stock
- SITXMGT401 Monitor work operations
- SITXWHS401 Implement and monitor work health and safety 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.

Knowledge may be sourced from:

- associations and industry bodies
- coffee beverage tastings
- coffee reference books
- general and trade media, and supplier information
- product suppliers, roasters and other baristas
- the Internet
- trade shows.

Types of coffee beverages may include:

- caffè latte
- cappuccino
- espresso (short black)
- flat white
- long black
- mocha
- piccolo latte
- ristretto
- short and long macchiato.

Customer information may include:

- brochures about coffee beans and grinds
- coffee beverage education programs
- types of coffee beverages and accompaniments
- prices.

Characteristics of coffee beverages include:

- appearance, including opacity or transparency
- aroma
- colour
- flavour
- freshness
- presentation
- taste.

To ***evaluate*** may involve use of:

- customer feedback
- information or data on:
 - repeat business
 - sales of particular items, types of coffee beverages
- organisational and industry standards
- staff feedback
- sensory analysis, including:
 - olfactory

- tactile
 - tasting coffee beverage
 - visual.
- Ingredients*** may include:
- coffee beans
 - ground coffee
 - milk.
- Accompaniments*** may include:
- biscuits
 - chocolates
 - marshmallows
 - sugar
 - sugar substitutes.
- To monitor*** may involve:
- identifying and diagnosing faults
 - fine tuning or arranging fine tuning of machines and grinders according to manufacturer instructions and warranty requirements
 - removing shower screens and diffusers if appropriate, cleaning using wet method and reassembling.
- Equipment*** may include:
- bins for used coffee grounds
 - blind or blank filter
 - cleaning brushes
 - coffee grinders
 - colour coded cleaning cloths
 - espresso coffee machines and parts
 - flat edge implement such as a spatula for levelling off dosed filter basket
 - measuring equipment:
 - stopwatch or timer
 - thermometer
 - milk foaming jugs
 - napkins
 - powder shakers e.g. chocolate, cinnamon
 - service trays
 - spoons
 - stirrers
 - storage bins
 - straws
 - take-away cardboard trays
 - tamp mats
 - tampers.
- Serviceware*** may include:
- for different types of coffee beverages:
 - cups

- saucers
- mugs
- glasses
- take away coffee cups.

Considerations include:

- cost
- reliability
- reputation of supplier
- service availability
- size and capacity to meet outlet service needs
- technical characteristics
- training in operation.

Unit Sector(s)

Hospitality

Competency Field

Food and Beverage