



Australian Government

SITHFAB004 Prepare and serve non-alcoholic beverages

Release: 1

SITHFAB004 Prepare and serve non-alcoholic beverages

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, non-espresso 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 espresso coffee beverages, which is covered in SITHFAB005 Prepare and serve espresso coffee.

This unit applies to any hospitality organisation that serves coffee, tea and other non-alcoholic beverages, including cafes, restaurants, bars, clubs, and 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.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

SITXFSA001 Use hygienic practices for food safety

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Select ingredients.
2. Select, prepare and

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Check and identify specific customer preferences for beverages on order.
- 1.2. Identify and obtain correct ingredients for non-alcoholic drinks.
- 2.1. Select equipment of correct type and size.

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| use equipment. | 2.2.Safely assemble and ensure cleanliness of equipment before use. |
| | 2.3.Use equipment safely and hygienically according to manufacturer instructions. |
| 3. Prepare non-alcoholic beverages. | 3.1.Prepare beverages using appropriate methods and standard recipes to meet customer requests. |
| | 3.2.Ensure correct and consistent strength, taste, temperature and appearance for each beverage prepared. |
| | 3.3.Minimise waste to maximise profitability of beverages produced. |
| 4. Serve non-alcoholic beverages. | 4.1.Present beverages attractively in appropriate crockery or glassware with accompaniments and garnishes according to organisational procedures. |
| | 4.2.Evaluate presentation of beverages and make adjustments before serving. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	read manufacturer instructions to determine correct use and maintenance requirements of equipment.
Oral communication skills to:	use active listening and open and closed probe questioning to determine customer preferences and offer suitable products.
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.
Self-management skills to:	manage own speed, timing and productivity.
Technology skills to:	use equipment for the preparation of non-alcoholic beverages.

Unit Mapping Information

SITHFAB203 Prepare and serve non-alcoholic beverages

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITHFAB004 Prepare and serve non-alcoholic beverages

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- prepare and present non-alcoholic beverages to meet different customer requests, over a minimum of three different service periods, including at least one peak service period
- prepare and present at least six different non-alcoholic beverages from the following list on three occasions each:
 - carbonated drinks
 - children's specialty drinks
 - non-espresso coffees
 - cordials and syrups
 - flavoured milks
 - frappés
 - freshly squeezed juices
 - health drinks
 - hot chocolate
 - iced chocolate or coffee
 - milkshakes
 - mocktails
 - smoothies
 - teas
- prepare above non-alcoholic beverages within commercial timeframes and with consistent quality, volume and appearance and in line with organisational procedures
- use the correct equipment, ingredients and standard measures in preparing the above beverages.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- culinary terms for and characteristics of ingredients commonly used to produce non-alcoholic beverages specified in the performance evidence
- major types and characteristics of non-espresso coffees, teas and other non-alcoholic beverages specified in performance evidence

- preparation methods of non-espresso coffees, teas and other non-alcoholic beverages:
 - blending
 - brewing
 - juicing
 - mixing
 - plunging
 - shaking
- organisational procedures suitable to beverages specified in the performance evidence in relation to:
 - glassware and crockery used for presentation
 - garnishes and accompaniments used to enhance beverages
- range of options to meet specific customer preferences relating to:
 - brand
 - garnishes
 - glassware
 - ice
 - mixers
 - strength
 - temperature
- safe operational practices using essential functions and features of equipment used to produce the non-alcoholic beverages specified in the performance evidence
- dangers of inert gases used in post-mix dispensing systems and the measures required to ensure worker and customer safety.

Assessment Conditions

Skills must be demonstrated in an operational food and beverage outlet. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- fixtures and large equipment:
 - fridges
- small equipment:
 - blenders
 - coffee:
 - percolators and urns
 - drip filter systems
 - plungers
 - juicers

- milk and sugar containers
- milkshake machines
- standard range of glassware and service-ware for the service of non-alcoholic beverages specified in the performance evidence
- tea and coffee making facilities and equipment
- water jugs
- stock:
 - condiments, garnishes and accompaniments
 - ice
 - wide commercial range of non-alcoholic beverages:
 - tea
 - coffee
 - carbonated drinks
 - juices
- cleaning materials and equipment:
 - cleaning cloths
 - commercial cleaning and sanitising agents and chemicals for cleaning bar areas and equipment
 - dishwashers
 - dustpans and brooms
 - garbage bins and bags
 - hand towel dispenser and hand towels
 - mops and buckets
 - separate hand basin and antiseptic liquid soap dispenser for hand washing
 - sponges, brushes and scourers
 - tea towels
- organisational specifications:
 - equipment manufacturer instructions
 - beverage menus
 - standard recipes for non-alcoholic beverages currently used by the hospitality industry
 - price lists
 - retail promotional materials
 - safety data sheets (SDS) for cleaning agents and chemicals or plain English workplace documents or diagrams that interpret the content of SDS
- industry-realistic ratio of staff of customers; these can be:
 - customers in an industry workplace during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

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