



Australian Government

Assessment Requirements for SITHFAB019 Plan and monitor espresso coffee service

Release: 1

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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:

- coordinate the operational aspects of espresso coffee preparation for an outlet over at least six service periods
- monitor the consistency and quality of the following characteristics of espresso coffee beverages during above service:
 - appearance, including opacity or transparency
 - aroma
 - colour
 - flavour
 - freshness
 - presentation
 - taste
 - volume
- maintain commercial grade espresso coffee machines and grinders throughout each of the above service periods.

Knowledge Evidence

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

- knowledge of current and emerging espresso coffee service trends through various sources:
 - 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
- major types of espresso coffee beverages and their characteristics

- 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
 - types of grind and freshness
 - flavour enhancers and essences
- impacts on flavour of coffee beverages of:
 - cleanliness of machines
 - water temperature and pressure
- organisational and industry standards for:
 - service-ware used for espresso coffee beverage presentation
 - accompaniments used to enhance beverages
 - presentation of beverages and latte art
- appropriate environmental conditions for storing coffee beans, ground coffee, milk and other ingredients to:
 - ensure food safety
 - 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
 - identifying and diagnosing faults
 - fine tuning or arranging fine tuning of machines and grinders according to manufacturer instructions and warranty requirements
 - removing shower screens or diffusers if appropriate; cleaning using wet method and reassembling
- work practices for managing large coffee beverage orders
- methods for evaluating espresso coffee beverage quality:
 - customer feedback
 - information or data on:
 - repeat business
 - sales of particular types of coffee beverages
 - organisational and industry standards
 - staff feedback
 - sensory analysis
- cost and profit issues associated with providing espresso coffee service:
 - product

- equipment
- accessories
- pricing menu items
- factors to consider when purchasing new equipment or service-ware:
 - cost
 - reliability
 - reputation of supplier
 - service availability
 - size and capacity to meet outlet service needs
 - technical characteristics
 - training in operation
- information to educate customers about espresso coffee:
 - details about coffee beans and grinds
 - details of coffee beverage education programs
 - types of coffee beverages and accompaniments.

Assessment Conditions

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

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- fixtures and large equipment:
 - a workstation with industry current commercial grade espresso machine and coffee grinders
 - bins for used ground coffee
 - storage bins or containers
- specific equipment for preparing espresso coffee:
 - blind or blank filter basket
 - cleaning brushes
 - colour-coded cleaning cloths
 - flat edge implement for levelling off dosed filter basket
 - measuring equipment:
 - stopwatch or timer
 - thermometer
 - milk foaming jugs
 - napkins
 - powder shakers

- service trays
- spoons and stirrers
- straws
- takeaway cardboard trays
- tamp mats
- tampers
- service-ware for different types of coffee beverages:
 - cups: espresso and standard
 - saucers
 - mugs
 - glasses
 - takeaway coffee cups and lids
- stock:
 - commercial range of coffee beans and ground coffee
 - milk and alternative products
 - other ingredients and accompaniments required for espresso coffee service
- organisational specifications:
 - equipment manufacturer instructions
 - cleaning and maintenance procedures for espresso coffee machines and grinders
 - commercial beverage menus
 - organisational procedures and industry standards for presenting espresso coffee beverages
 - price lists
 - standard recipes for coffee-based beverages currently used by the hospitality industry
 - safety data sheets (SDS) for cleaning chemicals or plain English workplace documents or diagrams that interpret the content of SDS
- industry-realistic ratio of staff to 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

Companion Volume implementation guides are found in VETNet -

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

