



Australian Government

SITHFAB019 Plan and monitor espresso coffee service

Release: 1

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Modification History

Not applicable.

Application

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.

The unit applies to any hospitality organisation that 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.

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

Pre-requisite Unit

Nil

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Plan coffee beverage service.

PERFORMANCE CRITERIA

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

- 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.
 - 2.1. Develop and update knowledge of types of coffee beverages.
 - 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 customer information on espresso coffee beverages.
3. Monitor quality of coffee beverages.
 - 3.1. Identify desirable characteristics of superior espresso coffee beverages.
 - 3.2. Evaluate coffee beans to ensure freshness.
 - 3.3. Monitor grind and dose to ensure quality and consistency of espresso extraction.
 - 3.4. Monitor environmental variations affecting dose, and adjust the grind and dose accordingly.
 - 3.5. Evaluate 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 ingredients and accompaniments 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 service-ware 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.

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:	• 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.
Writing skills to:	• write comprehensive and creatively expressed menus to promote sales.
Oral communication skills to:	• explain coffee beverage items and their characteristics to customers.
Numeracy skills to:	• calculate and monitor temperature and water pressure for espresso machines • calculate quantities and costs for stock orders.
Learning skills to:	• continuously source information on current and emerging coffee service trends and synthesise this information for menu updates.
Problem-solving skills to:	• diagnose problems and faults in coffee beans, ground coffee and coffee beverages and make adjustments to ensure quality coffee beverages.
Planning and organising skills to:	• schedule the regular servicing of espresso machines.
Self-management skills to:	• take responsibility for espresso service management and quality outputs.
Technology skills to:	• use espresso machines and monitor their efficiency and reliability.

Unit Mapping Information

SITHFAB401 Plan and monitor espresso coffee service

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 SITHFAB019 Plan and monitor espresso coffee service

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.

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