Unit PPL2FBS10 (HL1Y 04) Prepare and Serve Beverages from a Specialist Coffee

Station

I confirm that the evidence detailed in this unit is my own work.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
|  |  |  |

I confirm that the candidate has achieved all the requirements of this unit.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
|  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
|  |  |  |

I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
|  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
|  |  |  |

|  |  |
| --- | --- |
| **External Verifier’s initials and date (if sampled)** |  |

Unit PPL2FBS10 (HL1Y 04) Prepare and Serve Beverages from a Specialist Coffee Station

|  |
| --- |
| **Unit overview** |
| This unit is about how you prepare and serve beverages from a specialist coffee station. It covers how you interact with your customer to determine their requirements, how you make and present a variety of drinks, such as coffee, tea, hot chocolate and smoothies. |

|  |
| --- |
| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

This page is intentionally blank

Unit PPL2FBS10 (HL1Y 04) Prepare and Serve Beverages from a Specialist Coffee Station

|  |
| --- |
| **Performance criteria** |
| **What you must do:** |
| There must be evidence forall Performance Criteria (PC). The assessor **must** assess Performance Criteria (PC) 1–7 by directly observing the candidate’s work. |
| **Prepare and serve beverages from a specialist coffee station**  1 Acknowledge your customers and provide them with assistance as necessary.  2 Ensure your customers have the correct information and menu to choose from.  3 Provide your customers with accurate information which enhances their experience, answering questions and promoting your company’s products and services.  4 Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques.  5 Offer accompaniments appropriate to the beverage ordered.  6 Prepare beverages using the recommended measures, techniques and equipment in a timely manner and according to your workplace standard.  7 Keep the preparation/service area and equipment clean and tidy and free from rubbish and debris. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Scope/Range** | | | | | |
| **What you must cover:** | | | | | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | | | | | |
| **three** from:  a espresso  b Americano  c cappuccino  d latte  e mocha  f flat white | **two** from:  g black tea  h green tea  i white tea  j oolong tea  k herbal or fruit infusions | **one** from:  l hot chocolate powder  m hot chocolate syrup | n\* fresh fruit based smoothies  o\* syrup based smoothies | **three** from:  p crockery  q cutlery  r glassware  s disposable cups and lids  t napkins  u stencils | **three** from:  v milk  w cream  x sugar  y dusting powder  z marshmallows  aa syrups |
| *Evidence for any point out with the minimum observation requirements may be generated through questioning or witness testimony*  *\*If it is not possible to observe the candidate preparing fresh fruit/syrup based smoothies the assessor may assess these range items using questioning or witness testimony.* | | | | | |

Unit PPL2FBS10 (HL1Y 04) Prepare and Serve Beverages from a Specialist Coffee Station

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | |
| **What you must do** | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **What you must cover** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** | **n** | **o** | **p** | **q** | **r** | **s** | **t** | **u** | **v** | **w** | **x** | **y** | **z** | **aa** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Unit PPL2FBS10 (HL1Y 04) Prepare and Serve Beverages from a Specialist Coffee Station

|  |  |  |
| --- | --- | --- |
| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| **Prepare and serve beverages from a specialist coffee station** | | |
| 1 | Safe and hygienic working practices when preparing and serving beverages from a specialist coffee station. |  |
| 2 | Where and from whom health and safety and food safety legislation can be obtained. |  |
| 3 | Why it is important to give customers accurate information about the ingredients, basic characteristics, appropriate accompaniments and strength of their drink. |  |
| 4 | Why is it important to give customers accurate information about special offers and promotions. |  |
| 5 | Why it is important to understand the range of beverages on your menu. |  |
| 6 | The correct method and temperature for steaming milk and the techniques required to prepare a range of coffee based beverages. |  |
| 7 | The range of tea products available, their production methods and how this affects their characteristics and flavours. |  |
| 8 | What the techniques and temperatures are for preparing and serving the range of tea products. |  |
| 9 | The correct method for preparing and serving hot chocolate. |  |
| 10 | What a smoothie is and the techniques required to produce one. |  |
| 11 | Why and to whom all customer incidents should be reported. |  |
| 12 | The types of unexpected situations that may occur when preparing and serving beverages and how to deal with these. |  |

Unit PPL2FBS10 (HL1Y 04) Prepare and Serve Beverages from a Specialist Coffee Station

# Supplementary evidence

|  |  |  |
| --- | --- | --- |
| **Evidence** | | **Date** |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |

|  |
| --- |
| **Assessor feedback on completion of the unit** |
|  |