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 espressob Americanoc cappuccinod lattee mochaf flat white | **two** from:g black teah green teai white teaj oolong teak herbal or fruit infusions | **one** from:l hot chocolate powderm hot chocolate syrup | n\* fresh fruit based smoothieso\* syrup based smoothies | **three** from:p crockeryq cutleryr glasswares disposable cups and lidst napkinsu stencils | **three** from:v milkw creamx sugary dusting powderz marshmallowsaa 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** |
|  |