
Overview

This unit is about preparing basic equipment such as small dispensing machines, kettles, urns, coffee and tea pots. The unit also covers the preparation and service of hot drinks such as coffee, tea, and hot chocolate.

When you have completed this unit, you will have proved you can:

- Prepare work area and equipment for service
- Prepare and serve hot drinks

The typical day-to-day activities you might carry out for this unit include:

- preparing equipment and work areas for service
- making sure you have sufficient supplies or drink ingredients and accompaniments
- giving customers information about drinks
- making and serving drinks
- cleaning and tidying

PPLGS2032 - SQA Code HD4X 04

Prepare and serve dispensed and instant hot drinks

Performance criteria

You must be able to:

Prepare work area and equipment for service

- P1 prepare the **preparation, service and other equipment** ready for use
- P2 clean the work areas, leaving them tidy and ready for use
- P3 make sure that **preparation, service and other equipment** is clean and free from damage
- P4 store sufficient **drink ingredients** and **accompaniments** ready for use

You must be able to:

Prepare and serve hot drinks

- P5 identify customer requirements
- P6 provide customers with accurate information on **drinks** as required
- P7 promote company **drinks** to customers at all appropriate times
- P8 make the **drinks** using the correct **equipment** and **ingredients**
- P9 serve the **drink** in your company style, offering the correct **accompaniments**
- P10 clean **preparation** and **serving equipment** after use and tidy the preparation and serving area

PPLGS2032 - SQA Code HD4X 04

Prepare and serve dispensed and instant hot drinks

Knowledge and understanding

You need to know and understand:

Prepare work area and equipment for service

- K1 safe and hygienic working practices when preparing and serving hot drinks
- K2 why drink, ingredients and accompaniments must be available and ready for immediate use
- K3 why it is important to check for damage in all work areas and service equipment before taking orders
- K4 the types of unexpected situations that may occur when preparing areas and equipment for the preparation of hot drinks and how to deal with these

You need to know and understand:

Prepare and serve hot drinks

- K5 safe and hygienic working practices when preparing and serving hot drinks
- K6 why information about products given to customers should be accurate
- K7 what the different techniques are for mixing and preparing different types of beverages to customer requirements are
- K8 why and to whom all customer incidents should be reported
- K9 why and to whom all breakages/spillages must be reported
- K10 why customers and service areas should be kept clean, tidy and free from rubbish and used equipment

PPLGS2032 - SQA Code HD4X 04

Prepare and serve dispensed and instant hot drinks

Scope/range

- 1 Preparation equipment**
 - 1.1 small vending machines
 - 1.2 kettles
 - 1.3 urns
 - 1.4 coffee pots
 - 1.5 tea pots

- 2 Service equipment**
 - 2.1 cutlery
 - 2.2 glassware
 - 2.3 crockery
 - 2.4 trays

- 3 Other equipment**
 - 3.1 dish washers
 - 3.2 fridges/freezers
 - 3.3 thermometers

- 4 Drinks**
 - 4.1 coffee
 - 4.2 hot chocolate
 - 4.3 tea

- 5 Drink ingredients**
 - 5.1 coffee bags
 - 5.2 pre-grounded coffee beans
 - 5.3 instant coffee
 - 5.4 syrups
 - 5.5 chocolate powder
 - 5.6 tea bags

- 6 Drink accompaniments**
 - 6.1 sugar
 - 6.2 milk
 - 6.3 dusting/topping powder
 - 6.4 cream

Links to other NOS

This unit is adapted from People 1st Unit 2DS7/04 'Prepare and serve dispensed and instant hot drinks'.

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

Unit assessed as being complete

Candidate's Name:	
Candidate's Signature:	
Date submitted to assessor as complete:	

Assessor's Name:	
Assessor's Signature:	
Date assessed as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	