

Unit PPL2FBS2 (HL29 04) Serve Alcoholic and Soft Drinks

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

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name****(if applicable)** |  | **Countersigning — Assessor’s signature****(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name****(if applicable)** |  | **Countersigning — Internal verifier’s signature****(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about how you provide your customers with a range of drinks during service. It covers alcoholic and non-alcoholic drinks served by a variety of methods including optics, draught and free-pouring. It also covers how you interact with customers to provide a professional and welcoming environment. |

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| **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. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence forall Performance Criteria (PC). The assessor **must** assess PCs 1–10 and 12 by directly observing the candidate’s work. PC 11 may be assessed by alternative methods if observation is not possible. |
| **Take customer drink orders**1 Acknowledge your customers on arrival at the bar.2 Deal with customers in order of arrival at the bar where possible.3 Provide customers with assistance as necessary.4 Ensure your customers have the correct drinks menu to choose from.5 Provide your customers with information which enhances their experience, answering questions and promoting your company’s products and services.6 Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques.7 Identify your customers’ orders correctly and process them promptly and efficiently.**Serve alcoholic and soft drinks**8 Provide alcoholic drinks to permitted people only.9 Select the appropriate glass, making sure that it is clean and undamaged.10 Pour the drink according to the product that you are serving and serve at the correct temperature with the appropriate garnish or accompaniment.11 Deal with customer incidents efficiently and inform the appropriate person where necessary.12 Keep the preparation/service areas clean. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must do** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
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| **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: |
| **two** from:a information on pricesb information on alcoholic content (ABV)c information on names and types of drinkd information style and characteristics of drinks | **two** from:e bottled drinksf draught drinksg optic dispensed drinksh free-pour drinksI drinks in cansj drinks in cartonsk hot drinks | **two** from:l icem food garnishes n decorative items or stirrerso accompaniments for hot drinks | **one** from:p customers with routine needsq customers with non-routine needs | **one** from:r service at the bars service at the table | **two** from:t glasswareu jugs or pitchersv crockeryw cutleryx hot beverage containersy trays |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. |

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| **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** |
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| **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). |
| **For the whole unit** |
| 1 | Current, relevant legislation relating to licensing, weights and measures and trades description. |  |
| **Take customer orders** |
| 2 | Why all information given to customers must be accurate, particularly in relation to strength of drinks, special offers and promotions. |  |
| 3 | Your workplace customer service standard. |  |
| 4 | Why you should deal with customers in order of arrival where possible. |  |
| **Serve alcoholic and soft drinks** |
| 5 | Why it is important to check glassware for damage and cleanliness. |  |
| 6 | Why drinks should be stored and served at the correct temperature. |  |
| 7 | The correct techniques and equipment for opening drinks. |  |
| 8 | The correct techniques and your workplace service standard for pouring and serving drinks. |  |
| 9 | The correct glassware to use for each drink according to your workplace service standard. |  |
| 10 | How to respond to someone who may be under the influence of excess alcohol or drugs and why it should be reported to the appropriate person. |  |
| 11 | Why and to whom all customer incidents should be reported. |  |
| 12 | Why and to whom all breakages should be reported. |  |
| 13 | Why customer and service areas should be kept clean, tidy and free from rubbish. |  |
| 14 | The types of unexpected situations which may occur when serving drinks and how to deal with these. |  |

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# Supplementary evidence

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| **Evidence** | **Date** |
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| **Assessor feedback on completion of the unit** |
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