

Prepare and serve dispensed and instant hot drinks

Overview

This standard is about how you prepare basic equipment such as dispensing machines, kettles, urns, and coffee and tea pots. It covers the preparation methods and how you serve hot drinks such as tea, coffee and hot chocolate.

This standard focuses on the technical knowledge and skills required to prepare and serve dispensed and instant hot drinks; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:

- Maintain basic food safety in catering
- Maintain food safety in a hospitality environment
- Provide basic advice on allergens to customers
- Minimise the risk of allergens to customers

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

- Prepare and serve dispensed and instant hot drinks

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Performance criteria

You must be able to:

Prepare work area and equipment for hot drink service

1. Ensure that the drink service area is clean, undamaged and ready for use according to your workplace standard
2. Ensure that the service equipment (including waste containers) is clean, undamaged, where it should be and switched on ready for use
3. Check that you have sufficient supply of service items clean, undamaged, ready for use and stored correctly
4. Prepare sufficient drink ingredients ready for service and store appropriately
5. Ensure the customer area looks appealing and welcoming to customers according to your workplace standard

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6. Acknowledge your customers
7. Provide customers with assistance as necessary
8. Ensure your customers have the correct drinks menu to choose from
9. Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services
10. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
11. Identify your customers' orders and process them promptly and efficiently
12. Keep the preparation/service area and equipment clean and tidy and free from rubbish and debris

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Knowledge and understanding

You need to know and understand:

Prepare work area and equipment for hot drink service

1. Safe and hygienic working practices when preparing the work area and equipment for the service of hot drinks
2. Why drinks and accompaniments must be ready for immediate use
3. Why it is important to check for damage in all work areas and equipment before service

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4. Safe and hygienic working practices when preparing and serving hot drinks
5. Why information given to customers must be accurate
6. What the different techniques are for preparing different types of hot beverages
7. Why and to whom all customer incidents should be reported
8. Why and to whom all breakages should be reported
9. Why customer and service areas should be kept clean, tidy and free from rubbish
10. The types of unexpected situations which may occur when preparing and serving hot drinks

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Scope/range related to performance criteria

1 Preparation equipment

- 1.1 small vending machine
- 1.2 urn / kettle
- 1.3 filter (pour and serve)
- 1.4 coffee / tea pots

2 Service equipment

- 2.1 crockery
- 2.2 cutlery
- 2.3 glassware
- 2.4 trays
- 2.5 paper cups
- 2.6 filter papers

3 Other equipment

- 3.1 dishwasher
- 3.2 fridges/freezers

4 Drinks

- 4.1 coffee
- 4.2 tea
- 4.3 hot chocolate

5 Drink ingredients

- 5.1 coffee bags / pods / capsules
- 5.2 instant coffee
- 5.3 pre-ground coffee beans
- 5.4 syrup
- 5.5 chocolate powder
- 5.6 loose tea
- 5.7 tea bags
- 5.8 fruit / herbal infusions

6 Accompaniments

- 6.1 sugar
- 6.2 milk
- 6.3 cream
- 6.4 dusting powder

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6.5 marshmallow / chocolate flakes

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