

## Prepare and serve beer / cider

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### Overview

This standard is about preparing and serving a range of types of beer / cider. The standard covers how you prepare service equipment and ensure that there is fresh beer / cider available, in the correct condition for your customers. It also covers the pouring and service methods for each type of beer / cider.

This standard focuses on the technical knowledge and skills required to prepare and serve beer / cider; 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 beer / cider

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## Performance criteria

You must be able to:

### **Prepare service area and equipment for serving beer / cider**

1. Ensure that the service area is clean, undamaged and ready for use according to your workplace standard
2. Ensure that the equipment (including waste containers) is clean, undamaged and where it should be, switched on ready for use
3. Ensure restocked refrigerated units are stocked with sufficient supplies and accompaniments and store them appropriately ready for service
4. Ensure the customer area looks appealing and welcoming to customers according to your organisation / brand standard

### **Pour and serve beer / cider**

5. Acknowledge your customers and provide customers with assistance as necessary
6. Ensure your customers have the correct information relating to style and strength of beer / cider available to them
7. Provide your customers with accurate information which enhances their experience, answering questions and promoting your company's products and services
8. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
9. Pour beer / cider using the recommended measures, techniques and equipment and offering accompaniments when relevant
10. Serve alcoholic drinks to permitted people only
11. 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 service area and equipment for serving beer / cider**

1. Safe and hygienic working practices when preparing areas and equipment for serving beer / cider
2. Why it is important to follow food safety requirements when preparing beer / cider
3. Why it is important to prepare beer casks/kegs in advance
4. The types of unexpected situations that may occur when preparing the area and equipment for serving beer / cider

### **Pour and serve beer / cider**

5. Current relevant legislation relating to licensing and weights and measures
6. Safe and hygienic working practices when pouring and serving beer / cider
7. Why and to whom all customer incidents should be reported
8. Where and from whom health and safety, food safety and licensing legislation can be obtained
9. Why it is important to give customers accurate information about the ingredients, basic characteristics and strength of their drink
10. Why is it important to give customers accurate information about accompaniments, special offers and promotions
11. What the techniques for pouring and serving a range of beer / cider products are
12. What symptoms indicate that a customer has drunk excessive amounts or is under the influence of drugs and what your legal responsibilities are in relation to this
13. How to deal with violent or disorderly customers
14. The types of unexpected situations that may occur when pouring and serving beer / cider and how to deal with these

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**Scope/range**

**1. Equipment**

- 1.1 barrels / kegs / casks
- 1.2 pumps
- 1.3 glasses / jugs / pitchers
- 1.4 refrigerated units

**2. Accompaniments**

- 2.1 ice
- 2.2 food garnish

**3. Information**

- 3.1 price
- 3.2 ingredients
- 3.3 measures / relative strength

**4. Types of beer/cider**

- 4.1 keg beer
- 4.2 lager
- 4.3 cask ale
- 4.4 cider
- 4.5 stout / porter
- 4.6 cream flow

**5. Service style**

- 5.1 draught
- 5.2 bottled
- 5.3 canned

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