

Unit DR7W 04 (1DS1)

Prepare and clear areas for drinks service

This Unit has the following elements:

Element 1 (1DS1.1)

Prepare customer and service areas

Element 2 (1DS1.2)

Clear customer and service areas

Element 3 (1DS1.3)

Clean and store glassware

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

Unit DR7W 04 (1DS1)

Prepare and clear areas for drinks service

Unit Summary

This Unit is about preparing drinks stock and equipment in the customer service area. It also covers clearing and storing glassware, and dealing with broken glass.

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

- ◆ restocking and rotating stock
- ◆ preparing drinks accompaniments
- ◆ checking equipment, menus and promotional items
- ◆ checking service areas
- ◆ cleaning and storing service equipment after service
- ◆ turning off equipment
- ◆ cleaning and clearing away
- ◆ locking up
- ◆ washing, drying and storing glasses and other glassware

Unit DR7W 04 (1DS1)

Prepare and clear areas for drinks service

Element 1 (1DS1.1)

Prepare customer and service areas

What you must do (circled numbers must be observed)		Assessor initials/date
①	Maintain stocks for drinks service , restocking and rotating them in line with workplace procedures	
②	Prepare and store the drink accompaniments , ready for service	
③	Check that service and electrical equipment is clean, free from damage and displayed as required	
④	Make sure that menus and promotional material are up-to-date, clean, free from damage and displayed as required	
⑤	Make sure that service areas are clean, tidy and ready for service	
⑥	Check that areas where customers are not allowed to go are secure	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i>Stocks for drinks service, at least two required from the following:</i>						
bottled drinks						
draught drinks						
dispensed drinks						
hot drinks						
<i>Drink accompaniments, at least two required from the following:</i>						
ice						
food garnishes for drinks						
accompaniments for hot drinks						
decorative items for drinks						
<i>Service areas, at least three required from the following:</i>						
counters and shelves						
waste bins/bottle containers						
floors						
tables and chairs						

Unit DR7W 04 (1DS1)**Prepare and clear areas for drinks service****Element 1 (1DS1.1)****Prepare customer and service areas**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit DR7W 04 (1DS1)

Prepare and clear areas for drinks service

Element 2 (1DS1.2)

Clear customer and service areas

What you must do (circled numbers must be observed)		Assessor initials/date
①	Store, restock, or dispose of drink stocks and drink accompaniments and additional products, in line with workplace procedures	
②	Make sure that service equipment is clean and stored correctly	
③	Turn off electrical equipment and machines, in line with workplace procedures	
④	Make sure that customer and service areas are tidy, free from rubbish and ready for cleaning	
⑤	Secure customer and service areas against unauthorised access	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i>Drink stocks, at least two required from the following:</i>						
bottled drinks						
draught drinks						
dispensed drinks						
hot drinks						
<i>Drink accompaniments, at least two required from the following:</i>						
ice						
food garnishes for drink						
decorative items for drinks						
accompaniments for hot drinks						
<i>Customer and service areas, at least three required from the following:</i>						
floors						
counter and shelves						
waste bins and bottle containers						
table and chairs						

Unit DR7W 04 (1DS1)**Prepare and clear areas for drinks service****Element 2 (1DS1.2)****Clear customer and service areas**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit DR7W 04 (1DS1)

Prepare and clear areas for drinks service

Element 3 (1DS1.3)

Clean and store glassware

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Empty glassware and position it ready for cleaning	
②	Check that cleaning equipment or machinery is clean, free from damage and ready for use	
③	Clean glassware at the recommended temperature using an appropriate cleaning method	
④	Check that finished glassware is clean, dry and free from damage	
5	Dispose of waste or broken glassware following recommended procedures	
⑥	Dispose of waste or dirty water following recommended procedures	
⑦	Check that cleaning equipment or machines are left clean, dry, undamaged and ready for future use	
⑧	Keep storage areas clean, tidy and free from rubbish	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i>Glassware, at least one required from the following:</i>						
glasses						
ashtrays						
water jugs						

Unit DR7W 04 (1DS1)**Prepare and clear areas for drinks service****Element 3 (1DS1.3)****Clean and store glassware**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit DR7W 04 (1DS1)**Prepare and clear areas for drinks service**

What you must know for the Unit	
Element 1 (1DS1.1) Prepare customer and service areas	
K1	Safe and hygienic working practices for preparing customer and service areas and why these are important
K2	Why and to whom breakages should be reported
K3	Why it is essential to check the expiry dates on stock items
K4	Why refrigeration units should be maintained at the correct temperature
K5	Why correct storage and rotation procedures should be followed
K6	Why service areas must be secured from unauthorised access at all times
K7	Types of maintenance that you can carry out and types that you should not attempt
K8	Why a constant stock of drinks and accompaniments must be maintained
K9	Why stocks of drinks must be rotated
K10	The types of unexpected situations that may occur when you are preparing customer and service areas and how to deal with these
Element 2 (1DS1.2) Clear customer and service areas	
K11	Safe and hygienic working practices when clearing customer and service areas and why these are important
K12	Why service areas should be left tidy and free from rubbish after service
K13	Why waste must be handled and stored correctly
K14	Why certain electrical equipment must be turned off after service
K15	Why customer service areas must be secured from unauthorised access after service
K16	Why spillages and breakages must be reported to the appropriate person
K17	Why correct storage procedures must be followed for food and drink stocks
K18	The types of unexpected situations that may occur when you are clearing customer and service areas and how to deal with these
Element 3 (1DS1.3) Clean and store glassware	
K19	Safe and hygienic working practices for handling glassware, cleaning equipment and materials and why these are important
K20	Why glassware should be handled carefully
K21	Why glassware should be cleaned at the correct temperature
K22	What the proper procedures is for disposing of broken glass
K23	The types of unexpected situations that may occur when you are handling and cleaning glassware and equipment and how to deal with these

Knowledge evidence retained

Assessor signature: _____ **Date:** _____

Unit DR7W 04 (1DS1)**Prepare and clear areas for drinks service**

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Assessor Feedback