

Unit DT17 04 (1DS2)

Serve drinks

This Unit has the following elements:

Element 1 (1DS2.1)

Prepare and serve drinks and accompaniments

Element 2 (1DS2.2)

Maintain customer and service areas during drinks service

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 DT17 04 (1DS2)

Serve drinks

Unit Summary

This Unit is about serving drinks and accompaniments to customer, answering queries about drinks, and promoting additional products. It also covers maintaining customer and service areas, which includes keeping equipment, clean, and emptying bins.

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

- ◆ meeting and greeting customers
- ◆ serving drinks
- ◆ giving customers information about drinks
- ◆ promoting products
- ◆ storing items
- ◆ cleaning and clearing away

Unit DT17 04 (1DS2)

Serve drinks

Element 1 (1DS2.1)

Prepare and serve drinks and accompaniments

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	Greet and deal with your customers promptly	
②	Provide your customers with accurate information about drinks and identify their requirements	
③	Dispense and serve drinks in the correct measures and at the recommended temperature	
4	Promote additional products as appropriate	
⑤	Serve drinks in line with the appropriate service style and legal requirements	

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>Customers</i> , at least <i>one</i> required from the following:						
with special requirements						
without special requirements						
<i>Drinks</i> , at least <i>two</i> required from the following:						
bottled drinks						
draught drinks						
dispensed drinks						
hot drinks						
<i>Drink accompaniments</i> , at least <i>two</i> required from the following:						
ice						
food garnishes for drinks						
accompaniments for hot drinks						
decorative items for drinks						
<i>Service style</i> , at least <i>one</i> required from the following:						
at the table						
at the bar						

Unit DT17 04 (1DS2)**Serve drinks****Element 1 (1DS2.1)****Prepare and serve drinks and accompaniments**

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

Unit DT17 04 (1DS2)

Serve drinks

Element 2 (1DS2.2)

Prepare and serve drinks and accompaniments

What you must do (circled numbers must be observed)		Assessor initials/date
①	Store drinks, drink accompaniments and additional products for service correctly and maintain them at the required level	
②	Keep service equipment clean, hygienic, tidy and ready to use	
③	Keep customer and service areas clean, tidy and free from rubbish	
④	Empty waste bins and bottle containers as necessary	
⑤	Secure 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>Drinks, at least two required from the following:</i>						
bottled drinks						
draught drinks						
dispensed drinks						
hot drinks						
<i>Drinks accompaniments, at least two required from the following:</i>						
ice						
food garnishes for drinks						
decorative items for drinks						
accompaniments for hot drinks						
<i>Customer and service areas, at least three required from the following:</i>						
counters and shelves						
floors						
waste bins and bottle containers						
tables and chairs						

Unit DT17 04 (1DS2)**Serve drinks****Element 2 (1DS2.2)****Prepare and serve drinks and accompaniments**

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

Unit DT17 04 (1DS2)**Serve drinks**

What you must know for the Unit	
For the whole Unit	
K1	Basic legal requirements relating to the sale of alcoholic drinks on licensed premises
K2	Your organisation's standards for customer care and why these should be followed
K3	Your organisation's service style
Element 1 (1DS2.1) Prepare and serve drinks and accompaniments	
K4	Safe and hygienic working practices when preparing and serving drinks and accompaniments and why these are important
K5	Why correct storage and rotation procedures must be followed for food and drink stocks
K6	Why waste must be handled and disposed of correctly
K7	Why spillages and breakages must be reported to the appropriate person
K8	Why drinks should be served at the correct temperature
K9	Why it is important to specify to customers the brand names of products on offer
K10	The types of unexpected situations that may occur when preparing and serving drinks
Element 2 (1DS2.2) Maintain customer and service areas during drinks service	
K11	Safe and hygienic working practices when maintaining service areas and why these are important
K12	Why correct storage and rotation procedures should be followed
K13	Why service areas should be kept hygienic and tidy at all times
K14	Why service areas must be secured from unauthorised access at all times
K15	Why and to whom customer incidents should be reported
K16	Why a constant stock of drinks and accompaniments must be maintained
K17	The types of unexpected situations that may occur when maintaining service areas

Knowledge evidence retained

Assessor signature: _____**Date:** _____

Unit DT17 04 (1DS2)**Serve drinks**

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

Assessor Feedback