

Unit DT16 04 (2DS2)

Serve alcoholic and soft drinks

This Unit has the following elements:

Element 1 (2DS2.1)

Take customer orders

Element 2 (2DS2.2)

Serve drinks

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 DT16 04 (2DS2)

Serve alcoholic and soft drinks

Unit Summary

This Unit is about providing customers with a range of alcoholic and non-alcoholic drinks — bottled, draught, cans and cartons and those served by free pouring or optics, for example spirits and liquers.

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

- ◆ providing customers with information about available drinks
- ◆ taking orders
- ◆ applying licensing laws
- ◆ promoting products
- ◆ serving drinks

What some of the words in this Unit mean	
Basic characteristics	taste; colour
Tobacco products	matches; cigars

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Element 1 (2DS2.1)

Take customer orders

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	Deal with your customers in order of arrival where possible	
②	Offer your customers accurate information on available drinks	
3	Take the opportunity to maximise sales through up-selling	
④	Identify customer requirements accurately and offer them drink accompaniments appropriate to the type of drink	
⑤	Provide alcoholic drinks to permitted people only	
6	Deal with customer incidents effectively and inform the proper person where necessary	

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>Information, at least two required from the following:</i>						
price						
alcoholic content						
name and type of drink						
style characteristics						
<i>Drinks, at least two required from the following:</i>						
bottled drinks						
draught drinks						
drinks in cans						
drinks in cartons						
drinks service by free pouring or optics						
<i>Drink accompaniments, at least two required from the following:</i>						
ice/water						
food garnishes for drinks						
decorative items/stirrers						

Unit DT16 04 (2DS2)**Serve alcoholic and soft drinks****Element 1 (2DS2.1)****Take customer orders**

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

Unit DT16 04 (2DS2)

Serve alcoholic and soft drinks

Element 2 (2DS2.2)

Serve drinks

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	Select a glass in which to serve the drink according to your organisation's procedures and customer requirements	
②	Check that the glass is clean and undamaged	
③	Pour the drink according to the product that you are serving	
④	Ensure that the drink is at the correct temperature before serving	
⑤	Serve the drink to the customer in line with the service style	
6	Promote additional products to the customer as appropriate	

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						
draught						
drinks in cans						
drinks in cartons						
free pouring/optics						
<i>Customer, at least one required from the following:</i>						
with special requirements						
without special requirements						
<i>Service style, at least one required from the following:</i>						
at the bar						
at the table						

Unit DT16 04 (2DS2)**Serve alcoholic and soft drinks****Element 2 (2DS2.2)****Serve drinks**

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

What you must know for the Unit	
For the whole Unit	
K1	Current relevant legislation relating to licensing and weights and measures
K2	Why it is important to check glassware for damage
K3	Why drinks should be stored at the correct temperature
K4	How to deal with violent/disorderly customers
K5	Why it is important to offer customers accurate information eg about the strength of drinks and their basic characteristics
K6	Why it is important to offer customers accurate information about special offers and promotions
K7	What legal measures must be used to serve alcohol and why they must be used
K8	What the law is in relation to serving under age drinkers and how this affects bar staff
K9	What the law is in relation to the times of day/night that alcohol may be served
K10	What symptoms indicate that a customer has drunk excessive amounts and what your legal responsibilities are in relation to this
K11	Under what circumstances must customers not be served with alcohol
K12	Signs that someone might be under the influence of drugs or buying/selling drugs and how to respond to these situations
K13	What procedures to follow in response to people smoking in a no smoking area
K14	Types of special requirements that customers may have and how to deal with these
Element 1 (2DS2.1) Take customer orders	
K15	Your organisation's standards for customer service
K16	Different service styles within your organisation
K17	Why you should deal with customers in order of arrival where possible
Element 2 (2DS2.2) Serve drinks	
K18	The correct way to open capped, screw top and corked bottles and how to use the appropriate equipment
K19	Why you should leave the bottle with the label facing the customer
K20	The correct way to pour and serve the following draught drinks: <ul style="list-style-type: none"> ◆ stout ◆ cask ales ◆ keg beers ◆ keg lagers ◆ 'cream flow' ◆ drinks ◆ cask/keg cider ◆ wine

Unit DT16 04 (2DS2) Serve alcoholic and soft drinks

What you must know for the Unit (cont)

Element 2 (2DS2.2) Serve drinks

K21	The correct way to pour and serve the following drinks for free or optic pouring: <ul style="list-style-type: none">◆ spirits◆ wines◆ ports and sherries◆ liqueurs◆ cordials
K22	Types of glasses available to serve drinks and which ones to use according to your organisation's procedures and customer requirements
K23	Correct temperatures for drinks

Knowledge evidence retained

Assessor signature: _____

Date: _____

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

Assessor Feedback