

**Unit DR8X 04 (2DS7)**

**Prepare and serve dispensed and instant hot drinks**

This Unit has the following elements:

**Element 1 (2DS7.1)**

**Prepare work area and equipment for service**

**Element 2 (2DS7.2)**

**Prepare and serve hot 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 DR8X 04 (2DS7)**

## **Prepare and serve dispensed and instant hot drinks**

### **Unit Summary**

This Unit is about preparing basic equipment such as small dispensing machines, kettles, urns, coffee and tea pots. The Unit also covers the preparation and service of hot drinks such as coffee, tea, and hot chocolate.

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

- ◆ preparing equipment and work areas for service
- ◆ making sure you have sufficient supplies or drink ingredients and accompaniments
- ◆ giving customers information about drinks
- ◆ making and serving drinks
- ◆ cleaning and tidying

## Unit DR8X 04 (2DS7)

## Prepare and serve dispensed and instant hot drinks

### Element 1 (2DS7.1)

### Prepare work area and equipment for service

What you must do (circled numbers must be observed)		Assessor initials/date
①	Prepare the <b>preparation, service and other equipment</b> ready for use	
②	Clean the work areas, leaving them tidy and ready for use	
③	Make sure that <b>preparation, service and other equipment</b> is clean and free from damage	
④	Store sufficient <b>drink ingredients</b> and <b>accompaniments</b> ready for use	

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						
<b><i>Preparation equipment, at least one required from the following:</i></b>						
small vending machines						
kettles						
urns						
coffee pots						
tea pots						
<b><i>Service equipment, at least two required from the following:</i></b>						
cutlery						
glassware						
crockery						
trays						
<b><i>Other equipment, at least one required from the following:</i></b>						
dish washers						
fridges/freezers						
thermometers						
<b><i>Drinks, at least two required from the following:</i></b>						
coffee						
hot chocolate						
tea						
<b><i>Drink ingredients, at least three required from the following:</i></b>						
coffee bags						
pre-grounded coffee beans						
instant coffee						
syrops						
chocolate powder						
tea bags						
<b><i>Drink accompaniments, at least two required from the following:</i></b>						
sugar						
milk						
dusting/topping powder						
cream						

**Unit DR8X 04 (2DS7)****Prepare and serve dispensed and instant hot drinks****Element 1 (2DS7.1)****Prepare work area and equipment for service**

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

## Unit DR8X 04 (2DS7)

## Prepare and serve dispensed and instant hot drinks

### Element 2 (2DS7.2)

### Prepare and serve hot 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	Identify customer requirements	
②	Provide customers with accurate information on <b>drinks</b> as required	
3	Promote company <b>drinks</b> to customers at all appropriate times	
④	Make the <b>drinks</b> using the correct <b>equipment</b> and <b>ingredients</b>	
⑤	Serve the <b>drink</b> in your company style, offering the correct <b>accompaniments</b>	
⑥	Clean <b>preparation</b> and <b>serving equipment</b> after use and tidy the preparation and serving area	

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						
<b><i>Drinks, at least two required from the following:</i></b>						
coffee						
hot chocolate						
tea						
<b><i>Preparation equipment, at least one required from the following:</i></b>						
small vending machines						
kettles						
urns						
coffee pots						
tea pots						
<b><i>Service equipment, at least two required from the following:</i></b>						
cutlery						
glassware						
crockery						
trays						
<b><i>Drink ingredients, at least three required from the following:</i></b>						
coffee bags						
pre-grounded coffee beans						
instant coffee						
syrups						
chocolate powder						
tea bags						
<b><i>Drink accompaniments, at least two required from the following:</i></b>						
sugar						
milk						
dusting/topping powder						
cream						

**Unit DR8X 04 (2DS7)**

**Prepare and serve dispensed and instant hot drinks**

**Element 2 (2DS7.2)**

**Prepare and serve hot drinks**

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

**Unit DR8X 04 (2DS7)****Prepare and serve dispensed and instant hot drinks**

<b>What you must know for the Unit</b>	
<b>Element 1 (2DS7.1) Prepare work area and equipment for service</b>	
K1	Safe and hygienic working practices when preparing and serving hot drinks
K2	Why drink, ingredients and accompaniments must be available and ready for immediate use
K3	Why it is important to check for damage in all work areas and service equipment before taking orders
K4	The types of unexpected situations that may occur when preparing areas and equipment for the preparation of hot drinks and how to deal with these
<b>Element 2 (2DS7.2) Prepare and serve hot drinks</b>	
K5	Safe and hygienic working practices when preparing and serving hot drinks
K6	Why information about products given to customers should be accurate
K7	What the different techniques are for mixing and preparing different types of beverages to customer requirements are
K8	Why and to whom all customer incidents should be reported
K9	Why and to whom all breakages/spillages must be reported
K10	Why customers and service areas should be kept clean, tidy and free from rubbish and used equipment

Knowledge evidence retained

**Assessor signature:** \_\_\_\_\_**Date:** \_\_\_\_\_

**Unit DR8X 04 (2DS7)****Prepare and serve dispensed and instant hot drinks**

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



Assessor Feedback