

Unit DR91 04 (2DS8)

Prepare and serve hot drinks using specialist equipment

This Unit has the following elements:

Element 1 (2DS8.1)

Prepare work area and equipment for service

Element 2 (2DS8.2)

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:** _____

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Unit Summary

This Unit is about preparing specialist equipment such as espresso machines, bean grinders and cafetieres. The Unit also covers the preparation and service of hot drinks such as coffee, tea, and hot chocolate, and giving customers accurate information about them. Finally the Unit covers the maintenance of drink making equipment and checking the levels of stocks.

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

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

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Element 1 (2DS8.1)

Prepare work area and equipment for service

What you must do (circled numbers must be observed)		Assessor initials/date
①	Make sure that preparation, service and other equipment is clean, free from damage and ready for service	
②	Clean the work areas, leaving them tidy and ready for use	
③	Arrange promotional and display materials correctly	
④	Store sufficient drink ingredients and accompaniments 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						
<i>Preparation equipment, at least three required from the following:</i>						
espresso machine						
cream whipper						
knock out box						
bean grinders						
filter system						
cafetiere						
blender						
steamer						
urn						
<i>Service equipment, at least two required from the following:</i>						
cutlery						
glassware						
crockery						
trays						
<i>Other equipment, at least two required from the following:</i>						
dish washers						
fridges/freezers						
thermometers						
temperature records						
<i>Promotional and display material, at least one required from the following:</i>						
menus						
leaflets						
posters						
<i>Drinks, at least three required from the following:</i>						
coffee						
hot chocolate						
tea						
steamed milk drinks						
iced drinks						

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Element 1 (2DS8.1)

Prepare work area and equipment for service

What you must cover (minimum requirement for observation in italic and bold) (cont) Evidence for the remaining points may be assessed through questioning or witness testimony	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
<i>Drink ingredients, at least five required from the following:</i>						
freshly ground coffee beans						
pre-ground coffee beans						
syrops						
chocolate powder						
milk						
ice cream						
spray cream						
tea						
ice						
<i>Drink accompaniments, at least two required from the following:</i>						
sugar						
dusting/topping powder						
cream						

Unit DR91 04 (2DS8)**Prepare and serve hot drinks using specialist equipment****Element 1 (2DS8.1)****Prepare work area and equipment for service**

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

Unit DR91 04 (2DS8)

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Element 2 (2DS8.2)

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 drinks as required	
3	Take opportunities to maximise sales through up-selling	
④	Make the drinks using the recommended equipment and ingredients	
⑤	Serve the drinks in your company style, offering appropriate accompaniments	
⑥	Clean and maintain preparation and service equipment	
⑦	Maintain stocks of drink ingredients and accompaniments	

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 one required from the following:</i>						
price						
relative strength						
ingredients						
origin of drink						
<i>Drinks, at least three required from the following:</i>						
coffee						
hot chocolate						
tea						
steamed milk drinks						
iced drinks						
<i>Preparation equipment, at least three required from the following:</i>						
espresso machine						
cream whipper						
knock out box						
bean grinders						
filter system						
cafetiere						
blender						
steamer						
urn						
<i>Service equipment, at least two required from the following:</i>						
cutlery						
glassware						
crockery						
trays						

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Element 2 (2DS8.2)

Prepare and serve hot drinks

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Element 2 (2DS8.2)

Prepare and serve hot drinks

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

Unit DR91 04 (2DS8)**Prepare and serve hot drinks using specialist equipment**

What you must know for the Unit	
Element 1 (2DS8.1) Prepare work area and equipment for service	
K1	Safe and hygienic working practices when preparing preparation and service areas
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 preparation and service areas and how to deal with these
Element 2 (2DS8.2) Prepare and serve hot drinks	
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 for mixing and preparing different types of beverages to customer requirements are
K8	Why and to whom all customer incidents should be reported
K9	How to deal safely with breakages and spillages
K10	Why and to whom all breakages/spillages must be reported
K11	Why customer and service areas should be kept clean, tidy and free from rubbish and used equipment
K12	The types of unexpected situations that may occur when preparing and serving hot drinks and how to deal with these
K13	Safe and hygienic working practices when maintaining hot drink making equipment
K14	Why a constant level of stock must be maintained
K15	To whom any stock deficiencies should be reported
K16	How to use cleaning materials correctly
K17	The dangers of misusing cleaning equipment
K18	What tests should be carried out after cleaning preparation equipment
K19	The types of unexpected situations that may occur when maintaining hot drinks equipment and how to deal with these

Knowledge evidence retained

Assessor signature: _____**Date:** _____

Unit DR91 04 (2DS8)**Prepare and serve hot drinks using specialist equipment**

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

Assessor Feedback