

Unit PPL2FBS4 (HL27 04) Prepare and Serve Beer/Cider

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about preparing and serving a range of types of beer/cider. The unit covers how you prepare service equipment and ensure that there is fresh beer/cider available, in the correct condition for your customers. It also covers the pouring and service methods for each type of beer/cider. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence forall Performance Criteria (PC). The assessor **must** assess PCs 1–11 by directly observing the candidate’s work. |
| **Prepare service area and equipment for serving beer/cider**  1 Ensure that the service area is clean, undamaged and ready for use according to your workplace standard.  2 Ensure that the equipment (including waste containers) is clean, undamaged and where it should be, switched on ready for use.  3 Ensure restocked refrigerated units are stocked with sufficient supplies and accompaniments and store them appropriately ready for service.  4 Ensure the customer area looks appealing and welcoming to customers according to your organisation / brand standard.  **Pour and serve beer/cider**  5 Acknowledge your customers and provide customers with assistance as necessary.  6 Ensure your customers have the correct information relating to style and strength of beer/cider available to them.  7 Provide your customers with accurate information which enhances their experience, answering questions and promoting your company’s products and services.  8 Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques.  9 Pour beer/cider using the recommended measures, techniques and equipment and offering accompaniments when relevant.  10 Serve alcoholic drinks to permitted people only.  11 Keep the preparation/service area and equipment clean and tidy and free from rubbish and debris. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | |
| **What you must do** | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** |
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| **Scope/Range** | | | | |
| **What you must cover:** | | | | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | | | | |
| **two** from:  a barrels or kegs or casks  b pumps  c glasses or jugs or pitchers  d refrigerated units | **one** from:  e ice  f food garnish | **two** from:  g information on prices  h information on ingredients  i information on measures or relative strengths | **four** from:  j keg beer  k lager  l cask ale  m cider  n stout or porter  o cream flow | **two** from:  p draught  q bottled  r canned |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. | | | | |

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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** | | | | | | | | | | | | | | | | | |
| **What you must cover** | | | | | | | | | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** | **n** | **o** | **p** | **q** | **r** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| **Prepare service area and equipment for serving beer/cider** | | |
| 1 | Safe and hygienic working practices when preparing areas and equipment for serving beer/cider. |  |
| 2 | Why it is important to follow food safety requirements when preparing beer/cider. |  |
| 3 | Why it is important to prepare beer casks/kegs in advance. |  |
| 4 | The types of unexpected situations that may occur when preparing the area and equipment for serving beer/cider. |  |
| **Pour and serve beer/cider** | | |
| 5 | Current relevant legislation relating to licensing and weights and measures. |  |
| 6 | Safe and hygienic working practices when pouring and serving beer/cider. |  |
| 7 | Why and to whom all customer incidents should be reported. |  |
| 8 | Where and from whom health and safety, food safety and licensing legislation can be obtained. |  |
| 9 | Why it is important to give customers accurate information about the ingredients, basic characteristics and strength of their drink. |  |
| 10 | Why is it important to give customers accurate information about accompaniments, special offers and promotions. |  |
| 11 | What the techniques for pouring and serving a range of beer /cider products are. |  |
| 12 | What symptoms indicate that a customer has drunk excessive amounts or is under the influence of drugs and what your legal responsibilities are in relation to this. |  |
| 13 | How to deal with violent or disorderly customers. |  |
| 14 | The types of unexpected situations that may occur when pouring and serving beer/cider and how to deal with these. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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