

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 casksb pumpsc glasses or jugs or pitchersd refrigerated units | **one** from:e icef food garnish | **two** from:g information on pricesh information on ingredientsi information on measures or relative strengths | **four** from:j keg beerk lagerl cask alem cidern stout or portero cream flow | **two** from:p draughtq bottledr 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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