

Unit PPL2FBS3 (HL28 04) Prepare and Serve Cocktails (Mixology)

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 cocktails, or mixology (the art of preparing mixed drinks). The unit covers how you prepare equipment and ingredients, mixing methods and presentation methods used when providing your customer with an attractive mixed drink to suit their needs. |

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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 making cocktails**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, where it should be and switched on ready for use.3 Ensure that you have prepared sufficient ingredients and accompaniments ready for service and stored them appropriately.4 Ensure the customer area looks appealing and welcoming to customers according to your workplace standard.**Mix and serve cocktails**5 Acknowledge your customers and provide customers with assistance as necessary.6 Ensure your customers have the correct cocktail menu to choose from.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 Assemble cocktails using the recommended measures, techniques and equipment and finish with the appropriate accompaniments.10 Serve alcoholic cocktails 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: |
| **six** from:a pourersb blendersc shakers or mixersd stirrerse squeezers or strainersf knives and chopping boardg glasses or jugs or pitchersh ice scoopsi cocktail list or menu | **three** from:j fruitk fruit juices or soft drinks or mixersl cream or milkm alcoholn syrup | **three** from:o icep food garnishq salt or sugarr decorative items/stirrers | **two** from:s information on pricest information on ingredientsu information on measures or relative strength | **two** from:v spirit basedw cream basedx champagne basedy fruit based | **four** from:z shaken or mixedaa stirredbb blendedcc muddled or churneddd built or pouredee layered |
| 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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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** |
| **What you must cover** |
| **s** | **t** | **u** | **v** | **w** | **x** | **y** | **z** | **aa** | **bb** | **cc** | **dd** | **ee** |
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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 making cocktails** |
| 1 | Safe and hygienic working practices when preparing areas and equipment for making cocktails. |  |
| 2 | Why it is important to follow food safety requirements when preparing cocktails. |  |
| 3 | Why it is important to prepare ingredients and accompaniments in advance. |  |
| 4 | The types of unexpected situations that may occur when preparing the area and equipment for making cocktails. |  |
| **Mix and serve cocktails** |
| 5 | Current relevant legislation relating to licensing and weights and measures. |  |
| 6 | Safe and hygienic working practices when mixing and serving cocktails. |  |
| 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 special offers and promotions. |  |
| 11 | What the techniques for making a range of alcoholic and non-alcoholic cocktails are. |  |
| 12 | Why it is important to follow a recipe and use the correct measures when making cocktails. |  |
| 13 | When it is permissible to free-pour cocktail ingredients. |  |
| 14 | 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. |  |
| 15 | How to deal with violent or disorderly customers. |  |
| 16 | The types of unexpected situations that may occur when mixing and serving cocktails 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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