

Title:	Preparing and Serving Drinks
Level:	1
Credit value:	3
GLH:	30
Unique Reference Number:	L/502/5051
Sector Subject Area:	7.4 Hospitality and Catering
Aim:	The aim of this unit is to provide learners with the skills and knowledge to prepare and serve drinks.
Assessment Type:	Assessment of this unit will be through the completion of internally set and internally assessed evidence.
Assessment Guidance:	Assessment should be based on a range of suitable evidence such as written assignments, reflective accounts, professional discussions, or oral questioning.

Learning outcomes

The learner will:

1. Be able to prepare and serve different drinks.

Delivery content:

The aim of this learning outcome is to provide learners with the skills and knowledge to be able to prepare and serve different drinks.

The learner must understand and be able to:

- 1.1. Identify **different types of drink**.
- 1.2. **List correct equipment for preparing and serving** different drinks.
- 1.3. Describe the **main stages in serving the customer**.
- 1.4. Prepare different drinks:
safely and hygienically according to instructions using the correct equipment.
- 1.5. Serve different drinks:
safely and hygienically according to instructions using the correct equipment (including cup/glass).
- 1.6. **List suitable accompaniments for drinks service**.

2. Be able to work in a drinks service area.

Delivery content:

The aim of this learning outcome is to provide learners with skills to be able to work in a drinks service area.

The learner must be able to:

- 2.1. Set up, maintain and close down the service area according to instructions.

Scope of Training

The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.

Requirements

<p>1.1. Identify different types of drink.</p>	<ul style="list-style-type: none"> • Hot drinks • Cold non-alcoholic drinks • Alcoholic drinks • Specialty or dietary options.
<p>1.2. List correct equipment for preparing and serving different drinks.</p>	<ul style="list-style-type: none"> • Kettle or Coffee Machine • Teapots / Cafetières • Milk Frother / Steam Wand • Juicer / Blender • Bottle Opener / Corkscrew • Cocktail Shaker and Strainer • Spirit Measures / Jiggers • Wine Glasses / Pint Glasses / Shot Glasses • Ice Bucket and Tongs.
<p>1.3. Describe the main stages in serving the customer.</p>	<ul style="list-style-type: none"> • Welcome them with a polite, friendly attitude and make them feel comfortable. • Listen carefully, answer any questions, and repeat the order back to confirm. • Ensure food or drinks are prepared correctly and presented to standard. • Deliver items promptly and professionally, checking if the customer needs anything else. • Ask if everything is okay once the customer has had time to try their order.

	<ul style="list-style-type: none"> • Remove used items in a polite and efficient manner when the customer is finished. • Offer the bill when requested, or at the appropriate time, and explain charges if needed. • Thank and Farewell
<p>1.6. List suitable accompaniments for drinks service.</p>	<ul style="list-style-type: none"> • Hot Drinks <ul style="list-style-type: none"> ➤ Sugar / Sweeteners ➤ Milk / Plant-based alternatives (e.g. oat, almond) ➤ Biscuits or cookies • Cold Non-Alcoholic Drinks <ul style="list-style-type: none"> ➤ Ice and lemon / lime slices ➤ Straws or stirrers ➤ Napkins • Alcoholic Drinks <ul style="list-style-type: none"> ➤ Ice cubes / Crushed ice ➤ Fruit garnishes (e.g. orange, lime, cherry) ➤ Mixers (e.g. tonic water, soda) ➤ Bar snacks (e.g. nuts, olives, crisps)