
SITHFAB004

PREPARE AND SERVE NON- ALCOHOLIC BEVERAGES

LEARNING GUIDE

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UNIT INTRODUCTION

This resource covers the unit SITHFAB004 - Prepare and serve non-alcoholic beverages.

This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, non-espreso coffees and other non-alcoholic beverages. It requires the ability to select ingredients and equipment and to use a range of methods to make and present drinks.

It does not include making espreso coffee beverages, which is covered in SITHFAB005 Prepare and serve espreso coffee.

This unit applies to any hospitality organisation that serves coffee, tea and other non-alcoholic beverages, including cafes, restaurants, bars, clubs, and function and event venues.

The unit applies to kitchen staff and operational food and beverage attendants who work with very little independence and under the guidance of others.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

ABOUT THIS RESOURCE

This resource brings together information to develop your knowledge about this unit. The information is designed to reflect the requirements of the unit and uses headings to makes it easier to follow.

Read through this resource to develop your knowledge in preparation for your assessment. You will be required to complete the assessment tools that are included in your program. At the back of the resource are a list of references you may find useful to review.

As a student it is important to extend your learning and to search out text books, internet sites, talk to people at work and read newspaper articles and journals which can provide additional learning material.

Your trainer may include additional information and provide activities. Slide presentations and assessments in class to support your learning.

ABOUT ASSESSMENT

Throughout your training we are committed to your learning by providing a training and assessment framework that ensures the knowledge gained through training is translated into practical on the job improvements.

You are going to be assessed for:

- Your skills and knowledge using written and observation activities that apply to your workplace.
- Your ability to apply your learning.
- Your ability to recognise common principles and actively use these on the job.

You will receive an overall result of Competent or Not Yet Competent for the assessment of this unit. The assessment is a competency based assessment, which has no pass or fail. You are either competent or not yet competent. Not Yet Competent means that you still are in the process of understanding and acquiring the skills and knowledge required to be marked competent. The assessment process is made up of a number of assessment methods. You are required to achieve a satisfactory result in each of these to be deemed competent overall.

All of your assessment and training is provided as a positive learning tool. Your assessor will guide your learning and provide feedback on your responses to the assessment. For valid and reliable assessment of this unit, a range of assessment methods will be used to assess practical skills and knowledge.

Your assessment may be conducted through a combination of the following methods:

- Written Activity
- Case Study
- Observation
- Questions
- Third Party Report

The assessment tool for this unit should be completed within the specified time period following the delivery of the unit. If you feel you are not yet ready for assessment, discuss this with your trainer and assessor.

To be successful in this unit you will need to relate your learning to your workplace. You may be required to demonstrate your skills and be observed by your assessor in your workplace environment. Some units provide for a simulated work environment and your trainer and assessor will outline the requirements in these instances.

ELEMENTS AND PERFORMANCE CRITERIA

- | | |
|--------------------------------------|--|
| 1. Select ingredients | 1.1 Check and identify specific customer preferences for beverages on order |
| | 1.2 Identify and obtain correct ingredients for non-alcoholic drinks |
| 2. Select, prepare and use equipment | 2.1 Select equipment of correct type and size |
| | 2.2 Safely assemble and ensure cleanliness of equipment before use |
| | 2.3 Use equipment safely and hygienically according to manufacturer instructions |
| 3. Prepare non-alcoholic beverages | 3.1 Prepare beverages using appropriate methods and standard recipes to meet customer requests |
| | 3.2 Ensure correct and consistent strength, taste, temperature and appearance for each beverage prepared |
| | 3.3 Minimise waste to maximise profitability of beverages produced |
| 4. Serve non-alcoholic beverages | 4.1 Present beverages attractively in appropriate crockery or glassware with accompaniments and garnishes according to organisational procedures |
| | 4.2 Evaluate presentation of beverages and make adjustments before serving |

PERFORMANCE EVIDENCE AND KNOWLEDGE EVIDENCE

This describes the essential knowledge and skills and their level required for this unit.

PERFORMANCE EVIDENCE

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- Prepare and present non-alcoholic beverages to meet different customer requests, over a minimum of three different service periods, including at least one peak service period
- Prepare and present at least six different non-alcoholic beverages from the following list on three occasions each:
 - Carbonated drinks
 - Children's specialty drinks
 - Non-espresso coffees
 - Cordials and syrups
 - Flavoured milks
 - Frappés
 - Freshly squeezed juices
 - Health drinks
 - Hot chocolate
 - Iced chocolate or coffee
 - Milkshakes
 - Mocktails
 - Smoothies
 - Teas
- Prepare above non-alcoholic beverages within commercial timeframes and with consistent quality, volume and appearance and in line with organisational procedures
- Use the correct equipment, ingredients and standard measures in preparing the above beverages

KNOWLEDGE EVIDENCE

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- Culinary terms for and characteristics of ingredients commonly used to produce non-alcoholic beverages specified in the performance evidence
- Major types and characteristics of non-espresso coffees, teas and other non-alcoholic beverages specified in performance evidence
- Preparation methods of non-espresso coffees, teas and other non-alcoholic beverages:
 - Blending
 - Brewing
 - Juicing
 - Mixing
 - Plunging
 - Shaking
- Organisational procedures suitable to beverages specified in the performance evidence in relation to:
 - Glassware and crockery used for presentation
 - Garnishes and accompaniments used to enhance beverages
- Range of options to meet specific customer preferences relating to:
 - Brand
 - Garnishes
 - Glassware
 - Ice
 - Mixers
 - Strength
 - Temperature
- Safe operational practices using essential functions and features of equipment used to produce the non-alcoholic beverages specified in the performance evidence
- Dangers of inert gases used in post-mix dispensing systems and the measures required to ensure worker and customer safety

ASSESSMENT CONDITIONS

Skills must be demonstrated in an operational food and beverage outlet. This can be:

- An industry workplace
- A simulated industry environment

Assessment must ensure access to:

- Fixtures and large equipment:
 - Fridges
- Small equipment:
 - Blenders
 - Coffee:
 - Percolators and urns
 - Drip filter systems
 - Plungers
 - Juicers
 - Milk and sugar containers
 - Milkshake machines
 - Standard range of glassware and service-ware for the service of non-alcoholic beverages specified in the performance evidence
 - Tea and coffee making facilities and equipment
 - Water jugs
- Stock:
 - Condiments, garnishes and accompaniments
 - Ice
 - Wide commercial range of non-alcoholic beverages:
 - Tea
 - Coffee
 - Carbonated drinks
 - Juices
- Cleaning materials and equipment:
 - Cleaning cloths
 - Commercial cleaning and sanitising agents and chemicals for cleaning bar areas and equipment

- Dishwashers
- Dustpans and brooms
- Garbage bins and bags
- Hand towel dispenser and hand towels
- Mops and buckets
- Separate hand basin and antiseptic liquid soap dispenser for hand washing
- Sponges, brushes and scourers
- Tea towels
- Organisational specifications:
 - Equipment manufacturer instructions
 - Beverage menus
 - Standard recipes for non-alcoholic beverages currently used by the hospitality industry
 - Price lists
 - Retail promotional materials
 - Safety data sheets (SDS) for cleaning agents and chemicals or plain English workplace documents or diagrams that interpret the content of SDS
- Industry-realistic ratio of staff of customers; these can be:
 - Customers in an industry workplace during the assessment process; or
 - Individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

Have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency

PRE-REQUISITES

This unit must be assessed after the following pre-requisite unit: SITXFSA001 Use hygienic practices for food safety.

TOPIC 1 – SELECT INGREDIENTS

CHECK AND IDENTIFY SPECIFIC CUSTOMER PREFERENCES FOR BEVERAGES ON ORDER

NON-ALCOHOLIC BEVERAGES

It is becoming more prevalent that people order non-alcoholic drinks in our society. People wanting to drink during working hours or people who just do not drink alcohol all want something that looks attractive and is free from alcohol.

Children in licensed establishments will also request non-alcoholic beverages. Therefore, it makes good business sense to create and serve non-alcoholic drinks.

There is a wide range of different types and styles of non-alcoholic drinks that can be available in a restaurant, including:

- Carbonated drinks
- Children's specialty drinks
- Non-espresso coffees
- Cordials and syrups
- Flavoured milks
- Frappés
- Freshly squeezed juices
- Health drinks
- Hot chocolate
- Iced chocolate or coffee
- Milkshakes
- Mocktails
- Smoothies
- Teas

Having all of these different options will give your customers a variety and choice in their drinks, which means that you will need to ensure you are also trying to meet their preferences.

Customer preferences may relate to things such as:

BRAND

The brand of the products that you use can be used as a selling point for your customers. Some brands are held more highly by your customers, whereas others may have a bad reputation, so it will be necessary to do some research into popular brands and move towards using the more popular brands.

It is also important to do some research into your customers' preferred brands so you can provide a selection of options for them.

GARNISHES

A garnish is something that is added to a drink to give it more visual appeal and sometimes to provide an additional flavour. Examples of garnishes include sliced fruit, shaved chocolate, sauces, mint leaves, etc.

There are a couple of key points that you will need to understand when it comes to garnishes. Firstly, you will need to learn about what garnishes match the drink you are serving. Matching the garnish to the drink can make the difference between a great drink and an average one.

You will learn about how to match a garnish with a drink through practice and reading recipes.

The next point to consider is your customers' preferences. If they are not overly fond of certain garnishes or ingredients, it will be important for you to find out about this so you can substitute or remove the unwanted ingredients.

GLASSWARE

The use of appropriate glassware for serving your drinks will be just as important as the ingredients you use to make it. The style of glassware will have a big visual effect on what you are serving, with the main point being recognisability of what the drink is from the glass that is used.

It is important to not be set in stone though, and having options for different types of glasses available for your drinks will allow customers the option to select a glass that meets their preferences.

ICE

Ice is used to help keep a drink cool, or to provide a body for certain mocktails. Some customers will not want ice in their drink, whereas others will want extra. It is easy to accommodate for these people, so there is no reason why you shouldn't.

MIXERS

A mixer is an ingredient used in a beverage to enhance or change the flavour of the drink. They include things such as soda water, cola, juice, milk, etc.

If you are following a recipe then the mixers will be clearly marked, however some customers may have a specific preference of what they want added to their drink, so you will need to comply with their request.

STRENGTH

Some drinks will have different strengths of flavour available to them, such as coffee or tea. The strength will be determined by how much of the main ingredient is present in the drink, and how many additional ingredients and mixers are used.

Your customers will have a preference to the strength of their drinks, so you will need to find out what their preference is and tailor the drink to suit it.

TEMPERATURE

One of the last areas where customers will show a preference is towards the temperature of the beverage. For some drinks, they will have a set temperature, such as coffee and tea being served hot, and soft drink and juice being served chilled.

The preference will come in with some slight variations to the temperature, for example, a customer may want their tea to be slightly hotter or colder than normal.

IDENTIFY AND OBTAIN CORRECT INGREDIENTS FOR NON-ALCOHOLIC DRINKS

There are hundreds of ingredients that can be used to make non-alcoholic drinks. You will need to have these on hand prior to commencing your shift. If they are not ready, you will take much more time to serve your customers and thus ending up with very unhappy customers.

Here is just a handful of ingredients that are commonly used to make non-alcoholic beverages.

- **Ice** - Generic ice, as used in mixed drinks is specified in several forms: cube, crushed, cracked, lump, shaved, or snow
- **Grapefruit juice** - Fresh squeezed or canned grapefruit juice. Common in mixed drinks
- **Orange juice** - Fresh squeezed or frozen orange juice used commonly in mixed drinks
- **Grenadine** - Red or purple syrup sweetener & colourant made from pomegranate juice and/or artificial flavourings. Usually non-alcoholic
- **Water** - Plain water used as a diluting agent in various mixed drinks, sometimes as the sole mixer

- **Syrup** - A thick, high-concentration water & sugar solution, either flavoured or unflavoured used to sweeten drinks
- **Orgeat** - Generic syrup of almonds, orange flower water and sometimes barley water often used in tropical and other cocktails
- **Sugar** - Refined crystalline product of sugar cane which is the sweetening of choice in the majority of mixed drinks
- **Lime juice** - Fresh or frozen juice of the lime fruit
- **Cream** - Butterfat-heavy portion of milk, common in dessert cocktails
- **Soda** - Artificially or naturally carbonated water, to which mineral salts have been added
- **Pineapple juice** - Fresh pressed or canned pineapple juice
- **Honey** - Sweetener - made by bees from flower nectar - used in cold & hot cocktails for sweetening, flavouring, consistency, and in preparation form, as a mixer
- **Sprig of mint** - Leaf of peppermint or spearmint, used interchangeably in cocktails and related drink forms since the early 19th century -- or earlier, as a garnish, flavouring, or in preparation form, as a mixer
- **Raspberry syrup** - Preparation of concentrated raspberry juice and sugar syrup
- **Egg** - Use of eggs in beverages long predates their use in cocktails & related drink forms
- **Eau de Melisse** - A lemon balm spirit (macerated tincture) or water (in the vein of orange flower water)
- **Ginger ale** - Carbonated, sweetened non-alcoholic soda usually with mild, vaguely-ginger flavour
- **Vanilla extract** - Extract of the vanilla bean bottled as a preparation with alcohol and used as a flavouring
- **Apple juice** - Juice of apples, generally with a higher sugar content and lower acid content than apple cider, and generally pasteurised
- **Maple syrup** - Syrup of the sugar maple tree's concentrated sap - used in cocktails & related drink forms since the early 19th century
- **Apple cider** - Generic for the juice of apples picked early in the season with a higher acid & lower sugar content
- **Grape juice** - Generic, generally clarified juice of crushed grapes and water used in a variety of cocktails

- **Milk** - Use of milk in drinks is in preference to heavier dairy products such as cream or half & half
- **Mango nectar** - Preparation of the juice & pulp of the mango
- **Tabasco sauce** - Proprietary Louisiana hot sauce of aged red peppers, salt and distilled high-grain vinegar aged in white oak barrels for 3 years
- **Schweppes bitter lemon** - Tart sparkling lemon mixer/soft drink from England, created in 1957 by Cadbury Schweppes
- **Cola** - Non-alcoholic, carbonated, sweetened soda made with kola nuts, spice & fruit flavourings. Brands abound, such as Coca Cola & Pepsi Cola
- **Coffee** - Beverage derived from seeds (beans), of the plant of the same name, roasted and ground for beverage use and used as a popular mixer in hot & cold mixed drinks
- **Tomato juice** - Fresh or canned tomato juice, without spices, used commonly in bloody Mary-style drinks
- **Worcestershire sauce** - Generic but formerly proprietary non-alcoholic sauce blending a fermentation of vinegar, molasses, anchovies, tamarind, shallots, garlic, onion, cloves, and chilli peppers
- **Food colouring** - Food dyes, artificial or natural used for colouring drinks
- **Coconut cream** - Thick liquid produced by steeping and squeezing the grated coconut meat in hot water or scalded milk
- **Strawberry syrup** - Concentrated strawberry juice and sugar syrup used only uncommonly in drinks such as the harmony
- **Passion fruit syrup** - Sweetened, passion fruit-derived syrup in several colours, not affecting the flavour
- **Coca cola** - Non-alcoholic carbonated, sweetened soda made with kola nuts, spices, and fruit flavourings
- **Cider** - Bottled fermented juice of apples
- **Cranberry juice** - Juice of a specific small acidic red berry, most noted as an ingredient of the cosmopolitan
- **Vanilla ice cream** - Generic sweet vanilla flavoured frozen food containing cream, butterfat and eggs. Used to good effect in dessert cocktails
- **Cocoa** - Ground roasted cacao or cocoa beans with sweetening

- **Tea** - Leaves of the tea plant of various types such as green tea, black tea, oolong, orange pekoe, or pekoe & the aromatic beverage prepared by boiling the leaves with water
- **Ginger beer** - Carbonated, sweetened soda, generally a spicier more heavily ginger-flavoured version of ginger ale
- **Instant coffee** - Crystalline or powdered dehydrated product made from brewed coffee, used as a mixed drink and homemade liqueur flavouring
- **Tonic** - Sweetened quinine-imbued carbonated (sparkling) water
- **Lemonade** - Preparation of lemon juice, water (sparkling water is a variation), and sugar
- **Salt** - Most common of all table condiments¹

¹ http://www.cocktaildb.com/ingr_detail?id=327

TOPIC 2 – SELECT, PREPARE AND USE EQUIPMENT

SELECT EQUIPMENT OF CORRECT TYPE AND SIZE AND SAFELY ASSEMBLE AND ENSURE CLEANLINESS OF EQUIPMENT BEFORE USE

BAR EQUIPMENT

FIXED MACHINERY

Most bars will be set up with much the same facilities, and if you are familiar with the standard items, you will be able to work in different establishments without too many problems.

The major pieces of fixed machinery are the beer panel, glass-washing machine, refrigerator or refrigerated cabinets, post-mix machine, ice machine and cash register. Another important piece of equipment you need to become familiar with is the blender.

THE GLASS-WASHING MACHINE

The glass washer should be used for glasses only. Only brewery or manufacturer approved detergents should be used, as any other detergents can affect the beer. The thermostat should be set to a minimum of 75° Celsius; this is to ensure that the glassware can be sanitised, and it assists with air drying.

GLASS WASHER

Some machines need to be turned on prior to service for the correct temperature to be reached. The filter and waste drain (in the bottom of the unit) should be cleared of any debris.

REFRIGERATORS OR REFRIGERATED CABINETS

Refrigeration units located in the bar area tend to be glass fronted so stock and glassware can be located quickly. Some solid fronted units may be used for ancillary stock. Any malfunctions noticed in the operation of refrigerated units should be brought to the attention of management immediately to prevent the expensive loss of stock.

All refrigeration units must be kept clean inside and out. Pay particular attention to door seals and glass doors and wipe up any spillages as they occur. All refrigerated stock must be fresh and should be checked daily. Stock should be rotated to ensure older products are used before fresher commodities, i.e. 'first-in, first-out' principle.

THE POST-MIX MACHINE

The post-mix machine is used to dispense soft drinks. The operation filters and carbonates water before mixing it with a coloured and flavoured syrup at the dispense point. Drinks can be dispensed from a head or a gun.

A post-mix head has a series of dispense points (one for each type of soft drink) mounted on a panel. The lever below the head is pushed, and the soft drink is dispensed. A drip tray must be positioned below the heads. A post-mix gun is a hand-held unit with a series of small buttons - one for each available soft drink. Dispensing nozzles should be removed and stored in water at the end of each shift.

THE ICE MACHINE

The ice machine produces cubed ice for use in drinks and ice buckets.

As some units can be quite noisy, the machine may or may not be located behind the bar. In some establishments, the one ice machine will provide for a number of bars.

Keep the unit clean and never allow the air outlet to be blocked. For hygiene reasons, ice being transported to the bar should be transferred in a container used for that purpose only. During service, ice can be kept behind the bar in a suitable storage bin, preferably with a drainage outlet to allow water to drain away.

Remember, ice is for the guests' consumption and should not be handled. Nor should glasses be used to 'scoop' the ice, as any chipped glass will not be visible in the ice. Whether tongs, scoop or a slotted spoon is used, do not leave utensils in the machine to be covered by new ice as it is made.

THE CASH REGISTER

The cash register is used to record sales, receive payment, give change and store money during service. There is a great range of cash registers used in today's bars, ranging from mechanical to electronic and computerised types. To ensure accurate money handling you will need to be familiar and confident with the register, you will be using. Care should be taken not to allow any 'spills' on the cash register.

BLENDERS

Blenders are used for making cocktails and mocktails. Your establishment may have a domestic or commercial blender for use in the bar. It is important that you know its functions and how to dismantle it for proper cleaning.

Cleanliness and proper care of all equipment are essential. Prior to service, check the equipment you are working with and do not use it if there are any faults.

SPECIFIC REQUIREMENTS FOR VARIOUS BAR STYLES

Different bars require different equipment. The specific requirements for tools and equipment will vary with different bar styles. Generally speaking, all bars will require:

- A glass washing machine
- A refrigerator
- A post-mix machine
- A sink
- A cash register

Cocktail bars will require all of the small equipment in order to prepare and present a wide range of cocktails and mixed drinks, but may not need a beer panel, since packaged standard and boutique beers are probably all that are offered.

Public bars would be non-functional without at least one beer panel. The other large equipment would also be needed, although access to an ice machine would probably be enough. Little of the small equipment and tools would be needed as only standard mixed drinks with basic garnishes (e.g. lemon) would be offered.

Dispense bars for medium-sized restaurants may or may not have the need for a beer panel. It would depend largely on the type of clientele. Most of the small equipment and tools would generally be required, but the quantity would depend on how wide a variety of drinks were offered.²

USE EQUIPMENT SAFELY AND HYGIENICALLY ACCORDING TO MANUFACTURER INSTRUCTIONS

BAR OPERATIONS

There are three main methods of serving drinks:

- Over the counter
- Tray service
- Trolley service (e.g. Port/liqueur trolley)

Beverage service, however, is usually classified according to the type of bar dispensing the drinks.

² http://cyberschool.angliss.vic.edu.au/Hospitality/bfb10a/elemnt2/2_4.htm

PUBLIC BAR

This is the least expensive and most basic type of hotel (pub) bar where drinks are served over the bar. Minimum seating is provided.

LOUNGE BAR

Also found in pubs, the lounge bar is a quieter atmosphere for the consumption of drinks in a more comfortable environment where tables and chairs are provided.

CLUB BAR

This type of bar usually provides lounge seating, waiter service and a professional atmosphere.

COCKTAIL BAR

Generally, part of a larger outlet, e.g. international hotel or fine dining restaurant, the cocktail bar offers a wide range of mixed drinks and cocktails. The ambience is usually lavish and luxurious.

ROOM SERVICE

The service of drinks to the guest's room in hotels/motels by tray or trolley service.

MINI-BARS

The provision of drinks in a bar-fridge in hotel/motel rooms.

BOTTLE SHOP/LIQUOR BARN

Trade here is only in the form of packaged liquors (e.g. bottles, cans, casks), as beverages are not sold for immediate consumption.

BEVERAGE SERVICE TYPES

Following is a list of advantages and disadvantages of differing beverage service types.

Advantages	Disadvantages
Public Bar	
<ul style="list-style-type: none"> • Less skill required 	<ul style="list-style-type: none"> • Possible 'rough' element
Lounge Bar	
<ul style="list-style-type: none"> • Some atmosphere without a big increase 	<ul style="list-style-type: none"> • Table service skills needed
Club Bar	
<ul style="list-style-type: none"> • Atmosphere 	<ul style="list-style-type: none"> • Table service skills needed • Greater knowledge of drinks needed
Cocktail Bar	
<ul style="list-style-type: none"> • Good presentation • Atmosphere 	<ul style="list-style-type: none"> • Highly skilled staff required • More equipment required • Time consuming
Room Service	
<ul style="list-style-type: none"> • Convenience • Waiting skills not needed 	<ul style="list-style-type: none"> • Transport costs • Time delay • Little guest contact
Bottle Shop/Liquor Barn	
<ul style="list-style-type: none"> • Convenience • Fast service • Large variety 	<ul style="list-style-type: none"> • Large area required • Guest contact minimal

CLEANING AND MAINTAINING EQUIPMENT

As a bar attendant, you are responsible for the section of the bar which is your workstation. In particular, you are responsible for keeping your workstation clean, tidy and properly stocked. Cleaning should be systematic to make sure that everything is regularly cleaned, and nothing is forgotten.

The bar counter must be kept polished and dry. Spilt drinks should be dried up as quickly as possible with a clean cloth.

Every drink should be served on a clean coaster. Coasters should be replaced with each new drink served to the same customer if they are marked.

Use only one coaster for each drink, not a wad of them.

Ashtrays must be changed or cleaned frequently and must never be allowed to overflow. Clean ashtrays must be wiped dry before they are placed on tables.

Displays of bottles and glasses on or around the workstation must be kept clean, polished and tastefully arranged. Bottles on shelves should be wiped at least weekly.

Beer panels, refrigerators and Post mix machine need frequent cleaning. The external parts of the beer panels (taps, etc.) must be wiped clean daily and every week the front should be removed so that the temprite can be wiped down and the drip tray it stands on cleaned out. Check also for leaks in the beer lines.

POST MIX LINE CLEANING

As you will have noted, the system is flushed out once or twice daily. This is not enough to keep it clean. At least once a week the lines must be cleaned with a suitable beer line cleaner.

The procedure is as follows: First measure the volume of water required to fill each line completely. You will need twice this amount of cleaning solution to clean the lines.

A variety of line cleaners is available. They come in both liquid and powder form. Use a cleaner which has been specifically approved by the maker of the material used in the dispensing system you are operating. Follow the instructions for the particular cleaner being used.

If you wish to do a more than usually thorough cleaning, do not increase the detergent strength but repeat the whole sanitation procedure with the cleaner at the recommended strength.

The routine is as follows:

- 1. Arrange the keg couplers and transfer leads to bypass cups as for routine daily flushing.*
- 2. Turn off the water tap.*
- 3. Connect a CO₂ gas lead to the washout system (or an empty gas cylinder) and blow all lines dry.*
- 4. Mix the required amount of cleaner into a concentrate with hot water in a bucket.*
- 5. Pour the cleaner concentrate into the (washout) container and top up to the required volume with cold water. The temperature of the cleaner solution should not be more than 25°C.*
- 6. Fit extractor body complete with safety wing nut, and extractor, to washout container.*
- 7. Remove gas lead from the washout system.*
- 8. Connect the gas lead to the cleaner container.*
- 9. If the washout system is fitted with a physical break, disconnect the bridging washout line and plug it into the cleaner container. If no break is fitted, connect the cleaner container to the washout system with a transfer lead. Note: To avoid possible damage to refrigeration plant during the cleaning process, beer cooler hand valves should be turned on (open) and the compressor unit motor should be turned off.³*

³ <http://cyberschool.angliss.vic.edu.au/Hospitality/bfb10a/elemnt3/3.htm>

SAFE OPERATIONAL PRACTICES USING ESSENTIAL FUNCTIONS AND FEATURES OF EQUIPMENT USED TO PRODUCE THE NON-ALCOHOLIC BEVERAGES SPECIFIED IN THE PERFORMANCE EVIDENCE

The preparation of non-alcoholic beverages will require you to use various pieces of equipment, such as a blender, espresso machine, post-mix, coffee grinder, knives and other utensils, etc.

All of these pieces of equipment will have their own safe operational practices, which are the procedures that are explained in the manufacturer's instructions and user guides. These practices are in place to ensure that anyone who is using the equipment is doing so in a safe manner.

They will also have various functions and features that allow them to perform certain tasks, for example, an espresso machine has a steam outlet that is used to heat and froth milk as well as a hot water outlet for boiling water.

Always ensure you are following all manufacturer, supervisor, and organisational instructions and guidelines when using any equipment. If you are unsure in how to use a piece of equipment safely, get help from your supervisor or other knowledgeable staff member so you can be taught how to use it safely and correctly.

TOPIC 3 – PREPARE NON-ALCOHOLIC BEVERAGES

PREPARE BEVERAGES USING APPROPRIATE METHODS AND STANDARD RECIPES TO MEET CUSTOMER REQUESTS

MAJOR TYPES AND CHARACTERISTICS OF NON-ESPRESSO COFFEES, TEAS AND OTHER NON-ALCOHOLIC BEVERAGES

In order to prepare beverages to meet the requests of your customers, and to meet their needs, it will be important for you to know the various different types and characteristics of some of the major non-alcoholic beverages that your establishment offers.

COFFEE AND TEA

Coffee is different things to different people. It is essential that the coffee drinker obtains full satisfaction from the coffee that has been served; it must be presented in the best way and promptly.

ESPRESSO COFFEE

Short Pour:

- Standard espresso shot of finely ground coffee in filter holder (approx. 7grams)
- Pour time 15+ seconds
- Strong, highly concentrated coffee liquor

Used for:

- European or Italian style - short black, macchiato, long black
- Cappuccino, Caffe latte, Mocha

Long Pour (Lungo):

- Double espresso shot of finely ground coffee in filter holder (approx. 14 grams)
- Pour time approx. 25+ seconds
- Very strong, highly concentrated coffee liquor

Used for:

- Strong long black, strong flat white, strong café latte, long macchiato

SHORT BLACK

Method:

- Fill filter holder with approx. 7 grams of correctly ground coffee
- Use the tamper to press the coffee down firmly with a slight twisting motion.
- Level the coffee, clean the lugs and the top of the lugs filter head clear of coffee grounds
- Lock filter holder into machine, place small cup or glass under spout
- Push button for espresso setting
- Serve

Result: A small cup/glass of strong, hot black coffee with a golden brown head of coffee crema. (Light brown or white foam indicates the beginning of extraction and a hint of bitterness).

LONG BLACK

Two versions - medium or strong depending on the customers wishes.

Medium: The standard version - short pour espresso diluted with hot water yet retaining the coffee crema.

Method:

- Fill filter holder with approx. 7gm of correctly ground coffee
- Use tamper to press coffee firmly with a slight twisting motion
- Firm packing increases the resistance to hot water and allows the maximum amount of oil and liquor to be extracted and the wonderful aroma to be released
- Level the coffee and clean the lugs
- Lock filter holder into machine, place glass or cup under spout and push button for a third of a cup - a pour of about 15 seconds
- Carefully top up the espresso shot with hot water so as not to disturb the coffee crema

Result: A cup of hot, milder black coffee with a creamy bead of coffee crema which does not move - opaque and strong.

Strong - Lungo (long pour) with more pronounced coffee crema features, served in a glass or cup by special request.

Method:

- Fill filter holder with approx. 14 grams of correctly ground coffee - 2 portions (dose)
- Use tamper to press coffee firmly with a slight twisting motion
- Firm packing increases the resistance to hot water and allows the maximum amount of oil and liquor to be extracted and the wonderful aroma to be released
- Level the coffee, clean the lugs and the top of the lugs filter head clear of coffee grounds
- Lock filter holder into machine, place glass or cup under spout and push button for a third of a cup
- Serve - If in a glass, serve with a paper serviette

Result: A cup/glass of very strong, hot black coffee with a golden brown head of coffee crema and a very satisfying aroma.

DIFFERENT TYPES OF COFFEES

CAPPUCCINO

- Fill filter holder with the correct grind of fresh coffee - approx. 7gm
- Press coffee firmly with tamper with a slight twisting motion. This helps to extract the essential oils, liquor and gases
- Wipe excess coffee grounds from lugs for a tight fit in the machine. Lock filter holder into machine and pour standard espresso shot (short pour)
- Turn on steam wand for about 3 seconds to bleed excess moisture
- Pour fresh, cold milk into a stainless steel jug - about 1/3 full
- Place wand just below the surface of the milk towards the rear of the jug. Turn the steam fully on - this creates a whirlpool - gently lower the jug as the foam rises
- As milk takes in air, tiny bubbles form a dense foam, and a continuous hissing sound is produced. Keep adding air until foam rises near to the top of the jug
- NEVER BOIL THE MILK
- Turn off the steam and bang the jug on the counter several times to collapse the bubbles
- Add steamed milk to liquor in cup and top with foam and chocolate

CAFÉ LATTE - SERVED IN A GLASS WITH A SERVIETTE.

The coffee connoisseur should enjoy the taste and aroma of coffee mixed with hot, steamed fresh milk.

Method - short pour - medium strength

- Fill filter holder with one single portion of correctly ground coffee - approx. 7 gms
- Press coffee firmly with tamper using a slight twisting motion. This increases the resistance to hot water and allows the maximum amount of oils, liquor and gases to be extracted, and taste and aroma to be enhanced
- Lock filter holder into the machine, place a glass under the spout and push button to fill glass 1/3 full - a pour of about 15 seconds. Ensure that there is a golden creamy head of coffee crema

- Take care in steaming the cold fresh milk:
 - Fill jug to 1/3 full of fresh cold milk
 - Turn steam wand on for 3 seconds to remove excess moisture
 - Place steam wand just below milk surface opposite the jug's handle (this allows the operator to see that there are not too many large bubbles and that the milk is steamed correctly and not overheated)
 - Begin steaming with jug tilted about 45 degrees
 - Lower and raise jug slowly until air is drawn in small quantities and some fine foam is formed Hold jug upright and place steam wand near the bottom of the jug until milk is well heated Place hand lightly against jug to check the heat
- Turn off steam and bang the jug on the counter to collapse the bubbles
- Pour the steamed milk into the glass and finish by topping the glass with a small amount of foam⁴

FLAT WHITE

This is a typically Australian form of café au lait - previously made with percolated coffee and now usually made 1/3 espresso and 2/3 hot milk.

Method - short pour - medium strength

- Fill filter holder with one single portion of correctly ground coffee - approx. 7 gms
- Press coffee firmly with tamper using a slight twisting motion. This increases the resistance to hot water and allows the maximum amount of oils, liquor and gases to be extracted, and taste and aroma to be enhanced. (A hand tamper gives best results)
- Lock filter holder into machine, place glass under spout and push button to fill glass 1/3 full - a pour of about 15 seconds
- Take care in steaming the cold fresh milk:
 - Fill jug to 1/3 full of cold milk
 - Turn steam wand on for 3 seconds to remove excess moisture

⁴ <http://www.roberttimms.co.nz/making-coffee-es.html>

- Place steam wand just below milk surface opposite the jug's handle, (this allows the operator to see that the milk is steamed correctly and not overheated)
- Begin steaming and heat the milk through by lowering the wand near to the bottom of the jug until the milk is quite hot but not boiled
- Gently pour hot, steamed milk into cup until filled
- Take care that no froth is present

VIENNA

An indulgence - a delicious long drink - black coffee topped with whipped sprinkled with cream and chocolate - served in a cup or glass.

Method

- Fill filter holder with approx. 14 GMs of correctly ground coffee 2 portions (doses) - use 2 spout group head into glass
- Use the tamper to press coffee firmly with a slight twisting motion. (A hand tamper gives best results)
- Level the coffee and clean the filter holder and lugs clear of coffee grounds
- Lock filter holder into machine and fill cup until more than 2/3 full
- Top coffee with whipped cream over the rim of the cup
- Sprinkle chocolate on top of the cream

MACCHIATO - MACCHIATO - MEANS "STAINED" WITH MILK.

Method - short pour style

- Fill filter holder with a single portion of ground coffee approx. 7 gms
- Press coffee firmly with tamper using a slight twisting motion. This increases the resistance to the hot water. This allows the maximum amount of oils, liquor and gases to be extracted and for the aroma to be fully enjoyed. A hand tamper gives best results
- Lock filter holder into the machine, place a glass under the spout and push the button until small glass is nearly full - a pour of about 15 seconds
- Remove glass and add sparingly a dash of cold milk

- Serve with a paper serviette

The result - A glass of hot, very strong dark brown coffee with a golden bead of coffee crema.

MOCHA

A delicious long drink - a combination of chocolate and coffee topped with whipped cream.

Method

- Place 1 teaspoon of Nestlé Alpen Blend chocolate powder in a cup with a small amount of hot water
- Fill filter holder with one (1) portion (dose) of correctly ground coffee - approx. 7 GMs
- Use the tamper to press coffee firmly with a slight twisting motion. (A hand tamper gives best results)
- Level the coffee and clean the filter heads and lugs clear of coffee grounds
- Lock filter holder into machine, place cup under spout and push button until cup is more than 2/3 full
- Remove cup, top with whipped cream, sprinkle with chocolate. Serve

OVER EXTRACTION

Bitterness will occur from over-extraction of the coffee when a shout pour is used to fill a cup. Over-extraction may show as whitish streaks or foam on top of the espresso coffee.

TYPES OF TEA

The history books show that tea is nearly five thousand years old and was discovered, as legend tells us, in 2737 BC by a Chinese emperor when some tea leaves accidentally blew into a pot of boiling water creating a basic form of tea. Tea has been refined more over the years to produce the variety of teas that we drink today. Over the centuries, tea has played an important role in customs and culture: for example, the Japanese tea ceremony, the Boston Tea Party, etc.

There are 3 types of tea: black, green and oolong.

BLACK TEA

After being plucked from the bush, the leaves are spread on racks where they dry, losing 50% of their moisture content. The leaves are then rolled by machine to break up the cell structure, which allows the fermentation to take place at an increased speed.

The fermentation, which takes place at around 27°C, is stopped when the leaves have assumed the desired quality.

The leaves are then put into a sifting machine; they are then sorted by the machine into two main grades: leaf tea and broken tea. Leaf teas are said to be more delicate and produce high-quality tea. Broken tea leaves are much stronger and darker in colour.

Keemun - considered the finest black tea from China; Keemun is the main tea used by many for breakfast blends. It produces a dark red, full-bodied, extremely flavourful cup, great hot or iced.

Earl Grey - A superior classic Chinese black tea fragrantly scented with Bergamot, a citrus plant from Sicily. Earl Grey's popularity dates to the 1800's. Recommended served hot.

Jasmine - the original and oldest known scented tea, Jasmine is famous for its smooth fragrance, reminiscent of a summer garden in bloom. Recommended served hot.

GREEN TEA

Refreshingly flavourful, tightly rolled green tea leaves from China known as Temple Of Heaven, that explode open when infused. An extremely soothing cup enjoyed by millions the world over. Recommended served hot.

The production of green tea leaves skips the fermentation stage of the production. It has a more delicate taste and is light green to golden in colour. Green tea is a popular drink in oriental countries. A scientific study conducted in the US has linked drinking green tea to reducing the risk of cancer. This form of tea is gaining popularity all over the world.

OOLONG TEA

This tea is a popular drink in China; the tea leaf is a cross between black and green tea in colour and taste. Oolong - considered the "Champagne of Teas" - is smooth and delicately flavourful, a compromise between black and green tea. From Taiwan, Oolong is naturally low in caffeine. Recommended served hot.

MAKING TEA

Most establishments have a large variety of teas available: mostly, this is in the form of tea bags, as this is the quickest method of making tea with no wastage.

When making tea from tea leaves, it is suggested that only china or ceramic teapots be used, as metal teapots may affect the flavour of the tea. When making tea, all equipment used should be clean.

There are three methods of making tea:

- Tea ball infuser
- Tea leaf direct into the pot
- Tea bags

TEA BALL INFUSE

To make tea using a tea ball infuser:

- Preheat the teapot by filling with boiling water
- Place the amount of tea required in the infuser (usually 1 per person and one for the pot)
- Empty boiling water from the teapot
- Fill again with boiling water and drop the infuser into the water
- Leave for 15 seconds, and then top with boiling water
- Place the lid on the teapot and let stand for 1 to 2 minutes to infuse
- Take out the infuser and serve immediately

Note: this method is one of the better as you can remove the tea infuser, thus reducing the risk of over-infusing the tea, which would result in the tea being too strong.

USING TEA LEAVES

- Preheat the teapot by filling with boiling water
- Empty and refill full with boiling water again
- Add the tea leaves (usually 1 per person and one for the pot)
- Top with boiling water put the lid on and let stand for 1 minute to infuse
- Serve immediately. A tea strainer and bowl must be placed on the table to allow the customer to strain their tea

Note: this method can provide over infusion if it stands for too long before service.

TEA BAGS

Use the same method as for the tea ball infuser.

Individual cups of tea

- Preheat the cup with boiling water
- Empty the cup
- Place a tea bag into the cup
- Fill cup to the top with boiling water. (When the tea bag is taken out the amount of tea in the cup will reduce. If insufficient water is put into the cup the adage, "THE TIDE IS OUT" will occur, and the customer may complain about boiling water. This will also leave room in the cup for milk or hot water to weaken the tea.)

When serving individual cups of tea to the table where the tea bag is left in the cup, a tea bag squeeze and bowl must be placed on the table. This allows the customer to squeeze the tea bag and place it in a bowl (usually a small stainless steel bowl).

SERVING OF COFFEE

There has been a significant upsurge in the popularity of coffee houses or cafés in Australia in recent years. Resembling the traditions of the European coffee houses, people meet with their friends to enjoy the good quality coffee from a very wide range of flavours and styles available on the market today.

Coffee is the drink with which most people end their meal in a restaurant. The memory of a bad coffee will linger in their minds long after they have left. It is important to serve coffee of a high quality and observe the correct coffee-making procedures.

Nowadays, in some restaurants, coffee is poured into the cup at the table from a large pot (1 - 1/5 litre), which is also used for topping up. Some restaurants have 'bottomless cup' policy. This means that a fixed price is charged per person regardless of how much coffee is consumed and usually applies to coffee made by the filter coffee method.

When you take the order for coffee (or tea) be sure to write the order on the kitchen order docket. Make it your policy to record the order before you serve the coffee. If the order is not recorded on the docket the customers will not be charged for it and the establishment will lose money.

Take the cups (on saucers with spoons), together with coffee, sugar and milk, to the table by either carrying them in your hand or using a beverage tray. The tray should be carried in the left-hand and sugar and milk, on the right.

POURING COFFEE AT THE TABLE

Wrap a waiter's cloth around the coffee pot under the spout and hold the ends of the cloth together at the handle to catch any drops. Position yourself to the right of the customer, take the cup and saucer up with your left-hand and fill it to about 1cm, below the top. In some restaurants, complimentary petits-fours, biscuits, after-dinner mints or chocolates are served with coffee and tea.

SERVING OF TEA

Once the order for tea has been taken, you should return to your waiter's station and get the mise-en-place ready for tea service. This is selecting a tray that will carry the amount of cups, saucers and teaspoons required (load the tray). Check that the sugar bowl is full and has a spoon, check that the milk jug is full and take both to the table and place them in the centre. Take the tray with the cups and saucers to the table and place a saucer on the right-hand side of the customer just above their knife.

Place a cup on the saucer (if an emblem is on the cup, place it so the customer can see it) then place a spoon on the top side of the saucer. Continue until the table has been set. Make the tea using one of the methods described previously. When serving the tea, a pot of boiling water should be in one hand and the teapot in the other. Serve the host first and then to the host's right.

CARBONATED DRINKS

A carbonated drink is a beverage that has had carbon dioxide dissolved in it for some reason, most often to improve the taste, texture, or both.

A soft drink (also called soda, pop, coke, soda pop, fizzy drink, tonic, seltzer, mineral, sparkling water, or carbonated beverage) is a beverage that typically contains water (often, but not always, carbonated water), usually a sweetener, and usually a flavouring agent. The sweetener may be sugar, high-fructose corn syrup, fruit juice, sugar substitutes (in the case of diet drinks) or some combination of these. Soft drinks may also contain caffeine, colourings, preservatives and other ingredients.

CHILDREN'S SPECIALTY DRINKS

Fruity Tootie - A frozen Fruit Frappe of Strawberries, Banana, Coconut and Pineapple Juices.

Sam Diego Frosty - Chocolate or Strawberries blended with Ice Cream Frappe, then topped with Whipped Cream.

Kid Colada - A creamy tropical frozen blend of Pineapple and Coconut

Cherry Banana Frosty - A thick frosty blend of Bananas, Cherry marinade and Ice Cream Frappe, topped with Whipped Cream.

Cancun Kicker - A blend of Pineapple, Orange and Cranberry juices served with a touch of Lemon. Served In Sam's "Kickin" Cowboy Boot.

Willy Wonker - A blend of Chocolate and Ice Cream Frappe prepared with a swirl of Chocolate Fudge and topped with Whipped Cream.

CORDIALS AND SYRUPS

Cordials and syrups are added to soft drinks, waters, coffees and teas to produce a flavour that enhances the original drink. Such as Vanilla syrup on coffee, lemon cordial in water, chocolate syrup in milk. There are many different types of syrups and cordials that can be added, and you could do some research on the many on offer.

FLAVOURED MILKS

Flavoured milk is a sweetened dairy drink made with milk, sugar, colourings and artificial or natural flavourings. Flavoured milk is often pasteurised using ultra-high-temperature (UHT) treatment, which gives it a longer shelf-life than plain milk. Pre-mixed flavoured milk is sold in the refrigerated dairy case alongside other milk products. Flavoured sweetened powders or syrups which are added to plain milk are also available.

Flavoured milk is milk that has sugar, colourings and (mostly inexpensive artificial) flavourings added to make it more appetising, especially to children. It can be sold as a powder to be added to plain milk, or bought pre-mixed alongside other milk products. Flavouring can be included in a straw, and some flavoured milk products are designed as dietary supplements by including additional vitamins or minerals.

When adults consume flavoured milk, it tends to be either chocolate milk or homemade flavoured milk with all-natural ingredients.

Bottled spiced (masala) milk is a popular beverage in the Indian subcontinent. Other companies provide flavoured beverages in the United Kingdom, which sells packaged beverages to the mobile vendor market. Australia has the highest consumption rate of flavoured milk in the world, standing at 9.5 litres per capita in 2004.

FRAPPES

Frappé coffee (also Greek frappé or Café frappé) (Greek: φραπές, frapés) is a Greek foam-covered iced coffee drink made from instant coffee (generally, spray-dried).[1] Accidentally invented in 1957 in the city of Thessaloniki, it is now the most popular coffee among Greek youth and foreign tourists. It is very popular in Greece and Cyprus, especially during the summer, but has now spread to other countries.

The word frappé is French and comes from the verb frapper which means to 'beat'; in this context, however, in French, when describing a drink, the word frappé means chilled, as with ice cubes in a shaker. The frappé has become a hallmark of the post-war outdoor Greek coffee culture.

The coffee can be made either in a cocktail shaker or an appropriate mixer (e.g. a hand mixer). One or two teaspoons of instant coffee, sugar (to taste) and a little water are blended to form a foam, which is poured into a tall glass. To this is added cold water and ice cubes, and, optionally, milk - typically evaporated milk. The glass is served with a drinking straw.

HOT AND ICED CHOCOLATE

Hot chocolate (also known as hot cocoa) is a heated beverage typically consisting of shaved chocolate, melted chocolate or cocoa powder, heated milk or water, and sugar. Drinking chocolate is similar to hot chocolate, but is made from melted chocolate shavings or paste, rather than a powdered mix that is soluble in water. Also, drinking chocolate usually is not as sweet as hot chocolate.⁵

The first chocolate beverage is believed to have been created by the Mayas around 2,000 years ago, and a cocoa beverage was an essential part of Aztec culture by 1400 AD. The beverage became popular in Europe after being introduced from Mexico in the New World and has undergone multiple changes since then.

Until the 19th century, hot chocolate was even used medicinally to treat ailments such as stomach diseases. Today, hot chocolate is consumed throughout the world and comes in multiple variations including the very thick cioccolata densa served in Italy, and the thinner hot cocoa that is typically consumed in the United States.⁶

Chocolate drinks can also be served cold as an iced chocolate.

MILKSHAKES

A milkshake is a sweet, cold beverage which is usually made from milk, ice cream or iced milk, and flavourings or sweeteners such as fruit syrup or chocolate sauce. Outside the United States, the drink is sometimes called a thick shake or a thick

⁵ <http://www.attibassicafe.com/portfolio/hot-chocolate-2/>

⁶ https://en.wikipedia.org/wiki/Hot_chocolate

milkshake or in New England, a frappe, to differentiate it from other less viscous forms of flavoured milk.

Full-service restaurants, soda fountains, and diners usually prepare and mix the shake "by hand" from scoops of ice cream and milk in a blender or drink mixer using a stainless steel cup.

Many fast food outlets do not make shakes by hand with ice cream. Instead, they make shakes in automatic milkshake machines which freeze and serve a premade milkshake mixture consisting of milk, a sweetened flavouring agent, and a thickening agent. However, some fast food outlets still follow the traditional method and some serve milkshakes which are prepared by blending soft-serve ice cream (or ice milk) with flavouring or syrups.

A milkshake can also be made by adding the powder to fresh milk and stirring the powder into the milk. Milkshakes made in this way can come in a variety of flavours, including chocolate, strawberry and banana.⁷

FRESHLY SQUEEZED JUICES

When we prepare juices from selected fruits and vegetables, we are separating the liquid content from the pulp. The result is a sparse juice without the dry, fibrous substance. The best results are achieved with foods that contain a relatively high percentage of water, such as lemons, watermelon, cucumbers and apples.

Today, the top class electric juice extractors provide a quite satisfactory degree of juice extraction, even without peeling and stoning. For fruits and vegetables that contain a relatively small percentage of liquid substance, juicing is of course still possible, but the alternative is to prepare a healthy smoothie with a blender. These types of foods include bananas, kiwis, peaches, apricots, etc.⁸

FRUIT WHIPS

Fruit whips and other cocktails can be made simply by combining fruit and ice in the blender. To minimise the amount of water in your drinks, freeze the fruit and simply blend together your favourite combinations.

Peaches, apricots and mangoes are common favourites for fruit whips. The texture of these fruits is perfect for blending with ice or for blending frozen. For variations, team any of these with strawberries, grapes, melon or banana.

For liquid drinks, try fruity ice blocks instead of plain water ones. You can make these by adding brightly coloured, chopped fruit such as strawberries, grapes and kiwifruit to ice-cube trays, covering with fruit juice and freezing. The blocks add colour and flavour to your summer drinks without watering them down. Once they melt, you are left with the delicious fruit.

⁷ <https://en.wikipedia.org/wiki/Milkshakes>

⁸ <https://healthyjuices.wordpress.com/>

For a real touch of the tropics, decorate big cocktail glasses with extra fresh fruit, colourful straws and paper umbrellas.

NON-ALCOHOLIC COCKTAILS

Mocktails are non-alcoholic cocktails that present as a cocktail with a great array of flavours available.

In recent years, non-alcoholic drinks have become more and more popular due in part to the drink-driving laws. For this reason, the choice has increased immensely. The range includes the basic fruit juices and soft drinks, mineral waters and the growing array of non-alcoholic cocktails known as 'mocktails' or 'virgin cocktails'.

Straight non-alcoholic drinks should be served over ice and in most instances in a long glass with a garnish and straw.

The preparation and service of mocktails are as varied as it is for cocktails and similar procedures apply. A variety of mocktails is listed below.

CANDY BAR

Method

Blend with Ice, Milk Chocolate and Caramel Topping

Glass

290ml Poco Grande Class

Ingredients

200ml Milk, 15ml Chocolate Topping, 30ml Caramel opping, Whipped Cream

Garnish

Top with whipped cream and sprinkle with icing sugar and shaved chocolate.

CHOCOLATE FROG

Method

Build over Ice

Glass

390ml Poco Grande Class

Ingredients

250ml Cola, 15ml Chocolate Topping, dash Peppermint Essence, Whipped Cream

Garnish

Top with whipped cream and sprinkle with nutmeg and place sliced strawberry on the side of the glass. Serve with a swizzle stick and straw.

STRAWBERRY SPIDER

Method

Blend with Ice all ingredients except Lemonade and Ice Cream

Glass

300 ml Footed Hi-Ball Glass

Ingredients

6 small Strawberries, 15ml Sugar Syrup, 90ml Lemonade, scoop Strawberry Ice Cream

Garnish

Pour blended ingredients into glass, almost fill with lemonade, and then top-up with strawberry ice cream. Place small whole strawberry on the side.

CLAYTONS SOUR

Method

Build over Ice and Stir

Glass

200ml Baccus Wine Glass

Ingredients

90ml Claytons Tonic, 15ml Sugar Syrup, 60ml Lemon Juice

Garnish

Maraschino cherry

VIRGIN MARY

Method

Build over Ice and Stir

Glass

270ml Hi-Ball Glass

Ingredients

150ml Tomato Juice, 15ml Lemon Juice, teaspoon Worcestershire Sauce, 2 or 3 drops Tabasco Sauce, Salt and Pepper to taste

Garnish

Celery stalk, lemon slice and straws

MICKEY MOUSE

Method

Build over Ice

Glass

270ml Hi-Ball Glass

Ingredients

90ml Orange Juice, 30ml Raspberry Cordial, 90ml Lemonade

Garnish

Two cherries on side of glass

SHIRLEY TEMPLE

Method

Build over Ice

Glass

310ml Hi-Ball Glass

Ingredients

15ml Grenadine, Ginger Ale or Lemonade

Garnish

Slice of orange, serve with a swizzle stick and two straws.

PREPARATION METHODS FOR NON-ALCOHOLIC BEVERAGES

All of the non-alcoholic beverages described above have very specific preparation methods that are used to create the final product.

The preparation methods that are used for non-alcoholic drinks may include:

BLENDING

Blending can be used for a variety of non-alcoholic beverages, mostly for mocktails and milkshakes. The blending process combines all of the ingredients into a smooth drink, which is why it is perfect for milkshakes, but it also allows for the even mixing and breaking down of hard ingredients, like fruit and ice.

BREWING

Brewing is a process used in the making of tea and some styles of coffee. It involves placing the tea in a pot of boiling water and letting it sit, or brew, so the flavour become stronger over time.

JUICING

When using fresh fruit for juice, you will need to use the juicing process to obtain this fruit juice for use in your drinks. To juice a piece of fruit there are two ways to do it.

The first is manually, where you use a juicing rod or juicing cup, which both have a point with grooves running down a teardrop shaped bulb, and pressing the fruit onto the juicer and twisting it to break the flesh of the fruit and release the juice. This juice is then caught in a glass or reservoir where it can be used for drinks.

The second way is with an electric juicer, which is the same general process, but it does it automatically for you by using a motor to spin the juicer. The juice is then collected in a reservoir for use.

MIXING

The simplest preparation method is mixing. All it requires is to combine all of the ingredients in a glass, then mix them with a spoon or mixing stick until it reaches the right colour and consistency.

PLUNGING

Plunging is a preparation method for coffee where the ground coffee beans are placed in a special jug that has a plunger and filter attached to the lid. You fill the jug with hot water and then press down on the plunger to force the water through the ground coffee so it becomes flavoured. You can let this brew so it gains a stronger flavour before pouring.

SHAKING

Using shakers is primarily for the creation of mocktails. It involves placing certain ingredients into the shaker, usually a juice, mixer, and ice, and then shaking them until the ice is broken up and it is all combined properly. The drink is then poured into a glass and garnished.

ENSURE CORRECT AND CONSISTENT STRENGTH, TASTE, TEMPERATURE AND APPEARANCE FOR EACH BEVERAGE PREPARED

When preparing beverages, you will need to ensure that you are preparing a consistent product every time you make one. This is important for ensuring that you are meeting the needs and preferences of your customers.

Preparing a consistent product will mean that you are ensuring that there is a correct strength, taste, appearance, and temperature for every drink that you make.

This is not only important for customer preferences, as described earlier in this unit, but also for the standard drinks that you prepare off the menu.

The easiest way to ensure this is to follow recipes and standard procedures when creating beverages.

MINIMISE WASTE TO MAXIMISE PROFITABILITY OF BEVERAGES PRODUCED

MINIMISING WASTE

Minimising waste in the production of beverages is an important concept to be aware of. By ensuring that you are minimising waste, you will be helping to maximise profitability by keeping production costs down,

In regard to minimising waste, here are some hints:

- Use the correct tools for the job that you are carrying out
- Use the FIFO (first in – First out) principle for your products
- When slicing fruit, avoid discarding too much usable product
- Use measurements for pouring drinks to keep them all a standard size and to avoid adding too much of some ingredients
- Ensure storage facilities are kept at the right temperature, and products are stored correctly
- Check use by dates regularly, and ensure all products are used up before they reach the end of their life

In regard to waste disposal:

- Use appropriate recycling in the kitchen
- Use composting
- Proper waste disposal
- Sealed bags, rubbish bins are securely lidded to prevent vermin, insect and smells

Food service operations run on a very tight budget and are demanded by a number of incoming costs, both from the kitchen and front of house areas.

FRIDGE TIPS

Checking the temperature and seals of your fridge regularly will help you to save power and cut carbon pollution.

Fridge:

- Keep your fridge at a temperature of 3-4 degrees Celsius
- Ensure that the thermometer is working correctly

- Keep all perishable products in your fridge. Storing these in the fridge will prevent harmful bacteria growth and reduce the rate of spoilage
- Avoid overcrowding in your fridge: Air must be able to circulate around the fridge to keep it cool

The idea behind minimising waste to maximise profitability is that all products that you serve to customers are your profit. By reducing the amount of waste that comes from creating these products, you are effectively giving your raw stock the ability to create more products to sell, thus increasing incoming profit.

TOPIC 4 – SERVE NON-ALCOHOLIC BEVERAGES

PRESENT BEVERAGES ATTRACTIVELY IN APPROPRIATE CROCKERY OR GLASSWARE WITH ACCOMPANIMENTS AND GARNISHES ACCORDING TO ORGANISATIONAL PROCEDURES

Whatever you produce, the beer or the milk, the wine, mineral water or juices, your drink needs an envelope. Glassware has different missions: the water is usually served in long nice glasses, for juices the glasses are somewhat shorter. Water glasses on a foot with a large round cup can be seen at official receptions.

Fewer and fewer people drink much if any, alcohol. Any group of drinkers should have a designated driver who is drinking only non-alcoholic drinks. Still other people don't drink because of health reasons, alcoholism, or watching their calories. So when you throw your party, don't just gloss over preparing the non-alcoholic drinks or mocktails. Create great non-alcoholic drinks your guests won't soon forget.

Part of serving unforgettable non-alcoholic drinks is in the presentation. Just imagine the difference. One bartender pours you a cranberry-orange non-alcoholic drink out of refrigerated juice bottles and hands it to you. Another bartender pours a jigger or two of cranberry, and then orange juice into a cocktail shaker filled with ice, shakes it until the cocktail shaker is frosty, and then strains it into a hi-ball cocktail glass. Then the bartender tops it off with an orange peel swirl and hands it to you with a straw and a napkin. Same exact non-alcoholic drink, but which would you rather be served?

Some of the bar tools you should have are a jigger for measuring portions, cocktail shaker, strainer, blender, straws, stirrers, and small sharp knife.

Don't ignore the glasses in which you serve your non-alcoholic drinks. Plastic-coated paper cups are not eco-friendly and in any case, don't belong at a bar. Serving everything in everyday table glasses (especially mismatched ones) can also detract from all the time and effort you put into making first-rate non-alcoholic drinks.

Ideally, for your non-alcoholic drinks you should have a selection of tall (hi ball) glasses, short (on the rocks) glasses, martini glasses, margarita glasses, beer mugs for non-alcoholic beer drinkers, flutes for sparkling non-alcoholic drinks, and glass coffee cups or mugs for coffee drinks. Additionally, it's a good idea to have a pitcher and a punch bowl.

Yet another way to add to the presentation of your non-alcoholic drinks is to freeze some fancy ice cubes. Try serving ice cubes in various shapes such as hearts, stars, penguins, seashells, strawberries, or dolphins.

You can also freeze ice cubes in the kind of juice(s) you expect to be popular at your bar, such as orange or cranberry juice ice cubes. They keep your non-alcoholic drinks from getting too watered down.

Garnishes also dress up your non-alcoholic drinks. Wash and slice some lemon twists or spirals, cut a few limes into eighths, and have a few celery sticks (for virgin bloody Mary's), maraschino cherries, and perhaps some washed cranberries. Have some wooden skewers on hand to skewer your fruit and garnish your drinks (like pineapple for Virgin Piña Coladas). For non-alcoholic drinks with fruit juice, you can make a fruit kebab by threading onto the wooden skewers fruit such as maraschino cherries, pineapple chunks, orange slices, apple slices, and so on. Allow room on either end of the wooden skewer so that you can lay the fruit kebab right on top of your non-alcoholic drinks.

Set all the garnishes aside in small containers at your bar or serving area to be handy and ready when you are. As for what to serve, get the non-alcoholic drinks basics first. Have on hand various kinds of sodas (especially coke and lemon-lime), club soda, tonic water, and various juices.

Your juices should include cranberry, bloody Mary mix (non-alcoholic) or tomato juice, and orange juice. Some other additions to a well-stocked bar are lemon juice, Rose's or other lime juice, grenadine syrup, maraschino cherries, salt or granulated sugar for rimming, and simple syrup. You can make your own simple syrup by boiling together 1 part water and 2 parts sugar. When the sugar is completely dissolved, take off the heat and cool. When it is totally cooled, put your simple syrup in bottles. This stuff lasts (almost) forever and can be used to sweeten iced tea or anything in which you would normally use sugar.

EVALUATE PRESENTATION OF BEVERAGES AND MAKE ADJUSTMENTS BEFORE SERVING

Always ensure you evaluate anything before sending it out to a customer. Ensure it is attractive to the eye and the taste is just right.

You will learn through experience and by asking your supervisor what amounts of each ingredient need to go into each drink to make it perfect. You could also do some research on recipes for mocktails and other non-alcoholic drinks.

If your glass does not look like something you would like to be served or the way it is meant to look, then adjust it by adding garnishes or even little umbrellas. Whatever it is that makes your beverage look special is what you need to do.

ADDITIONAL KNOWLEDGE

DANGERS OF INERT GASES USED IN POST-MIX DISPENSING SYSTEMS AND THE MEASURES REQUIRED TO ENSURE WORKER AND CUSTOMER SAFETY

Maintaining your own safety is paramount when working in hospitality establishments. This includes understanding the safety requirements that are in place for the use of inert gases for beverage dispensing systems, and with the hazards associated with compressed and refrigerated gases.

Compressed inert gas systems consist of:

- *Supply systems – cylinders, single and multiple, refrigerated liquid CO2 supply, on-site gas generation and mixing and compressed air*
- *Distribution systems – regulator boards, safety devices and piping*
- *Dispensing applications – post-mix and ready-to-drink (pre-mix) applications, bottled wine dispensing, draught beer and ready-to-drink kegs*

Due to all gas systems being under pressure, it is possible that the system and equipment connections may develop leaks, causing build-up of inert gases in cellars and low level areas which pose hazards for personnel working in those areas.

Systems need to be labelled and appropriately signed. Examples of signs required include warning notices, operating instructions, inert gas warning signs, safe operating procedures, isolation valves, safety valves and pipeline contents.⁹

The main dangers that can arise from inert gases leaking from drink dispensing systems is the potential to cause oxygen deficiency in people who spend time in the area of the leak. Oxygen deficiency can lead to:

- Loss of mental capabilities and alertness
- Skewed judgement
- Fainting
- Brain damage
- Death

⁹ <http://www.clubtraining.com.au/working-in-a-bar-safely-inert-gases/>

SUMMARY

Now that you have completed this unit, you should have the skills and knowledge to this unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, non-espreso coffees and other non-alcoholic beverages.

If you have any questions about this resource, please ask your trainer. They will be only too happy to assist you when required.

REFERENCES

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