

ANSWER GUIDE

PREPARE AND SERVE NON-ALCOHOLIC BEVERAGES

SITHFAB004



HOSPITALITY GROUP TRAINING

1. How do you check and identify specific customer's preferences for beverages on an order in your workplace?

Confirmation of order, visual confirmation

2. What non-alcoholic beverages would you make from the following methods?

Answers may vary. Examples below:

Blending	Smoothie, frappe
Brewing	Tea
Juicing	Freshly squeezed juice
Mixing	Lemon, lime bitters, orange juice and lemonade
Plunging	Coffee
Shaking	Mocktail

3. What equipment would you use to make the following beverages safely and hygienically according to manufacturer's instructions?

Beverage	Equipment
Tea	Kettle, tea strainer if using loose tea,
Instant coffee	Kettle
Milkshake	Milk shake machine, hand held blender
Smoothie	Blender
Fresh Juice	Juicer
Carbonated drink	Post mix machine

- 4 a) Why are standard recipes used in the preparation of non-alcoholic drinks?
To maintain consistent standards and quality and therefore each beverage is made the same for each customer. Recipes assist the person preparing the drink to focus on the ingredients and method of preparation and therefore helping to be organised and efficient. If you follow the standard recipe correctly the strength, taste and temperature of the drink should be accurate and appealing.

b) Choose one non-alcoholic beverage and detail the recipe and presentation steps below

Answers will vary

5. Identify four ingredients that can be included to produce scented tea

Flowers, fruit, nuts or essential oils

6. Complete the table below detailing the range of options available to customers within your hospitality environment against the headings provided:

	Range of options available
Brand	e.g. Coca Cola/Pepsi, fevertree/schwepps
Garnishes	Lemon/lime/orange- traditional, Rosemary/grapefruit/mint
Glassware	Flutes/goblets/highballs/tumblers etc
Ice	Crushed/ cubed/ no ice
Mixers	Soda/tonic/juices Splits, postmix or large bottles
Strength	Strong/weak
Temperature	Hot/cold/ambient

7. a) Why is it necessary to clean equipment that is used to prepare non-alcoholic beverages? If you were unsure of how to assemble or disassemble a piece of equipment what would you do?

- To prevent food poisoning
- Maintain quality of drinks
- Equipment will last longer

b) If you were unsure of how to assemble or disassemble a piece of equipment what would you do?

Refer to the manufacturer's instructions that will outline the correct cleaning procedure or ask your supervisor/manager

8. a) Why is it important that you do not operate faulty equipment?

To prevent accidents or faults.

b) Who do you report faulty equipment to so it is not used until it has been repaired?

Can put note on faulty equipment for inform others not to use it till it is fixed.
Put away to ensure it is not used.

To the manager on duty – verbally or on a written note

9. Name the dangers of inert gases used in post-mix dispensing systems and the measures required to ensure worker and customer safety

Pressure hazards:

Gasses are usually kept in sealed cylinders or vessels under pressure.

Gasses kept in this manner present the following pressure- related hazards;

- The gas may leak with the risk of possible pneumatic shock, which can lead to the combustion of system components
- The possibility of explosive rupture of the cylinder or vessel.

Oxygen depletion:

Any gas other than oxygen or air will displace oxygen when entering the atmosphere. Any depletion of the oxygen content of the breathing atmosphere is a threat to life, by suffocation.

Specific toxicity hazard of CO2:

Carbon dioxide poisoning can cause increased respiration and headaches, nausea and vomiting which may lead to unconsciousness if inhaled.

Cold Hazard:

Gasses cool when they are depressurised so when a leak occurs it may cause frostbite or cold burns.

Manual Handling

- Precautions when handling gas.
- Wear gloves.
- Never lift a cylinder by the valve cap or guard.
- Do not drop or roll cylinders.

10. Describe the characteristics of the following ingredients used to produce non alcoholic beverages

Answers will vary. Examples given:

Ingredient	Characteristics	Example of drink used for
Soda water	Little flavour, sparkling, clear liquid	Soda and lime, Oj and soda
Ice cream	Comes in various flavours, frozen milk based product.	Spiders, iced coffees, smoothies
Cordial/syrup	Viscous sugary concentrated liquid in various flavours- normally fruit flavours	Fire engines, cordials, LLB
Instant coffee	Granules of coffee that require the addition of boiling water. Bitter tasting. Crunchy	Instant coffee, iced coffee
Milk	Dairy product derived from cows normally, although goat, sheep and non dairy alternatives available such as soy, coconut and almond milks too.	Milk shakes, coffees, smoothies, iced chocolate
Frozen berries	Fruits that are pre-prepared and frozen for convenience. Examples include strawberries, raspberries and blueberries.	Smoothies, juices, health drinks
Honey	Sweet viscous liquid created by bees	Health drinks, smoothies

Acai	A fruit derived superfood	Health drinks, smoothies
Pineapple	Tropical fruit with yellowy/green exterior and large green shoots on top that are removed prior to eating. Sweet flavour.	Juices
Coconut water	It is the clear liquid found inside coconuts. It is naturally free of fat and cholesterol and very hydrating.	Health drinks, smoothies
Chocolate powder	It is a mixture of substances remaining after cocoa butter is extracted from cacao beans. It is a dry product often found in a shaker. Also often processed to include sugars.	Health drinks, milkshakes, iced chocolate, hot chocolate
Loose leaf tea	A single or combination of dried ingredients that make up a blend of tea; Flowers, fruit, nuts or essential oils	Tea, iced tea, health drinks

11. Why is presentation of non-alcoholic beverages important?
Presentation matters when it comes to any type of drink. From the style of glass to the garnish you choose, these little things can make your drinks look great and are often that finishing touch you need.
12. Before serving a drink what would you check and what adjustments may you need to make?
 - Presentation, does it match the recipe/organisational standards?
 - Strength
 - Correct and clean glassware?
 - Is it what the customer ordered?
13. List four ways you can minimise waste to maximise profitability of beverages produced
 - Listen carefully to requests to ensure you provide the correct product.
 - Make sure that all perishable items, fruit juices, creams, milk, etc. are stored in containers and refrigerated.
 - Keep sugar, salt etc. in clean containers and store them so other products will not contaminate them.

- Garnishes and perishable items stored in containers and refrigerated at end of service period.
- Non-perishable items stored in containers.

14. Why are communicating skills and asking questions so important when taking orders?

Taking order correctly

Saving time if you don't listen correctly to customer requests

Quality customer service

15. Read the manufacturer's instructions below for a blender and answer the questions:

Question	Answer
In the diagram, what is the name of the part labelled (b)?	Rubber gasket (step 2)
When you place the blender jar on the motor base which way should the jar markings be facing?	Facing you (step 6)
Does the cover need to always be in place while the unit is on?	Yes (Helpful reminders section)
In the helpful reminders section it states that two things should never be placed in the blender jar. What are these?	Boiling liquid or solid frozen foods
On what page of the manufacturer's instructions would you find the cleaning and maintenance instructions?	Page 7 (Helpful reminders section)