

## ASSESSMENTS

### SITHFAB005 PREPARE AND SERVE ESPRESSO COFFEE

<b>Trainee/Student Name:</b>	
<b>Assessor Name:</b>	
<b>School/Venue:</b>	
<b>Year (if applicable):</b>	

RECORD OF EVIDENCE	
o KBT	Date achieved:
o ACTIVITY	Date achieved:
o PD	Date achieved:

#### Unit Completion

**This section below is only to be signed off when the trainee has achieved competency in all elements of this unit**

1. Organise coffee work station
2. Select and grind coffee beans
3. Advise customers and take espresso coffee orders
4. Extract and monitor quality of espresso
5. Undertake milk texturing process
6. Serve espresso coffee beverages
7. Clean espresso equipment

**Prerequisite - SITXFSA101 – Use Hygienic practices for food safety**

UNIT OF COMPETENCE	
Trainee/Student Signature:	Date:
Employer/Supervisor Signature:	Date:
Assessor Signature:	Date:

ASSESSMENTS – Prepare and Serve Espresso Coffee SITHFAB005 V2 0118  
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1. Describe the best method of storing the following items to ensure food safety and optimise shelf life.

Coffee beans:

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Ground coffee:

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Milk:

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Sugar:

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2. What are the **three** types of coffee beans commonly used to make espresso coffee? Give a characteristic of each.

Coffee Bean	Characteristic

3. How does roasting coffee beans affect the flavour? Complete the table below.

Roast	Flavour
Light	
Medium	
Dark	

4. What brand or blend of coffee roast does your venue use?

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5. What type of grind best suits the espresso method of brewing coffee?

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6. Once the pump is activated it should take 4 seconds for coffee to appear. What are the likely problems if the coffee takes the following times to appear?

	DOSE	TAMP	GRIND
1-4 seconds			
More than 4 seconds			

7. What might the following quality indicators tell you about the coffee extraction:

Pale Crema

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Slow drip of coffee

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Wet “cake” in group handle after extraction

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Low Water pressure

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8. The appropriate pour rate for espresso is \_\_\_\_\_ mls in \_\_\_\_\_ seconds?

9. When and how should you adjust the grind.

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10. Why is it necessary to keep your espresso machine clean?

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11. What safety measures do you need to keep in mind when cleaning the coffee machine?

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12. List **three** types of milk which can be used in producing coffee?

1. 

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2. 

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3. 

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13. Give **two** reasons why milk should only be heated once.

1. 

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2. 

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14. Why should you use both cold milk and cold jugs for texturing milk?

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15. Why do you purge the steam wand before and after use?

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16. Describe the process of texturing milk, including ways you can visually and aurally monitor the temperature and texture.

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17. Why do you swirl the milk before pouring?

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18. What is the term used for the presentation technique Barista's use to enhance the visual affect of their coffee's to the customer.

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19. Why do we use standard recipes in the preparation of all coffees in the workplace?

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20. What types of defects / maintenance issues would you need to call a technician for? List **four**.

1. 

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2. 

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3. 

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4. 

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21. List **four** factors that can affect the quality of coffee.

1. 

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2. 

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3. 

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4. 

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22. What adjustments might you need to make to the following to ensure the quality of coffee during service, and why?

Dose:

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Tamping technique:

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Water flow:

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Water pressure:

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23. Measuring the dose of coffee going into the group handle is important list **four** ways this can be done.

1. 

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2. 

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3. 

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4. 

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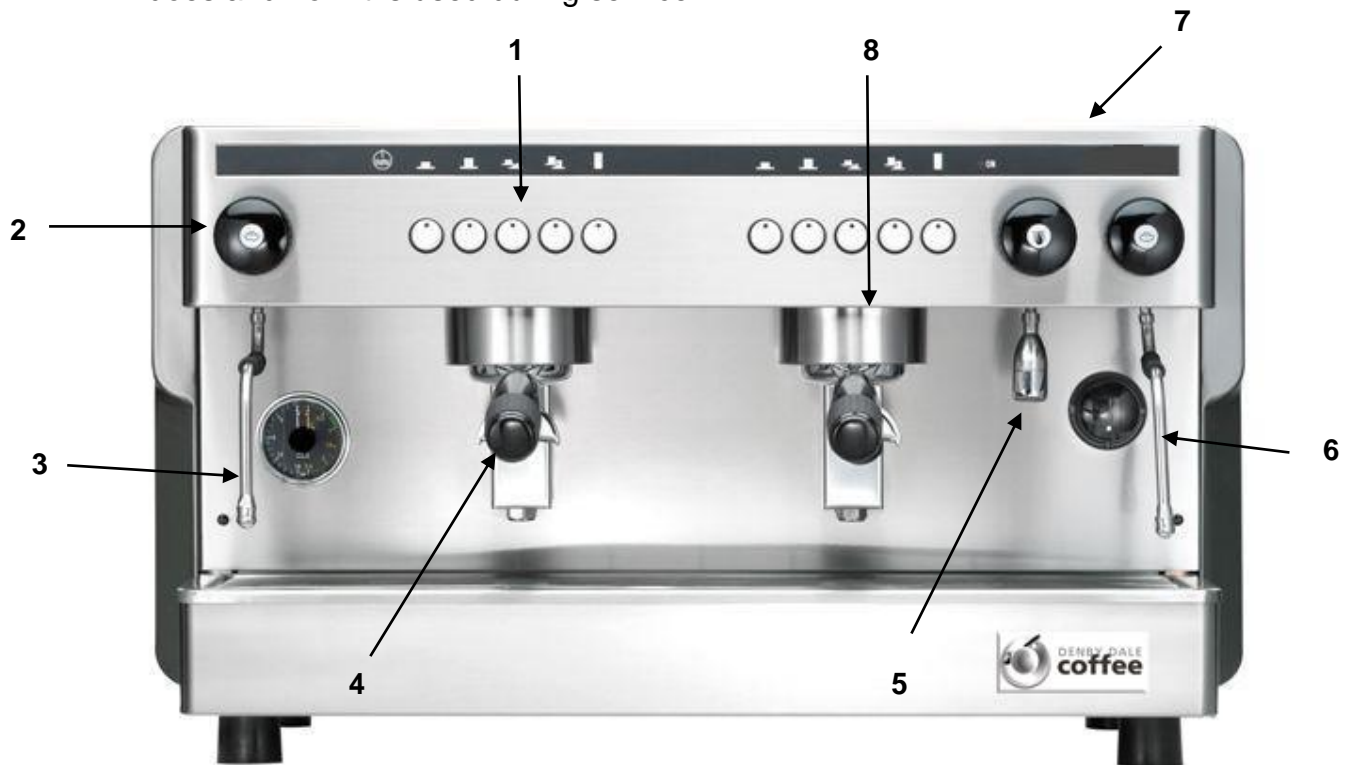
24. List two ways you could reduce environmental impacts with energy and water use when preparing coffee

1. 

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2. 

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25. Identify the parts of the coffee machine below and describe what each part does and how it is used during service:



Part No.	Name	Description
1		
2		
3		
4		
5		
6		
7		
8		



26. List 8 mise en place requirements for setting up the coffee machine and grinder prior to service.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

27. Describe the process to make a flat white coffee considering the following attributes:

Grind:

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Dose:

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Tamp:

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Extract:

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Texture Milk

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Presentation

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28. List 3 ways that you can minimise waste during espresso coffee production.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

29. If you recognise that there is a fault with the espresso coffee machine who would you report it to and how?

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30. Which chemical do you use in your workplace for cleaning the coffee machine?

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31. Detail the steps for cleaning the espresso coffee machine and grinder

Coffee machine

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Grinder

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**Activity – Part 1**

Describe the following espresso based coffees, as they would be prepared to serve to customers:

Coffee	Description/ Characteristics	Presentation/Service ware	Strength e.g. Single or double	Suggested accompaniments
Espresso (short black)				
Long Black				
Flat white				

## Prepare and Serve Espresso Coffee SITHFAB005



Coffee	Description	Presentation/Service ware	Strength e.g. Single or double	Suggested accompaniments
Cappuccino				
Café Latte				
Long Macchiato - Traditional				

## Prepare and Serve Espresso Coffee SITHFAB005



Coffee	Description	Presentation/Service ware	Strength e.g. Single or double	Suggested accompaniments
Long Macchiato - Topped up (WA style)				
Short Macchiato – Traditional				
Short Macchiato – Topped up (WA style)				

## Prepare and Serve Espresso Coffee SITHFAB005



Coffee	Description	Presentation/Service ware	Strength e.g. Single or double	Suggested accompaniments
Ristretto				
Piccolo Latte				

### Activity – Part 2

1. A customer orders the following coffees. Describe and sequence these drinks into the correct order in which you would make them.

1x Flat white  
2x Cappuccino  
2x Long black  
1x Skinny flat white

2. A customer places the following order. Complete the order pad with the order, using shorthand abbreviations that you currently use in your workplace.

2x Flat white  
1x Soy latte  
1x Hot chocolate with marshmallows  
2x Long black with cold milk on side  
1x Skinny flat white  
1x Half strength mocha



3. Which coffee would you recommend for the following customers;
  - a. Someone who is lactose intolerant

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- b. Someone looking for a stronger coffee

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- c. Someone looking for a weaker coffee

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d. Someone looking for a cold coffee

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e. Someone looking for a large coffee

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### **Activity – Part 3**

Locate your safety data sheet relating to the chemical that you use to clean the commercial coffee machine at your venue and answer the following questions:

1. What is the trade name of the chemical?

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2. What are the potential health effects if you are to ingest it?

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3. What first aid is advised if it has contact with the skin?

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4. How should it be stored?

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5. How should it be disposed of?

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The following sections will be assessed at a time agreed with your trainer.

## PRACTICAL DEMONSTRATION

### Assessment Conditions

Assessment 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, small equipment, stock and organisational specifications as outlined in the Venue equipment checklist.

Industry-realistic ratio of staff to 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.

Coffee Style	Date:	Date:	Date:	HGT assessment
Espresso (short black)				
Café Latte				
Cappuccino				
Flat white				
Long Black				
Mocha				
Long Macchiato (T&WA version)				
Short Macchiato (T&WA version)				
Ristretto				
Piccolo latte				

Performance Criteria	Date	Date	Date	HGT
<p>Organise coffee work station safely and hygienically, to enable efficient workflow and easy access to equipment, ingredients and service ware</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Coffee Machine</li> <li><input type="checkbox"/> Grinder</li> <li><input type="checkbox"/> Cups, saucers, mugs and glasses</li> <li><input type="checkbox"/> weighing equipment</li> <li><input type="checkbox"/> measuring equipment</li> <li><input type="checkbox"/> tampers</li> <li><input type="checkbox"/> blind or blank filter / espresso cleaning detergent</li> <li><input type="checkbox"/> thermometer</li> <li><input type="checkbox"/> storage bins</li> <li><input type="checkbox"/> bins for discarded pucks</li> </ul>				
<p>Place ingredients in correct containers and conditions to maintain freshness</p> <p>Details:</p>				
<p>Complete mise en place for coffee service</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> turning on machine, correct pressure, temp</li> <li><input type="checkbox"/> setting out required service ware</li> <li><input type="checkbox"/> adequate supplies of coffee, milk varieties, sugar</li> <li><input type="checkbox"/> assembling flavourings and topping</li> <li><input type="checkbox"/> laying out flatware, serviettes and wipes</li> </ul>				
<p>Prepare espresso machine and grinder for service according to manufacturer's instructions</p> <p>Details:</p>				
<p>Select and grind coffee beans</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> select coffee and grind to correct particle size</li> <li><input type="checkbox"/> complete test extractions before service to ensure correct particle size of grind, assess and adjust according to relevant factors</li> <li><input type="checkbox"/> adjust grind regularly throughout the service period according to relevant factors(discuss)</li> <li><input type="checkbox"/> monitor efficiency of grinder for correct dose and grind during use, and resolve or report issues</li> <li><input type="checkbox"/> Clean grinder as required during or after the service period</li> </ul>				
<p>Advise customers and take espresso coffee orders</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide information and recommendations about types</li> </ul>				

<p>of coffee beverages and accompaniments</p> <p><input type="checkbox"/> Identify customer preferences and take orders</p> <p>Details:</p>				
<p>Extract and monitor quality of espresso</p> <p><input type="checkbox"/> Select and prepare appropriate service-ware</p> <p><input type="checkbox"/> Select correct filter basket and clean, dry and dose it with required amount of coffee</p> <p><input type="checkbox"/> Tamp ground coffee to make even and level cake</p> <p><input type="checkbox"/> Flush group head before attaching group handle to extract espresso</p> <p><input type="checkbox"/> Monitor quality of extraction during service period and make adjustments</p> <p><input type="checkbox"/> Monitor efficiency of espresso machine during service, and resolve or report issues</p>				
<p>Undertake milk texturing process</p> <p><input type="checkbox"/> Select cold milk and appropriate milk foaming jug to fulfil customer orders</p> <p><input type="checkbox"/> Purge the steam wand every time before texturing</p> <p><input type="checkbox"/> Texture milk according to type of milk and coffee beverage</p> <p><input type="checkbox"/> Visually and aurally monitor and adjust the texture and temperature</p> <p><input type="checkbox"/> Clean the steam wand on the outside and purge every time after texturing</p> <p><input type="checkbox"/> Combine foam and milk through swirling, ensuring even consistency</p> <p><input type="checkbox"/> Pour milk immediately after swirling, according to the coffee beverage</p>				
<p>Serve espresso coffee beverages</p> <p><input type="checkbox"/> Present coffee beverages attractively and without drips and spills</p> <p><input type="checkbox"/> Serve coffee beverages promptly at the required temperature and with appropriate accompaniments</p> <p><input type="checkbox"/> Minimise waste to maximise profitability of beverages produced</p> <p>Details:</p>				
<p>Present coffee beverages demonstrating consistency and quality of appearance, aroma, body, crema on top of the espresso, flavour, taste, strength, volume</p>				
<p>Clean espresso equipment</p> <p><input type="checkbox"/> Clean espresso machine and equipment thoroughly and safely according to organisational procedures and manufacturer instructions</p> <p><input type="checkbox"/> Maintain water filtration system according to organisational procedures</p>				

<input type="checkbox"/> Back flushing the machine <input type="checkbox"/> Brushing out the doser chamber <input type="checkbox"/> Pouring hot water to clean drainage pipes <input type="checkbox"/> Washing drip trays <input type="checkbox"/> Washing and drying bean hopper, group handle and filter basket <input type="checkbox"/> Wiping down entire machine <input type="checkbox"/> Wiping outside of stem wand and nozzle and purging inside with steam <input type="checkbox"/> Refer faults and maintenance issues requiring technical specialists to supervisor <input type="checkbox"/> Use energy and water resources efficiency when preparing coffee beverages and cleaning to reduce negative environmental impacts <input type="checkbox"/> Using correct and environmentally sound disposal methods for coffee making waste Details:				
<b>Foundation skills</b>				
Oral communication skills to use active listening and open and closed probe questioning to determine customer preferences and offer suitable products Details:				
Numeracy skills to visually estimate amounts of milk and make adjustments to doses of ground coffee				
Problem solving skills to: <ul style="list-style-type: none"> <li>Identify deficiencies in espresso extraction and make adjustments to ensure a quality product</li> <li>Monitor operational efficiency of espresso machine and adjust use during coffee beverage preparation</li> </ul> Details:				
Planning and organising skills to sequence the preparation of beverages and their components to efficiently serve customers within industry realistic timeframes.				
Technology skills to use coffee grinders and espresso machines, identifying faults and maintenance issues as they arise				

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