

MATRIX Prepare and serve non-alcoholic beverages SITHFAB004

KBT = Knowledge based test

PD = Practical demonstration

RP = Role play

PRO = Project/portfolio

AC = Activities

AS = Assignment

Element	Performance Criteria	Assessment Tool		
		KBT	AC	PD
1. Select ingredients	1.1 Check and identify specific customer preferences for beverage on order	Q1, 14		✓
	1.2 Identify and obtain correct ingredients for non-alcoholic drinks	Q4b, 5, 10	✓	✓
2. Select, prepare and use equipment	2.1 Select equipment of correct type and size	Q3		✓
	2.2 Safely assemble and ensure cleanliness of equipment before use	Q7a, 7b, 8a, 8b		✓
	2.3 Use equipment safely and hygienically according to manufacturer instructions	Q3, 7a, 7b, 8a, 8b		✓
3. Prepare non-alcoholic beverages	3.1 Prepare beverages using appropriate methods and standard recipes to meet customers' requests	Q4a, 4b	✓	✓
	3.2 Ensure correct and consistent strength, taste, temperature and appearance for each beverage prepared	Q4a, 11, 12	✓	✓
	3.3 Minimise waste to maximise profitability of beverages produced	Q13		✓
4. Serve non-alcoholic beverages	4.1 Present beverages attractively in appropriate crockery or glassware with accompaniments and garnishes according to organisational procedures	Q4b, 4b, 11	✓	✓
	4.2 Evaluate presentation of beverages and make adjustments before serving	Q11, 12		✓

MATRIX Prepare and serve non-alcoholic beverages SITHFAB004

Foundation Skills		Assessment Tool		
		KBT	AC	PD
Reading	<ul style="list-style-type: none"> Read manufacturer instructions to determine correct use and maintenance requirements of equipment 	Q15		
Oral communication	<ul style="list-style-type: none"> Use active listening and open and close probe questioning to determine customer preferences and offer suitable products 			✓
Numeracy	<ul style="list-style-type: none"> Calculate and measure ingredient quantities for the preparation of beverages 	Q4b		✓
Planning and organising	<ul style="list-style-type: none"> Sequence the preparation of beverages to efficiently serve customers 			✓
Self-management	<ul style="list-style-type: none"> Manage own speed, timing and productivity 			✓
Technology	<ul style="list-style-type: none"> Use equipment for the preparation of non-alcoholic beverages 			✓

MATRIX Prepare and serve non-alcoholic beverages SITHFAB004

Knowledge Evidence	Assessment Tool		
	KBT	AC	PD
<ul style="list-style-type: none"> Culinary terms for and characteristics of ingredients commonly used to produce non-alcoholic beverages specified in the performance evidence 	Q5, 10	✓	
<ul style="list-style-type: none"> Major types and characteristics of non-espresso coffees, teas and other non-alcoholic beverages specified in performance evidence 		✓	
<ul style="list-style-type: none"> Preparation methods of non-espresso coffees, teas and other non-alcoholic beverages: <ul style="list-style-type: none"> Blending Brewing Juicing Mixing Plunging Shaking 	Q2		
<ul style="list-style-type: none"> Organisational procedures suitable to beverages specified in the performance evidence in relation to: <ul style="list-style-type: none"> glassware and crockery used for presentation garnishes and accompaniments used to enhance beverages 		✓	
<ul style="list-style-type: none"> Range of options to meet specific customer preferences relating to: <ul style="list-style-type: none"> brand garnishes glassware ice mixers strength temperature 	Q6	✓	
<ul style="list-style-type: none"> Safe operational practices using essential functions and features of equipment used to produce the non-alcoholic beverages specified in the performance evidence 	Q7, 8, 9, 15		
<ul style="list-style-type: none"> Dangers of inert gases used in post-mix dispensing systems and the measures required to ensure worker and customer safety 	Q9		

MATRIX Prepare and serve non-alcoholic beverages SITHFAB004

Performance Evidence	Assessment Tool		
	KBT	AC	PD
<ul style="list-style-type: none"> Prepare and present non-alcoholic beverages to meet different customers requests, over a minimum of three different service periods, including at least one peak service period 			✓
<ul style="list-style-type: none"> Prepare and present at least 6 different non-alcoholic beverages from the following list on three occasions of each: <ul style="list-style-type: none"> carbonated drinks children's speciality drinks non-espresso coffees cordials and syrups flavoured milks frappes freshly squeezed juices health drinks hot chocolate milkshakes mocktails smoothies teas 			✓
<ul style="list-style-type: none"> prepare above non-alcoholic beverages within commercial timeframes and with consistent quality, volume and appearance and in line with organisational procedures 			✓
<ul style="list-style-type: none"> use the correct equipment, ingredients and standard measures in preparing the above beverages 			✓

Assessment conditions	Assessment Tool		
	KBT	AC	PD
<ul style="list-style-type: none"> Skills must be demonstrated in an operational food and beverage outlet, this can be: <ul style="list-style-type: none"> An industry workplace A simulated industry environment 			✓
<ul style="list-style-type: none"> Assessment must ensure access to fixtures, large and small equipment and stock as listed in the Venue Equipment checklist 			✓
<ul style="list-style-type: none"> Industry realistic ratios of staff to customers; these can be <ul style="list-style-type: none"> Customers in the industry workplace during the assessment process, or Individuals who participate in role plays or simulated assessment activities, set up for the purpose of assessment, in a simulated environment, operated in a training organisation 			✓