

MATRIX Prepare and Serve Espresso Coffee SITHFAB005

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. Organise coffee workstation | 1.1 Complete mise en place for coffee service to enable efficient work flow and easy access to ingredients, equipment and service ware | 26 | | ✓ |
| | 1.2 Place ingredients in correct containers and conditions to maintain freshness | 1 | | ✓ |
| | 1.3 Prepare espresso machine and grinder for service according to manufacturer instructions | 26 | | ✓ |
| 2. Select and grind coffee beans | 2.1 Select coffee beans and grind to appropriate particle size according to relevant factors | 2,4,5 | | ✓ |
| | 2.2 Complete test extractions before service to ensure correct particle size of grind, and assess and adjust according to relevant factors | 5,6,7,8 | | ✓ |
| | 2.3 Adjust grind regularly throughout the service period according to relevant factors | 6,9,21 | | ✓ |
| | 2.4 Monitor efficiency of grinder for correct dose and grind during use, and resolve or report issues | 6,20,21,22 | | ✓ |
| | 2.5 Clean grinder as required during or after the service period | 31 | | ✓ |
| 3. Advise customers and take espresso coffee orders | 3.1 Provide information and recommendations about types of coffee beverages and accompaniments | | 1 | ✓ |
| | 3.2 Identify customer preferences and take orders | | 2 | ✓ |
| 4. Extract and monitor quality of espresso | 4.1 Select and prepare appropriate service ware | 27 | 1 | ✓ |
| | 4.2 Select correct filter basket and clean, dry and dose it with required amount of ground coffee | 27 | 1 | ✓ |
| | 4.3 Tamp ground coffee to make even and level cake | 27 | | ✓ |
| | 4.4 Flush group head before attaching group handle to extract espresso | 27 | | ✓ |
| | 4.5 Monitor quality of extraction during service period and make adjustments | 6,8,27 | | ✓ |
| | 4.6 Monitor efficiency of espresso machine during service, and resolve or report issues | 6,20 | | ✓ |

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|-------------------------------------|-----|--|---------|---|---|
| 5. Undertake milk texturing process | 5.1 | Select cold milk and appropriate foaming jug to fulfil customer orders | 12 | | ✓ |
| | 5.2 | Purge the steam wand every time before texturing | 15 | | ✓ |
| | 5.3 | Texture milk according to type of milk and coffee beverage | 16 | | ✓ |
| | 5.4 | Visually and aurally monitor and adjust the texture and temperature | 16 | | ✓ |
| | 5.5 | Clean the steam wand on the outside and purge every time after texturing | 15 | | ✓ |
| | 5.6 | Combine foam and milk through swirling, ensuring even consistency | 17 | | ✓ |
| | 5.7 | Pour milk immediately after swirling, according to the coffee beverage | 16,27 | | ✓ |
| 6. Serve espresso coffee beverages | 6.1 | Present coffee beverages attractively and without drips and spills | 27 | 1 | ✓ |
| | 6.2 | Serve coffee beverages promptly at the required temperature and with appropriate accompaniments | | 1 | ✓ |
| | 6.3 | Minimise waste to maximise profitability of beverages produced. | 24,28 | | ✓ |
| 7. Clean espresso equipment | 7.1 | Clean espresso machine and equipment thoroughly and safely according to organisational procedures and manufacturer instructions | 30,31 | | ✓ |
| | 7.2 | Maintain water filtration system according to organisational procedures | 7,22,24 | | ✓ |
| | 7.3 | Refer faults and maintenance issues requiring technical specialists to supervisor | 20,29 | | ✓ |
| | 7.4 | Use energy and water resources efficiently when preparing coffee beverages and cleaning to reduce negative environmental impacts | 24,28 | | ✓ |

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| Foundation Skills | | Assessment Tool | | |
|------------------------------------|--|-----------------|-----|----|
| | | KBT | AC | PD |
| Reading skills to: | <ul style="list-style-type: none"> Interpret organisational documents or diagrams that relate to: <ul style="list-style-type: none"> Safety data sheets (SDS) and product instructions for cleaning chemicals Organisational procedures for operating, cleaning and maintain equipment Read beverage menus and standard recipes for espresso coffee beverages | 10,19,30,31 | 1,3 | ✓ |
| Writing skills to: | <ul style="list-style-type: none"> Write orders and basic notes on customer preferences | | 2 | ✓ |
| Oral communications skills to: | <ul style="list-style-type: none"> Use active listening and open and closed probe questioning to determine customer preferences and offer suitable products | | | ✓ |
| Numeracy skills to: | <ul style="list-style-type: none"> Visually estimate amounts of milk and make adjustments to doses of ground coffee | 9,16,22 | | ✓ |
| Problem -solving skills to: | <ul style="list-style-type: none"> Identify deficiencies in espresso extraction and make adjustments to ensure a quality product Monitor operational efficiency of espresso machine and adjust use during coffee beverage preparation | 6,7,10,22 | | ✓ |
| Planning and organising skills to: | <ul style="list-style-type: none"> Sequence the preparation of beverages and their components to efficiently serve customers | | ✓ | ✓ |
| Technology skills to: | <ul style="list-style-type: none"> Use coffee grinders and espresso machines, identifying faults and maintenance issues as they arise | 7,10,20,29 | | ✓ |

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| Knowledge Evidence | Assessment Tool | | |
|---|-----------------------------|-----|----|
| | KBT | AC | PD |
| <ul style="list-style-type: none"> Major types and characteristics of espresso coffee beverages specified in the performance evidence | | 1 | |
| <ul style="list-style-type: none"> Different types of milk, their characteristics and uses for different types of coffee beverages | 12,13,14 | | |
| <ul style="list-style-type: none"> Characteristics of different types of beans, blends and roasts | 2,3 | | |
| <ul style="list-style-type: none"> Mise en place requirements for preparing coffee beverages | 26 | | ✓ |
| <ul style="list-style-type: none"> Methods and techniques for preparing and serving espresso coffee beverages: Grinding coffee beans Measuring dose by sight, electronically, manually and mechanically Tamping Extracting espresso Texturing milk Sequencing orders for preparation of coffee beverages | 5,6,8,9, 14,15,16, 23 | 1,2 | |
| <ul style="list-style-type: none"> Quality indicators for espresso coffee extraction: Changes in colour of crema Changes in flow texture Cake of used ground coffee Water pressure during extraction | 6,7,22 | | |
| <ul style="list-style-type: none"> Available options to meet specific customer preferences relating to: Accompaniments Blends Service ware Strength Sweeteners <ul style="list-style-type: none"> Type of beans milk | 1,2,3,4, 12 | 1 | |
| <ul style="list-style-type: none"> Factors relevant to quality of espresso coffee: Ambient humidity Consistency of used coffee grounds Crema on top of the espresso Quality and rate of espresso flow Steam pressure during foaming and steaming of milk taste | 6,7,8,9, 16,21 | | |

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|---|------------------------------|---|---|
| <ul style="list-style-type: none"> extraction rates for different espresso coffee beverages specified in the performance evidence | 6 | | ✓ |
| <ul style="list-style-type: none"> how and when adjustments are required to the following to ensure quality of espresso coffee: <ul style="list-style-type: none"> dose grind tamping technique water flow water pressure | 22 | | |
| <ul style="list-style-type: none"> organisational procedures and industry standards for: <ul style="list-style-type: none"> service ware used for espresso coffee beverage presentation accompaniments used to enhance beverages presentation of beverages <ul style="list-style-type: none"> latte art | 18 | 1 | |
| <ul style="list-style-type: none"> appropriate environmental conditions for storing beans, ground coffee, milk and other ingredients to: <ul style="list-style-type: none"> ensure food safety optimise shelf life | 1 | | |
| <ul style="list-style-type: none"> essential features and functions of different espresso machines and grinders used to prepare espresso coffee beverages: <ul style="list-style-type: none"> sizes and types of filter baskets and tampers purging the steam wand flushing the group head cleaning and maintenance methods and procedures symptoms of faults in espresso machines and grinders safe operational practices and dangers of working with steam | 11,15,20, 22,25,27, 29 | 1 | |
| <ul style="list-style-type: none"> Basic maintenance and cleaning methods for espresso grinders, machines and equipment: <ul style="list-style-type: none"> Back flushing the machine Brushing out doser chamber Pouring hot water to clean drainage pipes Using correct and environmentally sound disposal methods for coffee making waste Washing drip trays Washing and drying: bean hopper, group handle and filter basket Wiping down the entire machine Wiping outside of steam wand and nozzle and purging inside with steam | 10,30,31 | | ✓ |
| <ul style="list-style-type: none"> Content of safety data sheets (SDS) for cleaning agents and chemicals, or workplace documents or diagrams that interpret the content of SDS. | 30 | 3 | |

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| Performance Evidence | Assessment Tool | | |
|--|-----------------|----|----|
| | KBT | AC | PD |
| Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and: | | | |
| <ul style="list-style-type: none"> • Prepare and present each of the following espresso based coffee beverages on three different occasions within commercial timeframes: • Caffe latte • Cappuccino • Espresso (short black) • Flat white • Long black • Piccolo latte • Mocha • Ristretto • Short and long macchiato | | | ✓ |
| <ul style="list-style-type: none"> • Monitor quality indicators for extraction as listed in the knowledge evidence during preparation of the above espresso coffee beverages and make adjustments to restore extraction to the required standard | | | ✓ |
| <ul style="list-style-type: none"> • Present the above espresso coffee beverages and accompaniments demonstrating consistency and quality of: • Appearance • Aroma • Body • Crema on top of espresso • Flavour • Taste • Strength • Volume | | | ✓ |
| <ul style="list-style-type: none"> • Use the correct equipment, ingredients and measures to prepare the above espresso coffee beverages | 25 | | ✓ |

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| 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: <ul style="list-style-type: none"> fixtures and large equipment, small equipment, stock and organisational specifications as outlined in the Venue equipment checklist. | | | ✓ |
| <ul style="list-style-type: none"> industry-realistic ratio of staff to customers; these can be: <ul style="list-style-type: none"> 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. | | | ✓ |