TRAINEE WORKBOOK

PREPARE AND SERVE NON-ALCOHOLIC BEVERAGES

SITHFAB004

HOSPITALITY GROUP TRAINING

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	3.1Prepare 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 to organisational procedures. 4.2 Evaluate presentation of beverages and make adjustments before serving

FOUNDATION SKILLS

Skill	Description
Reading	• Read manufacturer instructions to determine correct use and maintenance requirements of equipment
Oral communication	• Use active listening and open and closed questioning to determine customer preferences and offer suitable products
Numeracy	• Calculate and measure ingredient quantities for the preparation of beverages
Planning and Organising	• Sequence the preparation of beverages to efficiently serve customers
Self-management	• Manage own speed, timing and productivity
Technology	• Use equipment for the preparation of non-alcoholic beverages

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.

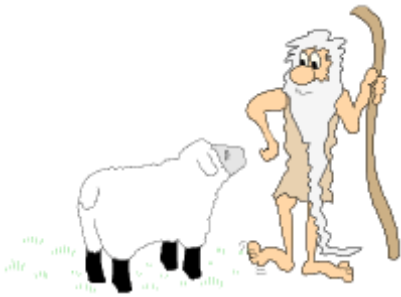
COFFEE

The story of coffee

According to a **coffee history** legend, an Ethiopian shepherd named Kaldi found his goats dancing joyously around a dark green leafed shrub with bright red cherries in the southern tip of the Arabian Peninsula.

Kaldi soon determined that it was the bright red cherries on the shrub that were causing the peculiar euphoria and after trying the cherries himself, he learned of their powerful effect.

The stimulating effect was then exploited by monks at a local monastery to stay awake during extended hours of prayer and distributed to other monasteries around the world. Coffee was born.



Despite the appeal of such a legend, recent botanical evidence suggests a different coffee bean origin. This evidence indicates that the history of the coffee bean began on the plateaus of central Ethiopia. The tribesmen there ate the berries or crushed them to a pulp, which was added to food.
Roasting and grinding beans was made popular in the 13th century when the Arabs began mixing coffee with water. The Arabs tried to control the supply of coffee but some green coffee beans were smuggled out of Arabia. Soon coffee was being grown in Egypt, Turkey and North Africa.

When coffee arrived in Europe, coffeehouses became meeting places for people.The church was worried that coffee would turn people away from religion and tried to have coffeehouses banned. They called coffee the 'devil's drink'.

The first coffeehouse opened in England in 1637. Women were originally banned from drinking in them. In 1674, women complained that men were not spending enough time at home and that coffee made men sexually inactive.

In the 18th century, coffee was being grown in Java, which is now called Indonesia, by the Dutch. The French were also growing it in the Caribbean. The coffee seeds were taken to South America, and Brazil also began to grow coffee.

Coffee is now drunk all around the world and is made in many different ways.

SPECIES OF COFFEE PLANTS (TYPES OF BEANS)

There are three main species of coffee plant.

Arabica
Arabica is the most widely cultivated plant. It is rich and aromatic in taste. It is

grown in South America, East Africa and Indonesia, making up to 75% of coffee sold. It is prone to disease. Arabica coffee is used for espresso, and also all other methods of brewing coffee.

Robusta
Robusta is named after its taste. It is easier to grow than Arabica but some people find the flavour unpleasant. It is blended with Arabica and is cheaper to buy.

Liberica
Liberica is the toughest of all the plants and can grow at sea level. It is often used for instant coffee blends.

BREWING COFFEE

When making coffee, make sure you have the coffee and water in the right proportion.

Coffee made with the wrong proportion of coffee to water will be a disaster even with the best quality coffee. People remember a meal by the way it finishes, so bad coffee can ruin an entire meal, whereas good coffee can provide an outstanding finish. The quality of the coffee can determine whether or not a customer returns to the restaurant.

There are several ways of making coffee, and a wide range of equipment is available. It does not matter what method is chosen if you always follow these basic rules:

- Always use fresh water.
- Always use fresh coffee grounds.
- Always use quality coffee.
- Brew the coffee for the correct amount of time - under-brewing causes the coffee to be weak and sour, while over-brewing makes coffee bitter.

The methods used to brew coffee will vary from one establishment to another. How a particular establishment makes coffee depends on its equipment (type and size), the recipes it uses, and the quality of ingredients.

BREWING METHODS

Some types of non-alcoholic beverages are made using brewing methods

Filter method
A method of brewing coffee that involves pouring hot water over a bed of roasted, ground coffee.

The hot water flows through a bed of ground coffee, extracting the coffee beverage, which then passes through a filter of either paper, cloth, or a metal screen which separates the coffee beverage from the coffee grounds.

Plunger method

A coffee brewing method and also the name of the piece of **coffee equipment** (a coffee **maker**) that allows coffee grinds to soak directly in hot water.
The spent grounds are then separated from the brewed coffee by pushing a **mesh plunger** to the bottom of the coffee pot.

- Put coffee in jug and add water.
- Leave to stand.
- Push down plunger.

Instant method

Instant coffee is a product derived from coffee beans through manufacturing processes that result in an extract of granules, powder, or a liquid concentrate.

Instant coffee is made by brewing a concentrated liquid solution of real coffee and then removing the water through dehydration. The leftover residue is instant coffee.

TYPES OF MILK WHICH CAN BE USED IN MAKING NON-ALCOHOLIC BEVERAGES

The primary types of milk sold in stores are: whole milk, reduced-fat milk (2%), low-fat milk (1%), and fat-free milk. The percentages included in the names of the milk indicate how much fat is in the milk *by weight*.

Whole milk is 3.5% milk fat and is the closest to the way it comes from the cow before processing. Consumers that want to cut calories and fat have multiple options; reduced-fat milk contains 2% milk fat and low-fat milk contains 1% milk fat. Fat-free milk, also called nonfat or skim, contains no more than 0.2% milk fat.

Organic milk - Organic milk is produced by dairy farmers that use only organic fertilisers and organic pesticides, and their cows are not given supplemental hormones (rBST). Dairy farmers and producers make many specialty forms of milk to meet consumer preferences and needs. Organic milk is also available as lactose-free and ultra-pasteurised.

Lactose free milk - Have you ever wondered how milk can be lactose free? Lactose free milk simply contains lactase, a natural enzyme that helps break down lactose. Since many people are lactose intollerant, this enables them to enjoy dairy products with ease.

Soy milk - Soy milk has less protein than dairy milk and unlike fermented soy products like miso and tofu, it contains "antinutrtients" that actually decrease assimilation of calcium, magnesium, copper, iron and zinc. Drinking it interferes with vitamin absorption as well. There are also concerns about how soy is grown and the chemicals used on it that do damage to the environment.

Almond milk - Although almond milk has calcium, vitamin D, and the antioxidant vitamin E it does not have very much protein. Unsweetened almond milk is naturally low in calories.

PREPARING AND SERVING A RANGE OF TEAS

Growing and production

Tea is made from the leaves of the Camellia Sinensis tree. The tree can grow up to 15 metres high. In the past, monkeys were trained to pick the leaves. These days the trees are usually kept at 1.5 metres to make picking easier. New bushes are grown from cuttings. They are kept in nurseries for three years, and then replanted. Tea needs a warm climate and a lot of rain each year. The best tea is grown at high altitudes, where growth is slower and a smaller amount is grown. This tea is 'plucked' from the end buds of the bush. Plucking can be done every 7 to 10 days during the harvesting period. Good hand plucking is better than machine harvesting. A good plucker can gather around 30 - 35kg of tea in a day.

Tea is produced in over 25 countries. While there are over 2000 types of tea, each belongs to one of four categories.

To be competent in preparing and serving tea, you need to know the four main categories of tea and the most popular types of tea in each category.

- Green (non fermented tea)
- Black (Fully fermented tea)

- Oolong (Semi Fermented tea)
- White tea (non fermented)

The following is also classified as teas but either uses the above teas as a base or is made from another plant variety:

- Scented
- Rooibos tea

Scented Tea

Scented tea is generally green, semi-fermented, or black tea that has been flavoured by the addition of flowers, fruit, nuts or essential oils. Scented teas can sometimes be enhanced with sugar, but you generally avoid adding milk to them.

Types of Scented Tea

- Almond - this tea is blended with almonds.
- Japanese rice - this is a blend of rice and green tea.
- Lemon - this tea is flavoured with lemon rind.
- Lotus Flower - this tea has a rich flavour.
- Mango - this tea has a strong, fruity flavour. Passionfruit - this tea has a strong smell and flavour.
- Peach - this tea is flavoured with peach oil.
- Spice - this tea is flavoured with orange and cinnamon.
- Vanilla - this tea is sweet and fragrant. Jasmine tea – this tea is a green tea flavoured with jasmine

Accompanying Equipment

- Sugar bowl - contains sugar grains or cubes and is usually available for customers to serve themselves.
- Tongs for sugar cubes - used for transferring sugar from the sugar bowl into the teacup Milk jug - available to customers to serve themselves. Contains cold milk to add to the tea. Lemon press - used for extracting the juice from half a lemon. The lemon juice is then added to the tea.
- Lemon slices - make a nicer presentation than a lemon press or lemon juice
- Tea strainer- used to strain tealeaves from the tea. The strainer is placed over the teacup before the tea is poured into the cup.
- Demitasse spoon - smaller than a teaspoon. Used for small cups of tea. Teaspoon- smaller than a tablespoon.
- Saucer- this is placed under the teacup.

Brewing and Serving

There are two main methods of brewing and serving tea:

Pot and Plunger Method

Some establishments give tea to customers to allow time for brewing and self-

serving. In this case, you will just need to set up the appropriate equipment and accompaniments to the tea being served.

Pot Method

- Select type of tea.
- Add one teaspoon of leaves or one teabag per person (cup) to the pot.
- Add boiling water.
- Allow tea to brew for 3-5 minutes, depending on the type of tea and manufacturer's instructions.
- Pour into cup (using a strainer if loose tea leaves)
- Add extras as required. These can include milk, lemon, sugar, honey and/or artificial sweeteners.

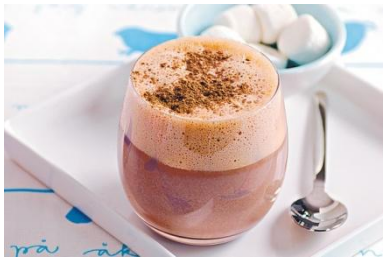
The method for using an infusion pot (plunger) is similar to the normal pot method but the plunger is pushed down into the pot so a strainer is not required.

Tea Brewing Temperature Guide

Most teas will produce a decent cup if you steep them all in boiling water. However many of the finer teas will do much better if you steep them at lower temperatures. Green and white teas for example are more delicate and you get more flavour if you brew them in slightly cooler water.

This is only a guide and can be adjusted to taste.

- Black tea – is the most robust of the tea varieties and can be brewed with boiling water, steep for 4-6 minutes.
- Oolong tea – falls between black and green tea. The water should be around 90º C and steeped for 5-8 minutes.
- Green tea – is a bit gentler. The water should be around 70º C and steeped for 2-3 minutes.
- White Tea – is another delicate tea. The water should be around 80º C and steeped for at least 4-6 minutes.
- Rooibos tea - is the same as black tea some people even prefer to boil the tea for 5 minutes.



Hot 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. Some make a distinction between hot chocolate made with melted chocolate versus powdered, calling the former drinking chocolate. Drinking chocolate is also characterised by less sweetness and thicker consistency.
- The first chocolate beverage is believed to have been created by the Maya 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 liver and stomach diseases.

PREPARING AND SERVING COLD DRINKS

Ingredients

The following ingredients are often used in making non-alcoholic drinks.

Fruit and vegetables. These form the basis of many non-alcoholic drinks. As fruit and vegetables are seasonal, they are available as fresh, frozen or tinned. Fruit and vegetable juices often make up the main part of a non-alcoholic drink, and offer a large variety of colour and taste.

Fruit and vegetables are also used in garnishing non-alcoholic cocktails, also called 'mocktails'.

The most common fruit and vegetables used in non-alcoholic drinks:

Fruit	Vegetables/Herbs
Bananas	Celery
Oranges	Cocktail onions
Apples	Cucumbers
Lemons	Mint
Tomatoes	Carrots
Mangoes	Kale
Strawberries	Ginger
Pineapples	Spinach
Lime	Beetroot
Watermelon	Basil

Dairy products
Dairy products are also an important ingredient in many drinks.

Dairy products may include:

- Milk
- Ceam
- Ice cream
- Yoghurt
- Flavoured Milks

As people have become more health conscious, products such as skim milk and soymilk have become increasingly popular.

Cordials and Syrups
Flavoured cordials and syrups are often used to sweeten drinks that include lemon or lime juice.

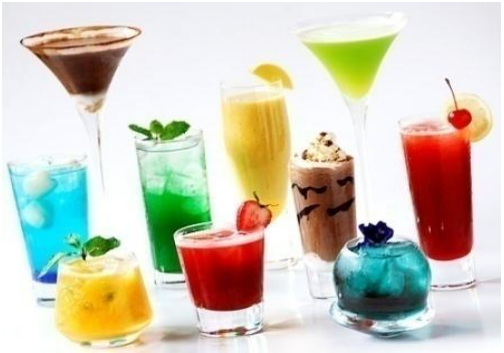
These can include

- Chocolate
- Banana
- Vanilla,
- Caramel
- Strawberry
- Sugar and lime syrup

Recipes
Recipes are essential when making non-alcoholic drinks.
Recipes ensure that all staff make all drinks using the correct amounts of correct ingredients, as well as present the drinks in the same way.

You can obtain recipe cards, books or photos you can refer to. Presentation garnishes are usually indicated for each recipe.

Presentation
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.



Mocktail glasses, glasses, teacups and coffee cups, are available in a variety of sizes, shapes, and styles.
It will be up to your workplace to establish the type of service ware used for each individual drink offered.

Equipment Used

The main items of equipment used in making non-alcoholic drinks and found in most establishments include:

- Coffee machine
- Teapots
- Grinder
- Milkshake Machine
- Plunger
- Juicer
- Blender
- Post mix System

Smaller equipment/garnishes may include:

- Cocktail shakers
- Mixing glasses
- Measuring cups and spoons
- Strainers and storage jugs
- Ice bucket and ice tongs
- Ice crusher (manual or electric)
- Straws, both long and short
- Cocktail sticks, swizzle sticks
- Cocktail napkins and coasters
- Various varieties of fruit and plants for garnish

Correct Strength, Taste, Temperature and Appearance

When preparing drinks you will need to know the organisation's expectations and your customer's expectations with regard to ingredients, taste, strength of flavour and presentation.

The general rules for adding ice are:

- Ice is the first item in the glass.
- Always use a perforated ice scoop. Never use a glass to scoop ice, as it can easily break or chip.
- Quarter fill glass with ice.

Hot drinks must be served hot, cold drinks must be cold. You can use a thermometer when making coffees to ensure you heat the milk to the desired temperature. If you follow the standard recipe correctly the strength, taste and temperature of the drink should be accurate and appealing.

Always check customer preference – ice or no ice, regular or diet drink, full fat milk or low fat etc. Customers will appreciate you considering their preference for a specific ingredient or inclusion in their order.

Glassware

Presentation will depend on the type of organisation you work in. The way drinks are presented will also depend on the type of drink.

Garnish

Some drinks will be garnished and others might be decorated.
Chocolate, cinnamon or coffee powder is a garnish. Lemon and orange slices or wedges, cherries and other fruits can be used to garnish aerated drinks and /or non-alcoholic cocktails.
Garnishes must be edible, fresh, clean, and suited to the drink you are serving. Garnishing is intended to enhance the presentation and/or taste of the beverage, not to overpower it.

Mocktails

Mocktails are non-alcoholic cocktails. They have become more popular recently partly because of the drink-driving laws. People enjoy the novelty and different flavours that cocktails offer, but without the alcoholic effects.

The different methods of preparation and service of mocktails is similar to cocktails.
Mocktails come in three main categories:

Aperitif or Dry - These mocktails are not sweet; they have more of a piquant sharp flavour. They are ideal for pre-dinner drinks and are good thirst quenchers in hot weather.
Sweet - These mocktails are usually sweetened with sugar, a sugar product or have a sweet fruit in them. They are often consumed towards the end of a meal.
Creamy - Cream, milk, egg white, ice cream, coconut milk and coconut cream are often ingredients in creamy mocktails. They give the drinks a creamy texture and full flavour.

Some popular mocktails are:

- Raspberry Mojito
- Chocolate Frog
- Tropical Delight
- Virgin Mary Mocktail
- Peach Cooler

Fresh Juices

More people are becoming aware of the health benefits of drinking fruit and vegetable juices. These are available as pre-packaged juices, or your establishment may offer fresh juices.

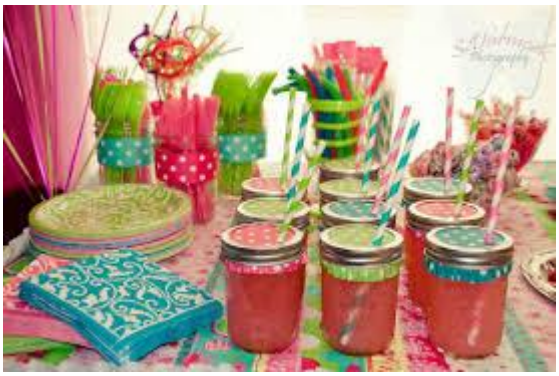
Fresh juices can be made with juice extracting machines and some fruits can be juiced by hand. Blenders or cocktail shakers can be used when mixing ingredients.

Carbonated Drinks

A carbonated drink is a beverage that has dissolved carbon dioxide, most often to improve the taste and/or texture.

Children's Speciality Drinks

Fun party drink ideas – without alcohol – that would get you inspired for your next celebration. From glow in the dark drinks to magical colour changing drinks, all the way down to frozen hot chocolate – they're all crowd pleasers. Even some fun lemonades, punches, and creature themed drinks to add in the mix as well for example a **Fire Engine**.



Frappe

A drink served with ice or frozen to a slushy consistency can also be made from non dairy milks. Some examples are:

- Coffee
- Vanilla
- Strawberry
- Mocha
- Caramel

Health Drinks/Smoothies

A **health drink** is a drink that claims to be beneficial to the health and is usually made form vegetables, fruits, nuts, seeds and herbs.

A **smoothie** is a thick beverage made from blended raw fruit or vegetables with other ingredients such as water, ice, dairy products or sweeteners. In addition to blended fruit/vegetables, smoothies may include other ingredients such as water, crushed ice, fruit juice, sweeteners (e.g. honey, sugar, syrup), dairy products (e.g. milk, yogurt, low fat or cottage cheese, whey powder), plant milk, nuts, nut butter, seeds, herbal supplements, or nutritional supplements. A smoothie containing dairy products is similar to a vegetable milkshake, though the latter typically contains less fruit and often contains ice cream.

MAINTAINING EQUIPMENT AND MACHINERY USED FOR NON-ALCOHOLIC DRINKS.

Safety, Hygiene and Equipment Maintenance

Equipment used in your workplace is designed to make your job easier. All equipment must be treated with care, as most of it is expensive.

For equipment to achieve its maximum life, it needs to be maintained regularly. Cleaning is an important part of equipment maintenance. Equipment should always be cleaned and serviced according to the manufacturer's instructions.

Hygiene

It is important that all equipment in your establishment be kept clean. If equipment is not hygienic it can cause food poisoning. It is important that your work practices ensure equipment is cleaned and sanitised on a regular basis.

Every establishment has its own procedures for maintaining and cleaning equipment. Find out what these procedures are for your establishment. If you are not sure how to clean any equipment, ask your supervisor. If your supervisor is unsure, you should ask him or her to contact the manufacturer.

Safety, cleaning and maintaining cold drink equipment.

Cold drinks are made in the bar area in a restaurant or bar operation. Most bars will be set up with similar standard facilities.

Preparation equipment

The main equipment used when preparing cold non-alcoholic drinks include a postmix machine, ice machine, blender, and juicer.

Post mix machine

The post mix machine is used to dispense soft drinks.
There are two types of post mix machines, a tower and a post mix gun.
If any spillages occur while using the machine, wipe them up immediately to make cleaning easier.

Cleaning the post mix gun

Remove the nozzle to clean daily, remember to clean the rubber holster which hold the gun (a clean designated toothbrush is useful). Use the toothbrush to clean between the buttons on the gun, as this can also become very sticky.

Cleaning the tower
Remove the nozzles and drip trays daily and wash with hot soapy water.

Safety with Post Mix Machines
For a post mix machine to dispense soft drinks it needs to be connected to gas. This gas is known as CO2, which falls into the category of inert gasses. These gasses have several hazardous properties.
It is important that you are aware of these hazards and the precautions you should take when dealing with inert gas.

The main hazards posed by the inert gasses used in beverage dispensing include:
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.

Use a suitable trolley when moving cylinders in an upright position, with the cylinder securely restrained and in a way that cannot cause damage to the valve or pressure regulator.

Ice machine
The ice machine produces ice for use in drinks and ice buckets. As some units can be quite noisy, the machine may be located behind the bar. In some establishments one machine will be shared by 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. This should be washed out daily.

Caution:

- Do not handle the ice as it is for the guests' consumption. Rather use tongs, a scoop or a slotted spoon to collect the ice.
- Do not leave utensils in the machine, as it will be covered over by new ice as it is made. Never use glasses or glass containers to scoop the ice, as any chipped glass is invisible in the ice and is a major hazard.

Blenders
Blenders are used for making 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 thorough cleaning.

Juicers
Juicers extract the juice from fruit and vegetables for drinks. Make sure you clean the juicer well after juicing strong flavoured fruits or vegetables as their flavour may interfere with the next juice you make.
As with any equipment used in food preparation, make sure that all parts of the juicer are thoroughly cleaned, as any food particles left behind can breed bacteria.

Cleaning the glasses
Use a specific glass-washing machine for cleaning glasses. The glass washing machine should wash your glasses at a minimum temperature of 73º C to ensure that most bacteria are killed.
The glass washer should be used for glasses only. Only manufacturer approved detergents should be used.
The *Health Act* requires all glassware to be cleaned with an approved cleaning agent (TCP) and brushes once a week.

Equipment problems
From time to time you will have problems with equipment. It is important that the faults are reported as soon as possible. That way they can be fixed quickly.

Each establishment will have its own system of reporting faulty equipment.

Never operate faulty equipment. You could be badly hurt. Put a warning tag on the equipment, so others know that the equipment is faulty.

ENVIRONMENTAL CONSIDERATIONS

You need to use energy and water resources efficiently when preparing non-alcoholic beverages and cleaning equipment in order to reduce the environmental impacts.

- Reduce the amount of water used for cleaning specific equipment and also eliminate unnecessary re-cleaning of equipment.
- Check for leaks on equipment e.g. coffee machine, juicers, post mix, gas canisters - and have isolated, repaired and/or replaced.
- Ensure regular service – every 3 months – major service every 6 months- to ensure equipment is operating efficiently.
- When purchasing equipment choose energy efficient and eco friendly machines.

Ensure you have received adequate training and are confident in making non-alcoholic beverages, including coffee, steaming milk and cleaning the equipment

Ensure problems (e.g. those mentioned in the troubleshooting section of equipment manuals) are addressed and corrected in a timely manner.

Use the manufacturer's manual to make sure you know how to clean the equipment/machinery, including safe disassembly and reassembly.

Follow procedures. Ensure machines/equipment are switched off at end of day.

MINIMISE WASTE AND MAXIMISE PROFITABILITY

Waste and spillage should be minimised because excess waste or spillage contributes to operating costs.
You need to know your job and develop the technical skills that will enable you to work quickly, accurately and with the minimum amount of waste.

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

Established 1984

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