



CATERING AND TOURISM TRAINING INSTITUTE

HOTEL OPERATION NTQF Level I

LEARNING GUIDE #1

Unit of Competency- Prepare and Serve Non-Alcoholic
Module Title- Preparing and Serving Non-Alcoholic
LG Code: CST HOP M05 L01-03V1
TTLM Code: CST HOP TTLM 0420

COMPILED BY: - Freyat Teklay

2012 E.C

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- ☞ Organize and prepare work areas
- ☞ Prepare and serve a range of teas and coffees
- ☞ Prepare and serve cold drinks
- ☞ Use, clean and maintain equipment and machinery for non-alcoholic drinks

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to

- ☞ Name of drink
- ☞ Ingredients to use
- ☞ Quantities
- ☞ Equipment and utensils required to make the drink
- ☞ Procedure to follow
- ☞ Relevant details regarding the individual drink which may mention drink-specific information such as temperature/s and type of milk to use
- ☞ Service requirements including the crockery (or take away container) to be used, and garnishes, decorations and/or accompaniments required
- ☞ A photograph of the finished product

Learning Activities

- ☞ Read the specific objectives of this Learning Guide.
- ☞ Read the information written in the “Information Sheets”.
- ☞ Accomplish the “Self-check” in every learning outcomes.
- ☞ Submit your accomplished Self-check
- ☞ Read the “Operation Sheet” and try to understand the procedures
- ☞ Do the Lap test on page ____.

Information sheet #1	LO1 - Organize and prepare work areas
-----------------------------	--

Specific objective of the learning outcome

- ☞ getting a knowledge about how to organize your dispensing bar for work especially for non-alcoholic beverages

Set up bar display and work area according to regulatory and enterprise requirements and style of bar service.

Need to set up the work area

- ☞ To ensure the work area is fully ready to provide service to customers.
- ☞ To make sure the work area looks appealing to customers



What is involved in bar service?

- ☞ A variety of mixed drinks
- ☞ A range of cocktails
- ☞ Beers
- ☞ Spirits
- ☞ Liqueurs
- ☞ Wines (red, rosé and white)
- ☞ Non-alcoholic beverages
- ☞ Fortified drinks.



Trainees must know the following procedures before preparing non-alcoholic beverages for customers it may include:

- ☞ Adding or removing an ingredient – no sugar, no ice, no milk, extra cream
- ☞ Adding more or less of an ingredient – extra syrup, double shot of coffee, just a splash of milk, really strong tea
- ☞ Using a different type and or size of cup, mug or glass – “served in a mug rather than a cup”
- ☞ Stipulating a service temperature – such as “Really cold, lots of ice”, “Warm but not hot”, “Boiling hot”
- ☞ Differences to garnishes and/or accompaniments – “extra mints”, “no lemon”, no straws”.

1. Prepare and serve a range of teas and coffees

Select ingredients and equipment for teas and coffees

Growth in the demand for non-alcoholic drinks for the following reasons:

- ⦿ The impact of drink-driving laws. More people are now aware they have a moral, social and legal responsibility not to drink alcohol and drive
- ⦿ The increasing emphasis on ‘the family’ in many licensed premises. Many venues now target the entire family unit, and provide food, facilities and entertainment that will satisfy all age levels. It therefore follows naturally that beverages must also cater for all ages
- ⦿ A renewed interest in a healthy lifestyle. Some people have medical conditions which do not allow them to drink alcohol, and others simply want to remain as healthy as they can, believing the consumption of alcohol runs contrary to their efforts
- ⦿ A general community feeling that overindulging in liquor is no longer as acceptable as it once was. Employers and work colleagues will not tolerate drunkenness in the workplace. Many employers now have a ‘zero tolerance’ policy as far as alcohol is concerned. There is no doubt employers also have a common law duty of care towards both customers and staff in relation to alcohol.

Basis for selecting items for making tea, coffee and/or cold drinks are:

☞ **Tradition:**

- ⦿ There are traditional ways of making and serving many drinks.
- ⦿ For example, demi-tasse for short blacks, glasses for lattes and iced tea.
- ⦿ These traditional methods of making drinks and service protocols create customer expectations we must meet

☞ **House recipes**

House recipes are also known as ‘Standard recipes’ and they contain information and directions on how to prepare drinks setting out:

- ⦿ Name of drink
- ⦿ Ingredients to use

- ⦿ Quantities
- ⦿ Equipment and utensils required to make the drink
- ⦿ Procedure to follow
- ⦿ Relevant details regarding the individual drink which may mention drink-specific information such as temperature/s and type of milk to use
- ⦿ Service requirements including the crockery (or take away container) to be used, and garnishes, decorations and/or accompaniments required
- ⦿ A photograph of the finished product

☞ **Customer requests and preferences**

Individual requests and preferences should be accommodated when making beverages, where possible, indicating this can mean:

- ⦿ Adding or removing an ingredient – no sugar, no ice, no milk, extra cream
- ⦿ Adding more or less of an ingredient – extra syrup, double shot of coffee, just a splash of milk, really strong tea
- ⦿ Using a different type and or size of cup, mug or glass – “served in a mug rather than a cup”
- ⦿ Stipulating a service temperature – such as “Really cold, lots of ice”, “Warm but not hot”, “Boiling hot”
- ⦿ Differences to garnishes and/or accompaniments – “extra mints”, “no lemon”, no straws”.

Tea: there are over 3,000 types of tea across the world.

Black tea

- ⦿ Black tea is referred to as ‘red (or ‘crimson’) tea’ by the Chinese because of its colour and is the most popular tea in the world.
- ⦿ It comes from the fully oxidised leaves of the ‘tea plant’ called *Camellia Sinensis*
- ⦿ It is the tea commonly used for making iced tea and owes its popularity to tea bags where it made its debut to most of the world
- ⦿ It is also popular with tea producers for blending with other ingredients (such as flowers, herbs, citrus, fruit) to produce an increasing range of tea-based drinks. Black tea is also mixed with other teas to make certain blended teas – see below
- ⦿ Black tea is usually the strongest of all teas in terms of taste and contains the most caffeine

- ⦿ It is available in tea bags and as loose-leaf tea.

Blended teas

- ⦿ These teas result from mixing different teas together with a view to creating a consistent final product
- ⦿ Teas blended together can come from different geographical regions or be different types of teas
- ⦿ English Breakfast is the most popular blend – Irish Breakfast is also a blend.

Green tea

- ⦿ Green tea is made from unfermented (hence, green) tea leaves and is very popular in Japan and China.
- ⦿ Green tea has recently been associated with having health benefits which are making it increasingly popular: nearly all teas are enjoying a surge in popularity for health-related reasons.
- ⦿ Green tea has fairly popular versions known as ‘Gunpowder’ and ‘Rain flower’.

Scented teas

- ⦿ Scented teas are usually made by taking a black tea or a semi-black tea and adding ingredients to introduce a specific aroma and taste.
- ⦿ It is believed many of these teas originally evolved as manufacturers tried to mask the shortcomings of inferior quality teas, but today many of the scented teas are deliberate marketing ploys by producers seeking new niche markets for their products.
- ⦿ Ingredients added to the base tea may include herbs, flower blossoms or fruit/fruit peel.
- ⦿ Well-known scented teas include Earl Grey (which has oil from the bergamot citrus plant added to it) and Jasmine (jasmine flowers) but there has been a big growth in this area with scents also including apple, lychee, mango, strawberry, rose, lavender, mint, caramel etc.
- ⦿ Smoke is used to scent and flavour some teas, burning pine needles under the tea while the leaves are drying. Lapsong Souchong is a well-known tea made using a smoking process.

Chai tea

- ⦿ Chai is the word for 'tea' in some countries.
- ⦿ It is brewed with a variety of spices (such as ginger, cloves and pepper) which vary between different blends/recipes.

Coffee: background information on coffee:

- ⦿ The history of coffee has been recorded from about 1000 AD onwards.
- ⦿ From about 1400 AD Europe began drinking coffee and its use exploded, with many innovations in its preparation and consumption being introduced.
- ⦿ In the world marketplace, coffee ranks alongside oil, steel and grain as an exportable raw material of the highest value. Coffee is the second most-traded commodity in the world, indeed the economies of many of the prime coffee-producing countries are almost entirely dependent on the export of coffee for their natural wealth.
- ⦿ When there is a bad coffee crop, the price increases and the supply and quality of the coffee is reduced.

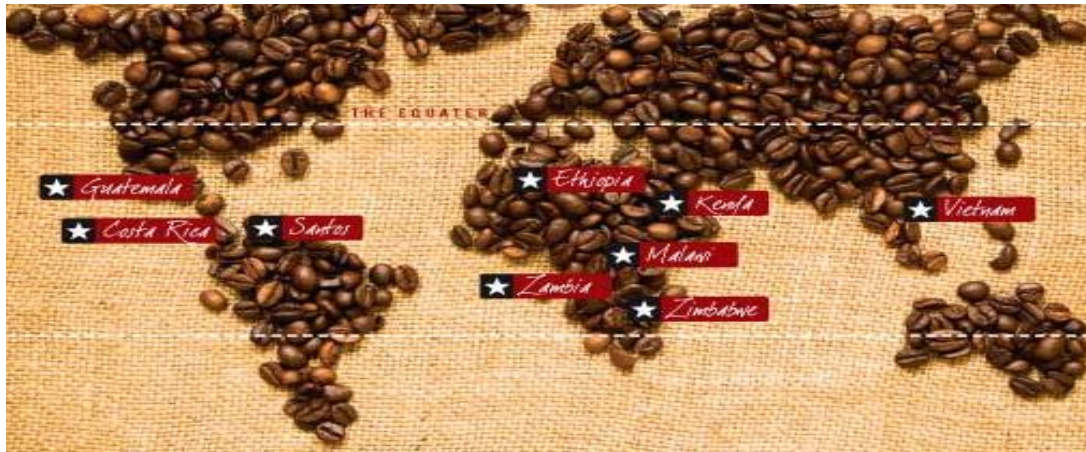
Origins of coffee stating:

☞ Coffee grows only in tropical regions. It is intolerant to frost and requires moderate rainfall, warm temperatures year-round and plenty of sunshine. The main coffee growing countries can be grouped into the following regions:

- ⦿ Central America and the Caribbean – Mexico, Panama, Caribbean Islands
- ⦿ South America – Brazil, Colombia, Ecuador, Peru
- ⦿ Africa – Kenya, Tanzania, Cameroon
- ⦿ Australia/Asia – India, Indonesia, Vietnam, New Guinea

Distinguishes between coffee beans:

- ⦿ The two most widely used varieties of coffee beans are Arabica and Robusta.



- ⦿
- ⦿ Arabica beans are more sensitive to climate and altitude. They are considered of premium quality when compared to Robusta beans: Arabica beans are longer, more oval in shape, and have an S-shaped seam
- ⦿ Robusta beans grown in a wider variety of equatorial climates and deliver a bolder taste: the Robusta beans are rounder, smaller and have a straight seam.

‘Blending’ stating:

- ⦿ The vast majority of roast and ground coffee, including all espresso coffees, are roasted coffee blends from various growing regions.
- ⦿ Blends include different percentages of Robusta and Arabica or may be 100% Arabica.
- ⦿ Each blend tastes different by virtue of the different flavours contributed from the different growing regions. In much the same way the one wine grape variety from different growing regions will also taste noticeably different. It is a fact that each particular coffee growing region produces beans with a distinctive flavour.
- ⦿ Very, very few blends are made from 100% Robusta beans because of the level of astringency produced.
- ⦿ Some blends are called ‘origin blends’ meaning 100% of the coffee beans are sourced from the area/region named. This enables drinkers to purchase a coffee they know will have certain characteristics – for example, Costa Rican Arabica beans are famed for their fragrance, flavour and full body.

Tea and Coffee ingredients stating ingredients required will, as already discussed, depend on the drink ordered by the customers and the house recipes for the property explaining a representative list of ingredients includes:

- ⦿ Coffee beans – premises offering espresso coffee will grind their own beans and may offer a variety of blends
- ⦿ Sachets (PC packs) of ground coffee – for use in other coffee equipment such as plungers and dripolators

- ⦿ Instant coffee, including decaffeinated – despite the explosion in the use of espresso machines there still remains a role for instant coffee in nearly every venue
- ⦿ Proprietary brands of flavoured coffee.

tea and coffee related ingredients:

- ⦿ Loose tea leaves – as appropriate for the types and styles of teas offered by the venue.
- ⦿ Tea bags – an option used in many venues for the provision of teas. All types and styles of tea are available in the form of tea bags.
- ⦿ Sugar – bulk sugars including refined and raw as well as cubed and portion control (PC) packs: sugar substitutes are now also mandatory inclusions when delivering non-alcoholic beverages.
- ⦿ Milk and cream. Dairy products play a central role in offering white teas, coffees/espresso drinks. Make sure dairy products are fresh and not out-of-date. PC packs which combine coffee and milk, and coffee+milk+ sweetener are also available and popular for use in guest rooms in accommodation facilities.
- ⦿ Syrups for coffees. Many venues offer flavoured coffees through the addition of syrups such as caramel, chocolate, white chocolate, Irish cream, hazelnut.
- ⦿ Water. There will always be a need for a good supply of fresh water, iced water and boiling water.
- ⦿ Powders – some drinks may require chocolate powder, chocolate sprinkles, cinnamon, cocoa, nutmeg, chai spices and flavours and frappe mixes
- ⦿ Lemons – for use with black tea.

Tea Equipment stating equipment for making tea may include (depending on the style and ambience of the property and the items on the menu):

- ⦿ Hot water source – this may be a kettle, urn or a static supply (wall-mounted) unit
- ⦿ Tea pots – used for the service of tea and available in various sizes ranging from single serve (2-cup), through two-serve (4-cup) up to 12-cup. Tea pots may be stainless steel or china and may be used with an infuser
- ⦿ Hot water pots or jugs
- ⦿ Infuser – a wide variety is available
- ⦿ Strainers – for straining out tea leaves.

Coffee Equipment stating equipment required for the preparation of coffees can include:

- ⦿ Coffee machines – often known/referred to as espresso machines
- ⦿ Coffee grinders – these may be provided as part of the main espresso machine or as a separate and stand-alone unit. Most venues grind their beans several times a day. Some buy their coffee already ground meaning they will not need a grinder.
- ⦿ Weighing equipment – electronic scales for checking the dosing of coffee dispensers
- ⦿ Tampers – for tamping ground coffee into portafilters
- ⦿ Thermometer – for taking the temperature of milk when heating it and texturing it, for example, for cappuccinos.

Other coffee equipment:

- ⦿ Bins for discarded pucks: called ‘knock box’
- ⦿ Urn or kettle or some other hot/boiling water dispenser (other than the espresso machine)
- ⦿ Percolators, drip filters and plungers for coffee service, other than espresso. These may even be used by premises which have an espresso machine.

Service Ware for tea and coffee

Selecting crockery, cutlery and glassware for tea and coffee service illustrating with reference to the following:

☞ Crockery – the requirements can include china/porcelain or stainless steel items:

- ⦿ Cups and saucers – variety of sizes in the range 60 mls (demi-tasse) through to 300 mls
- ⦿ Bowls – for sugar and accompaniments
- ⦿ Mugs – for service of large hot and cold drinks: 300 mls plus
- ⦿ Jugs – for milk, water and juices (150 mls upwards); small jugs may be called ‘Creamers’
- ⦿ Side plates – for placement/service of accompaniments (biscuits, mints)
- ⦿ Tea bag holders – for holding used tea bag
- ⦿ Silverware – for certain service requirements where a higher standard is needed.

☞ Cutlery – a variety of flatware items may be required such as:

- ⦿ Teaspoons
- ⦿ Bar spoons/parfait spoons
- ⦿ Coffee spoons
- ⦿ Tea bag squeezers.

☞ Glassware - for lattes, iced tea and iced coffee

Prepare drinks

Service requirements when making teas and coffees for customers:

- ⦿ Follow house recipes unless customer orders something different
- ⦿ Provide what the customer wants. There may be a requirement to charge extra where the customer wants a beverage different to what is listed on the menu/drink list so beware of the potential for this
- ⦿ Deliver a consistent product. The same drink should look and taste the same for all customers, today and tomorrow and every time it is made
- ⦿ Minimise wastage by not spilling drinks and through taking care to not over-produce drinks causing product to be thrown out
- ⦿ Work quickly – an ongoing requirement is for all teas and coffees to be produced and served ‘as soon as possible’
- ⦿ Deliver appropriate levels of customer service – when the order is taken and the drink is served.

Making a pot of tea:

- ⦿ Warm the tea pot by filling with hot water
- ⦿ Prepare the tray in accordance with house standards to serve the tea which may mean:
 - Getting the milk ready – pouring milk into a jug
 - Getting the sugar ready – obtaining a bowl of white sugar, or sugar PC packs
 - Preparing a jug/pot of boiling water used by guests to:
 - Weaken the tea, if required
 - Add to the pot to make more tea after they have served the first cup/s
 - Preparing and setting out the cup/s and saucer/s and spoons and strainer (if infuser is not used)
 - Cutting slices of lemon for black tea
 - Adding a tea leaf strainer to the tray
 - Preparing the tray - this is important so the tea can be served promptly once the boiling water has been added to the pot.
- ⦿ Empty the water from the tea pot and discard the water
- ⦿ Place the required amount of the selected tea into the pot or infuser.

The amount of tea required will depend on:

 - The size of the pot and the number of cups the pot will serve
 - Customer preferences for strength of the tea
 - House recipes

A standard rule is one spoonful per person plus one for the pot.

- ⦿ Add boiling water
- ⦿ Serve immediately.

Making tea using a tea bag:

- ⊙ Warm a hot water pot/jug by filling with hot water
- ⊙ Prepare the service tray according to house standards with (as appropriate):
 - Sugar, milk, lemon
 - Hot water jug/pot; Cup/s and saucer/s
 - Tea spoon/s
 - Tea bag strainer – a squeezer used to squeeze tea from the bag
 - Rest for used tea bag
 - Select the required tea type as identified by the guest
 - Place the tea bag in the cup/s or on a side plate according to house standards
- ⊙ Empty the water from the hot water pot/jug and discard the water
- ⊙ Fill or refill the hot water jug/pot
- ⊙ Serve immediately.

Making of herbal tea stating that tea bags are used for serving herbal tea in most commercial settings but a pot may also be used and identifying that standard procedure for service of herbal tea is:

- Warm a hot water pot/jug by filling with hot water
- Prepare tray for service according to house requirements and customer requirements. Note that common practice with herbal teas is:
 - Not to serve milk – unless requested
 - Not to serve sugar – unless requested. Some venues may provide honey
 - Place one cup and saucer for each customer. Many venues use a different style of cup and saucer for herbal teas
 - Add one tea bag per person either loaded into cup or placed on side plate
 - Add spoon and tea strainer/squeezer
- Empty the water from the hot water pot/jug and discard the water
- Fill or refill the hot water jug/pot.
- Serve immediately.

Making of iced tea highlighting where a standard recipe does not exist, a method is:

- ⊙ Select the appropriate glassware. Iced tea is traditionally served in a glass cup/mug as opposed to tea cup
- ⊙ Make quarter of a cup of strong tea using black tea
- ⊙ Place tea in shaker full of ice



- ⊙ Shake and strain into a glass full of fresh ice
- ⊙ Garnish with a slice of lemon
- ⊙ Sugar syrup served to customer if requested, in preference to serving granulated sugar – see next slide.

Sugar syrup stating:

- ⊙ Sugar syrup is also known as gomme syrup.
- ⊙ The recipe for sugar syrup can vary so find out what applies where you work. The following are two options.
 - 500 mls of water and 500 gms of sugar – heat together in a pot, stirring to assist the dissolving of the sugar. Allow to reach the boil. Remove and allow to cool. Refrigerate, cover and store for later use.
 - Add boiling water (1/3 by volume) to sugar (2/3 by volume) – stir to dissolve sugar. Allow to cool. Refrigerate, cover and store for later use.

How to make an espresso coffee explaining process as:

Step 1

- ⊙ Remove the group handle from the group head and knock out spent grounds from the previous coffee into knock box/tube.



- ⊙ Some coffee makers believe the spent coffee grounds should remain in the group filter basket locked in the group head until the next coffee is made in the belief the cake keeps the group at a consistent temperature and prevents metallic tastes from building up in the group head and handle.

- ⊙ Other coffee makers feel 10 minutes is maximum time for spent coffee to remain locked in the group handle.

⊙ Know what applies in workplace – whatever option is followed, it is well recognised a coffee machine in constant use produces the best coffee.

Step 2

- ⊙ Wipe out the basket with a cloth attached to the machine or to your apron and to be used for this purpose only.
- ⊙ Ground coffee sits better in a dry basket and clings to the sides.
- ⊙ If the basket is rinsed and not dried, water under pressure will flow towards the water on the sides of the basket and not through the coffee, as it should and your coffee will be compromised. Also, rinsing may create a hazard of water on the floor and around the coffee machine.

Step 3

- ⦿ Place the group handle under the dispensing opening and dose one flick for a single shot and two for a double.
- ⦿ Make sure you use the correct group handle for the number of coffees you are making.



Step 4

- ⦿ Level the coffee by gently tapping the sides of the basket.
- ⦿ The coffee will flow towards the point where you are tapping.

Step 5

- ⦿ Tamp the dosage

Step 6

- ⦿ Wipe any coffee grounds off the top of the group handle

Step 7

- ⦿ Before locking the group handle into the group run 30- 60 millilitres of water through the group head to flush out any coffee grounds and heat up the group head.

Step 8

- ⦿ Lock the group handle into the group head and press the button to start the extraction.

Step 9

- ⦿ The espresso should start to flow in around 5 seconds and it should take 25 – 30 seconds to extract a shot of 30 – 35 mls.

Making of coffee using a plunger explaining procedure as follows:

- ⦿ Obtain correct size plunger – they are available in single, double and larger sizes
- ⦿ Remove plunger and half-fill jug without water to warm the glass
- ⦿ Prepare the service tray with sugar, milk or cream, cups, saucers, tea spoons, napkin, after dinner mint and/or other as required
- ⦿ Discard hot water from glass jug and discard water
- ⦿ Shake jug to remove excess water. Do not dry with cloth.

Making of coffee using a plunger explaining procedure as follows:

- Add required ground coffee according to house recipe and number of cups the plunger will hold
- Add boiling water over the coffee until the glass jug is nearly full.



- Place/insert plunger into the jug, on top of the water and leave in this position until all the coffee granules have risen to the top (this could take two – three minutes).
- Press plunger down carefully and **slowly** to avoid spilling the coffee to filter the coffee and press all the granules against the base of the jug
- Plunger coffee is now ready to serve.

Make iced coffee explaining where a standard recipe does not exist, a possible method is:

- ⊙ Select the appropriate glassware – as determined by house recipe
- ⊙ Fill $\frac{1}{3}$ with cold espresso coffee
- ⊙ Fill $\frac{2}{3}$ with cold milk
- ⊙ Add ice cream and/or whipped cream
- ⊙ Sprinkle with chocolate powder
- ⊙ Serve immediately before cream/ice cream melts and starts running down side of glass.

Evaluate drinks before presenting

There must be standard practice to check all teas and coffees before they are served to customers to optimise the service of the ‘perfect’ cup of tea or coffee. Explain that it is important to understand ‘eye appeal’ is ‘buy appeal’ and stress that customers will see their drink before they taste it and they will start forming opinions about what it will *taste* like based on the way it is presented.

We identify three areas for checks as:

Checks on service ware

- ⊙ All service ware is clean and not cracked or chipped
- ⊙ The correct items have been provided to match the drink
- ⊙ Sufficient quantity of items have been supplied to cater for the number of beverages to be served
- ⊙ Layout of items on service trays is uniform and conforms with house standards.

Checks on accompaniments


- ⊙ All advertised items have been provided as indicated:
 - ⊙ On the menus/drink lists
 - ⊙ By house recipes

- ⦿ Special requests made by customers have been provided
- ⦿ Accompaniments have been positioned uniformly and conform with house standards.

Checks on every drink made

- ⦿ Looking at the finished product to make sure it looks acceptable. Things to check are:
 - ⦿ All products of the same type, look the same – filled to same level; dusted as appropriate, in the same style glass/cup/mug; with the required topping (cream, sprinkles, marshmallows)
 - ⦿ The correct number of drinks have been served to match the order placed
 - ⦿ Milk and cream used has not exceeded its ‘Use By’ date
 - ⦿ Sufficient cups and saucers are provided for the number of people who are partaking in a pot of tea or coffee
 - ⦿ The in-glass/in-cup product looks as it should look – that is nothing floating in solution which should not be there and no ingredients used which should not have been used
 - ⦿ Specific customer requests have been accommodated in relation to strength, size of cup/glass, additions or reductions
 - ⦿ There are no spills into the saucer or drips running down the side of a cup or mug or glass. If service of drink results in the drinking being spilled into a saucer or napkin placed under a drink then you should replace the saucer and/or napkin: in some cases, it may be necessary to re-make the drink
- ⦿ Using sense of smell to detect if there are any ‘off’ smells from things such as, for example, sour milk or cream which is out-of-date, or brewed coffee which has become stewed and/or burnt
- ⦿ Using sense of touch to ensure:
 - ⦿ Hot drinks are served hot
 - ⦿ Cold drinks are served cold.

A key in ensuring this occurs is to ensure items are served immediately they have been made.

	CATERING AND TOURISM TRAINING COLLEGE		<ul style="list-style-type: none"> • Department of hotel management • Section hotel operation
	Self-check 1 Program- Reg \Ext Aca. year – 2012 E.C		Issue No. Go

Essay Type

1. What experience have you had in making coffees and teas?
2. What do you think is involved in preparing and serving tea and coffee?
3. What teas and coffees have you had in a commercial outlet and how were they served, what did they taste like?
4. What ingredients and equipment do you think is used to prepare tea and coffee in a commercial setting?
5. What special requests do you think customers might have for teas and coffees they order?
6. List at least 10 equipment's which are found in the bar

Specific objective of the learning outcome – Prepare and serve cold drinks

Set up bar display and work area according to regulatory and enterprise requirements and style of bar service.

Need to set up the bar

- ☞ To ensure the bar is fully ready to provide service to customers.
- ☞ To make sure the bar looks appealing to customers



☞ What is involved in bar service?

- ☞ A variety of mixed drinks
- ☞ A range of cocktails
- ☞ Beers
- ☞ Spirits
- ☞ Liqueurs
- ☞ Wines –(red and white)
- ☞ Non-alcoholic beverages
- ☞ Fortified drinks.



Non-Alcoholic Beverages include both hot and cold drinks, and are nearly always available for on premises consumption as well as in take away from providing the following generic examples:

- ☉ Milk shakes
- ☉ Flavoured milks
- ☉ Smoothies
- ☉ Hot/iced chocolate
- ☉ Juices, and freshly squeezed juices
- ☉ Cordials and syrups
- ☉ Waters
- ☉ Soft drinks – also known as aerated waters; either bulk ‘post mix’ products or products from bottles or cans
- ☉ Non-alcoholic cocktails – known as ‘mocktails’
- ☉ Frappés.

2. Prepare and serve cold drinks

Select ingredients, equipment and glassware

Selection of ingredients, equipment and glassware for the preparation and service of cold drinks will be dictated and influenced by:

- Customer requests and preferences which should always be accommodated if possible
- Items offered on the menu/drinks list. Most cold drinks prepared for customers are taken from this list and the necessary ingredients and other items for preparing these beverages are usually available at the workstation
- House recipes
- What is available in the venue – all venues have limitations in terms of what they have available.

Possible ingredients as:

1. Fruit juices – all types: fresh squeezed and commercially prepared ('bought in' already prepared). Verify they are fresh and within 'Use By' date
2. Fruit and vegetables for producing fruit juices, vegetable juices and garnishes. Check products are fresh and suitable for use
3. Dairy products such as milk, cream and yoghurt. Check items are within their 'Use By' date
4. Aerated waters – 'soft drink' also known as 'carbonated beverages'
5. Ice cream for use in milkshakes, thick shakes and iced coffee. This may be traditional ice cream or specialist soft-serve product.
6. Powders – chocolate, malt
7. Water/s – still, sparkling and flavoured
8. Cordials – to add to other beverages for colour and flavour
9. Ice – block and crushed.

When selecting ingredients:

Refer to the advertised drinks list

- ⊙ The list of non-alcoholic drinks the venue offers must be seen as the starting point for selecting and assembling ingredients (and equipment)
- ⊙ Experience will quickly teach you which items are the most popular and more effort needs to be spent ensuring materials are ready for those popular items/lines

- ⦿ In some properties a checklist is used to guide staff through their preparation activities to make sure all necessary requirements are in place and in sufficient quantities.

Note any stated – or known – customer preferences

- ⦿ Some customers prefer their drink customised to an extent and you should be happy to do this
- ⦿ Use common sense about meeting the variations requested and ask management where you think an additional charge should be made for extra ingredients
- ⦿ The addition of extra flavouring/syrup, extra fruit, more ice cream or the use of a larger glass/take away drink container will normally incur extra charges.

Use appropriate ingredients

- ⦿ In many circumstances the preparation of non-alcoholic drinks can enable you to use raw materials unfit for use anywhere else. This is not to say there is anything wrong with these products other than they simply look unacceptable
- ⦿ Fruit is a common example. It can look unappetising if presented as an item of fruit on a platter but it is perfectly suitable for blending, or juicing. Note fruits and vegetables used *on displays* must look appealing, attractive and appetising.

Prepare enough ingredients for all the orders

- ⦿ For example, if you have an order for two smoothies of the same type then make both at the same time in the one blender
- ⦿ Do not make one in one blender and one in another
- ⦿ By making both drinks at the same time, you achieve consistency of the finished product in terms of eye appeal, taste, texture, colour and temperature.

Equipment which is used to make cold non-alcoholic drinks:

- ⦿ Juicers – commercial and domestic versions are used. Commercial ones have a larger capacity and more powerful motor
- ⦿ Milkshake machines for mixing milkshakes and thick shakes
- ⦿ Soft serve ice cream dispensers – for example for thick shakes
- ⦿ Blenders – used for making smoothies, frappes and other drinks
- ⦿ Post-mix systems – a bulk soft drink dispensing system.
- ⦿ Ice crusher – for example, for making crushed ice for frappés
- ⦿ Bottle openers
- ⦿ Knives and chopping boards for cutting fruit
- ⦿ Ice containers
- ⦿ Tongs and scoops for handling ice and fruit pieces.

Points to note about equipment selected to make drinks:

Ensure all equipment and machinery used is clean

- ⦿ This means, especially where it is on public display, all equipment used in the drink production process looks clean, and it is clean inside.
- ⦿ This is particularly an issue where there is limited equipment and each item can be expected to experience high usage.

Ensure all equipment used is well cleaned immediately after use

- ⦿ This may be easier said than done, but it is important. For example, if you leave the blender uncleaned, then someone else may pour ingredients into it before realising it hasn't been cleaned.
- ⦿ This means those ingredients will have to be thrown out. If they are used, then the customer will receive a tainted drink, and may complain, or not return.
- ⦿ Follow the requirements of your Food Safety Plan when cleaning these items. Generally speaking equipment will need to be cleaned and sanitised after every use/in between uses, and the sooner they are cleaned after use the easier they will be to clean.

Glassware And Service Ware used for non-alcoholic drinks:

- ⦿ Glasses such as:
 - Old fashioned glasses
 - Highball glasses
 - Pilsener glasses
 - Mugs
 - Milkshake glass
 - Soda glass
 - Cocktail glasses – for non-alcoholic cocktails
- ⦿ Jugs – range of sizes: for fruit juices, sugar syrup
- ⦿ Metal milkshake containers
- ⦿ Take-away drink containers with lids known as single serve items
- ⦿ Drinking straws.

Need to know house policies regarding making and serving of drinks:

Surplus product

- ⦿ When making a drink during a service session you need to know the house policy on wastage and overages e.g. what is the house policy if you make too much of a product? Do you give it to the customer as a bonus? Or is the policy to throw it out? Are you allowed to drink it?

Layout of ingredients and equipment

- ⦿ Most properties will have a standard, pre-set layout for all their equipment and ingredients which you will be expected to comply with

- ⦿ This facilitates stocktaking and re-ordering and provides a consistent location for items to optimise working efficiency.

Refraining from eating/drinking the products

- ⦿ Some venues will allow you to eat/drink almost anything while others will stipulate a restricted range of nominated items you can eat/drink free of charge, and some will prohibit staff from eating or drinking anything when on duty.
- ⦿ Most employers will require you to eat and drink out of public view.

Discarded stock

- ⦿ Some properties have requirements relating to discarded stock (that is, stock which has to be thrown out).
- ⦿ Where stock has to be thrown out because it has ‘gone off’ or exceeded its use-by date there may be a need for you to complete a form identifying:
 - What was discarded
 - How much was discarded
 - How it was discarded
 - Why there was a need to discard it.

Product knowledge is a vital aspect of professionalism in any industry sector/role and it is no different when dealing with non-alcoholic beverages explaining students must cultivate this knowledge of non-alcoholic drinks so they can:

- ⦿ Describe and suggestively sell non-alcoholic drinks to customers
- ⦿ Recognise a non-alcoholic beverage from a description given to you by a customer who is not sure about what they want to order.

Non-Alcoholic Beverages include both hot and cold drinks, and are nearly always available for on premises consumption as well as in take away from providing the following generic examples:

- ⦿ Milk shakes
- ⦿ Flavoured milks
- ⦿ Smoothies
- ⦿ Hot/iced chocolate
- ⦿ Juices, and freshly squeezed juices
- ⦿ Cordials and syrups
- ⦿ Waters
- ⦿ Soft drinks – also known as aerated waters; either bulk ‘post mix’ products or products from bottles or cans
- ⦿ Non-alcoholic cocktails – known as ‘mocktails’
- ⦿ Frappés.

Milkshakes:

- ⊙ These are traditional favourites and extremely popular despite other alternative milk-based drinks available.
- ⊙ The basic milkshake is a blend of cold milk, ice cream and a flavouring agent (cordial or essence): malt is a common option.
- ⊙ Customers may ask for extra ice cream, extra flavour or double malt.
- ⊙ There is a range of flavours, and preparation and service vary marginally in some aspects, and widely in others.
- ⊙ A variation on the milkshake is a thick shake; basically, the same as a milk shake but with more ice cream.
- ⊙ Venues with soft serve ice cream machines generally use soft serve to make their thick shakes.

Making and serving milkshakes describing process:

- ⊙ Select container to be used – metal or take away/single serve container, correct size
- ⊙ Check machine and container for cleanliness
- ⊙ Add chilled milk, ice cream, flavouring/syrup and malt powder (optional – as per order)
- ⊙ Blend using milkshake machine. Follow house timing requirements; extra ice cream requires more time. 10 – 15 seconds is a guide
- ⊙ Remove from machine and follow house procedure for service. This may be to add a lid and a straw to take away milkshakes, or to serve milk shake in a glass with a straw, with the remainder of the milk shake left and served in the metal container
- ⊙ Add drinking straw
- ⊙ Serve immediately
- ⊙ Clean the machine.

Flavoured milk:

- ⊙ A variation on the traditional milkshake is the simpler ‘flavoured milk’: milk with added flavouring sometimes stirred by the milkshake machine, sometimes not.
- ⊙ In some premises, the proprietary brands of RTD flavoured milk are also available for service.
- ⊙ Flavoured milks are normally served chilled, but some (‘egg nog’ and ‘chocolate’) are also delicious when heated (using microwave or espresso machine steam wand).

Making and serving flavoured milk:

- ⊙ Select correct size glass – check it is clean, unchipped and uncracked

- ⦿ Add syrup for flavour as chosen by customer. Quantity will depend on size of glass
- ⦿ Top with very cold milk
- ⦿ Stir with bar spoon (long-handled spoon) and ensure syrup is thoroughly mixed
- ⦿ Add garnish if appropriate. Garnishes are not common for flavoured milk but may include:
 - Crushed strawberries for strawberry flavoured milk
 - Chocolate powder with chocolate flavoured milk
- ⦿ Add drinking straw
- ⦿ Place on service plate/saucer lined with doily
- ⦿ Add a parfait spoon if garnish includes fruit or other edible product.
- ⦿ Ice is optional for this drink. It is not usually added unless requested. If ice is required it should be added after milk and syrup has been stirred.

Smoothies:

- ⦿ A healthy drink combining milk and fruit
- ⦿ Blended with ice in a blender until ‘smooth’.

Making and serving smoothies:



Banana smoothie:

- ⦿ Prepare blender – check it is clean
- ⦿ Prepare glass/service ware – check they are clean
- ⦿ Add ice cold milk to blender
- ⦿ Add roughly chopped banana/s to blender
- ⦿ Add honey
- ⦿ Add yoghurt
- ⦿ Add cinnamon powder (optional)
- ⦿ Add ice

- ⊙ Blend together until smooth
- ⊙ Pour into glass
- ⊙ Add garnish – according to house recipe
- ⊙ Serve immediately.

Hot chocolate

- ⊙ This is powdered drinking chocolate with hot milk. Milk can be heated in microwave or using steam wand on espresso machine
- ⊙ Sugar optional.
- ⊙ Served in a big mug perhaps with a marshmallow.

Making and Serving Hot Chocolate:

- ⊙ Select mug for service of drink. Check it is clean and presentable
- ⊙ Add chocolate powder. Most commercial hot chocolates are made using a proprietary brand of chocolate powder/hot chocolate powder as opposed to making the drink from actual chocolate (and melting the chocolate with milk in a bain-marie or over low heat)
- ⊙ Heat milk – milk may be heated in microwave, or by using steaming wand on espresso machine
- ⊙ Add hot milk and stir
- ⊙ Dust with chocolate powder – or top with grated chocolate
- ⊙ Add marshmallows
- ⊙ Serve immediately.

Iced chocolate

- ⊙ This is powdered drinking chocolate with icy cold milk, vanilla ice cream and sometimes cream.
- ⊙ Dust with powdered drinking chocolate, serve in a parfait glass with a parfait spoon.

Making and serving iced chocolate:

- ⊙ Select glass – check for cleanliness and suitability
- ⊙ Add commercial chocolate or cocoa powder or syrup
- ⊙ Add sugar if required
- ⊙ Add very small quantity of hot water to dissolve powder and sugar and stir
- ⊙ Add ice cold milk and stir
- ⊙ Top with whipped cream
- ⊙ Add chocolate shavings or powder
- ⊙ Serve immediately with parfait spoon.

- ⦿ Note:
 - Ice cream is added in some venues
 - This drink may be made in a blender with ice added and served as part of the blended drink.

Juices:

- ⦿ Many types of fruit can be turned into juices and Juice Bars have made these a popular drink type.
- ⦿ Some establishments only use proprietary brand fruit juices bought in and they offer only the traditional tomato juice, orange juice, pineapple juice and perhaps, apple juice.
- ⦿ Venues serving breakfasts usually boast more juices than other premises.
- ⦿ Bought-in product may come in PCs or in larger containers (tins or plastic containers), ranging from 1 litre to 10 litres which are decanted into jugs, which in turn are used to fill glasses.
- ⦿ Other venues boast a domestic or commercial juicer and make their own juice/s. There are many single fresh juices that can be made, plus lots more combinations of two, three or more different juices.
- ⦿ Making vegetable juices is an option too.



Cordials and Syrups:

- ⊙ Cordials are mixed with water, soda water, or lemonade to create a flavoured drink.
- ⊙ The amount of cordial used will depend on customer taste and the quality (which really means intensity of flavour) of the product.
- ⊙ Common cordials are lime juice, sarsaparilla, cloves, raspberry, peppermint and grenadine (a bright red, pomegranate flavour)
- ⊙ Syrups can be one of two types: for mixing with water or for mixing with milk. Syrups/cordials for soft drink cannot be used for milk drinks and *vice versa*.
- ⊙ Used as the base for post-mix, syrup is mixed with chilled water to produce the finished 'aerated water' product.
- ⊙ Syrups can be used to flavour milk shakes and flavoured milk.
- ⊙ When discussing non-alcoholic drinks, it is a good idea to make sure you know which one is being talked about: a caramel milk shake sounds good but a blue heaven aerated water would not be.

Making and serving drinks with cordials:

Lemon squash

- ⊙ Select the glass to be used. Check for cleanliness
- ⊙ Add ice using tongs/utensil, not fingers. Ice always goes into the glass first. Never add ice as the last ingredient
- ⊙ Add the base beverage such as soda water or lemonade (according to guest request/preference)
- ⊙ Add the cordial and stir
- ⊙ Add garnish – slice of lemon
- ⊙ Serve immediately – drinking straw may be added.

Water/s:

- ⊙ Water has become an amazingly 'trendy' drink – it can cost more than an alcoholic drink, and now comes in a wide range of choices.
- ⊙ Most waters are served neat, with a slice or wedge of lemon: ice is offered.
- ⊙ Small 'split' bottles are common – one split per serve, presented unopened to guarantee the contents are genuine. The top/cap can be removed in front of customer.
- ⊙ The majority of waters are 'plain'. Options include spring water, mineral water, spa water, local or imported, still or sparkling.
- ⊙ Some waters offer added fruit juice – around 5% fruit juice – in a variety of flavours including lemon, pineapple, and orange.

Soft drink:

- ⦿ Soft drink – also known as 'aerated waters' - includes cola, lemon squash, lemonade, bitter lemon, soda water, dry ginger and tonic water.
- ⦿ Post-mix is a popular delivery system. It is quick (there are no empties to get rid of, and you aren't always opening bottles and cans and forever running out) but some outlets will insist on using the traditional bottles and cans.
- ⦿ Many customers prefer the packaged option but post-mix is more popular with management. The profit from post-mix is much higher than from the packaged alternative.
- ⦿ It is always wise to have some packaged soft drink stowed away somewhere for use in an emergency – perhaps when the power goes off, or the post-mix stops working.
- ⦿ Generally speaking, though, the packaged units are only kept for sale as takeaways.

Brixing

- ⦿ Where a post-mix system is used to serve soft drink, there should be a program in place to check the quality of the final product. This includes checking the product temperature and checking (and adjusting where necessary) the 'brixing'.
- ⦿ With use, the ratio of syrup to water can alter, resulting in the drink not tasting as it should.
- ⦿ Each head (the unit where syrup and water are mixed together at the point of service) is able to be individually adjusted – meaning you can increase or decrease the mix of both water and syrup.
- ⦿ Suppliers of the syrup will inform you of the correct brixing for each product line, and the equipment manufacturer/supplier will show you how to check and adjust the brixing.
- ⦿ Incorrect brixing is the biggest criticism of post-mix drinks – many customers will say the product tastes weak or is not as it should be.
- ⦿ The post-mix also needs to have its carbonation level checked to ensure its effervescence is correct.

Making and Serving 'Lemon, Lime and Bitters' stressing Angostura bitters contains alcohol so some people do not consider this a true non-alcoholic drink:

- ⦿ Select the right glassware such as a highball glass
- ⦿ Place up to 8 drops of Angostura Bitters and swirl glass so the bitters coat the sides of the glass
- ⦿ Place ice into glass
- ⦿ Fill glass with lemonade. Add slowly as the bitters will cause it to froth
- ⦿ Add lime juice/cordial according to taste or house recipe

- ⊙ Garnish with slice of lemon
- ⊙ Place straw into glass
- ⊙ Serve straight away.

Mocktails:

- ⊙ Mocktails are non-alcoholic cocktails. The base is usually carbonated soft drink or a fruit juice.
- ⊙ You can add fresh fruit wedges, sugar, honey, milk, yoghurt, sugar syrup, concentrate pulp, just to name a few suitable ingredients.
- ⊙ Mocktails usually require blending because they often have chunks of fruit in them needing to be liquefied. They are usually served in a cocktail glass and garnished with the type of fruit best matching the base.
- ⊙ Your establishment may have a special Mocktail List. You can invent your own mocktail – ensure it is tasty, looks inviting and of course, contains no alcohol.

Making mocktails follow the recipe (for example ‘Surf Coast Sunset’):

- ⊙ Select and check Old Fashioned glass
- ⊙ Add ice, 60 mls apple juice, 60 mls orange juice
- ⊙ Stir to mix
- ⊙ Add garnish – orange slice with cherry

Making and serving mocktails using ‘Surf Coat Sunset’ as example.

Frappés:

- ⊙ Frappé is French and means ‘iced – of liquids’.
- ⊙ It is therefore a style of service where the beverage – use whatever you want or whatever the customer orders – is poured over crushed ice or blended in a blender with ice.
- ⊙ The beverage used needs to be fairly flavoursome because the ice melts and dilutes the beverage. Common options include juices and syrups.

Making and serving frappés:

Coffee/mocha frappé

- ⊙ Make a milk coffee using espresso – that is espresso coffee with iced milk
- ⊙ Add sugar to taste if required: use sugar syrup
- ⊙ Obtain and check glass
- ⊙ Add crushed ice to glass
- ⊙ Pour milk coffee over ice
- ⊙ Top with whipped cream
- ⊙ Drizzle coffee (or chocolate) syrup on whipped cream
- ⊙ Add straw and parfait spoon.

- ⊙ Some venues use a blender to make frappes. They add the main ingredients to a blender, blend and then pour into a glass and decorate (whipped cream, shaved chocolate, syrup).

Drinks should be made to the house standard (recipe) or specific customer requests stating basic requirements when making cold drinks include ensuring:

- ⊙ Glasses used are clean – no remains of fruit or cream, no lipstick
- ⊙ Glasses are not cracked
- ⊙ Glasses are unchipped
- ⊙ Equipment and utensils used are clean and safe to use
- ⊙ Fresh ice is used
- ⊙ All food and beverage items are safe to use – that is, they have been correctly stored and handled to maintain their food safety
- ⊙ Drinks are served immediately they have been made.

Serve drinks

stresses need for all drinks to be served in an attractive manner highlighting that the correct garnish adds the finishing touch and helps to provide ‘the difference’ between a drink the customer might have at home, and the one they pay for at a venue.

Trainer presents typical garnishes easily used and relatively inexpensive to provide which include:

- ⊙ Fruit, such as:
 - ⊙ A whole strawberry – added to side of glass
 - ⊙ Crushed fruit
 - ⊙ Full, half and quarter slices of lemon and oranges
 - ⊙ Wedges and knots of lime, lemon or orange
 - ⊙ Twist of peel
 - ⊙ Slice and cherry – a slice of, for example, orange with a cherry attached by a toothpick. The slice is slightly bent to give the garnish a ‘sail’ effect
- ⊙ Dusting powders – chocolate, cinnamon, cocoa, nutmeg
- ⊙ Marshmallows – for hot chocolate
- ⊙ Chocolates or mints
- ⊙ Small biscuits.

Garnishes are food-based as opposed to decorations which are made from paper, wood and/or plastic. Decorations are commercially prepared and cost money plus, as they are not food-based they are inedible and include:

- ⊙ Paper parasols – stuck into a wedge of fruit
- ⊙ Plastic animals – hung off the side of the glass: monkey, giraffe, dolphin, elephant
- ⊙ Mermaids – also hung from side of glass
- ⊙ Pickaxes – can be used to hang cherries on to side of glass.

The above are all commonly used with cocktails but have a role to play decorating non-alcoholic beverages too.

Drink Accompaniments stating traditional drink accompaniments used include:


- ⊙ Doilies – sometimes placed under drinks to enhance presentation
- ⊙ Drinking straws – usually placed into the drink but may be served in single-serve packaging. Make sure straws are the correct size for the glass. Flexible long straws are commonly used in tall glasses, and other alternatives include normal full-length straws, and half-straws.
- ⊙ Swizzle sticks – placed into a drink for the customer to stir the drink if they choose
- ⊙ Coaster – placed under the drink to provide a resting place for the glass.

Adding garnishes to non-alcoholic drinks:

- ⊙ In the drink – slices of orange and lemon can be placed directly into the drink: make sure to use tongs to handle the fruit
- ⊙ On the side of the glass using a cut in the slice to enable the slice to be fitted to the rim of the glass
- ⊙ On top of the drink – dusting powders and whipped cream are added on top of the finished beverage
- ⊙ Served on the side – on a plate (perhaps with a doily/napkin), or on the saucer the glass is served on.

Points to note when garnishing and decorating drinks:

- ⊙ Follow house recipes
- ⊙ Use only the amount of garnish and decoration stipulated. Do not over-garnish or over-decorate
- ⊙ Strive for consistency – all drinks of the same type should be garnished and decorated to look the same
- ⊙ Realise garnishes and decorations cost money
- ⊙ Protect garnishes and decorations from contamination.

	CATERING AND TOURISM TRAINING COLLEGE		<ul style="list-style-type: none"> • Department of hotel management • Section hotel operation 	
	Self check 2 Program- Reg \Ext Aca. year – 2012 E.C		<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Issue No. Go</td> <td style="width: 50%;">Page No. Page 1 of 1</td> </tr> </table>	Issue No. Go
Issue No. Go	Page No. Page 1 of 1			

Essay Type

1. What do you think are the important points to consider/address when making a cold non-alcoholic drink for customers?
2. What are examples of cold non-alcoholic drinks which might be made?
3. What ingredients and tools/equipment do you think would be used to prepare non-alcoholic cold drinks?
4. What is the role of non-alcoholic cold drinks in hospitality?
5. Explain about the difference between mocktail and cocktail
6. List some of the beverages which we serve in the bar

Information sheet	LO3. Use, clean and maintain equipment and machinery for non-alcoholic drinks
--------------------------	--

Specific objective of the learning outcome – how to Use, clean and maintain equipment and machinery for non-alcoholic beverages that can be served in a hotel

clean and maintain work area according to regulatory and enterprise requirements and style of bar service.

Need to set up the bar

- ☞ To ensure the bar is fully ready to provide service to customers.
- ☞ To make sure the bar looks appealing to customers

What is involved in bar cleaning and maintaining equipment?

Maintenance of equipment stating:

- ⊙ All venues undertake ‘preventative maintenance’ in an effort to avoid breakdowns
- ⊙ You will only be required to undertake ‘basic maintenance’ tasks. Other maintenance will be done by qualified technicians
- ⊙ Some venues develop a ‘maintenance schedule’ to identify when maintenance needs to be provided to items listed on the schedule
- ⊙ Some venues use a ‘maintenance checklist’ to detail the exact nature of maintenance which needs to be provided to each item



Procedure for Cleaning of equipment

utensils and work areas must comply with venue Food Safety Plan and that cleaning is usually done:

- ☞ At the end of service as part of closing procedures
- ☞ Once the item is no longer required for service such as when item has been used to produce a volume of product and will not be needed again until tomorrow
- ☞ In between uses to prevent flavour (and colour) transfer.



3. Use, clean and maintain equipment and machinery for non-alcoholic drinks

Use machinery and equipment safely

Hygiene and safety requirements when working explaining that these may include:

- ⦿ Thoroughly cleaning the equipment after each shift using the appropriate detergent and clean cloths as specified in house Food Safety Plans and/or cleaning schedules. Individual items used to produce drinks (such as blenders, milk shake machines) must be cleaned after every use
- ⦿ Not wearing loose clothing around the equipment – loose clothing can get into or on equipment and cause accident or injury
- ⦿ Wearing appropriate footwear around the equipment – shoes should be non-slip and other house requirements may also apply (such as steel-capped footwear)
- ⦿ Switching the equipment on and off at the appropriate times as opposed to leaving it running all the time
- ⦿ Never removing or modifying safety guards or safety switches fitted to equipment and machinery.
- ⦿ Taking responsibility for personal health and safety such as being careful not to scald, burn or otherwise injure yourself. You are under an obligation to work safely when at work
- ⦿ Trying not to spill liquid or foods on the floor and if it spilled making sure it is immediately cleaned up
- ⦿ Ensuring the area around the equipment is free from clutter. Clutter interferes with effective work performance and has proven to be a contributing factor in many accidents and in many spillages
- ⦿ Making sure all machinery and equipment is operated in accordance with the appropriate instruction manual
- ⦿ Following the requirements of any internal Food Safety Plan for the cleaning and maintenance of all items and areas in the preparation and service of beverages.

Follow Manufacturer's Instructions when using equipment explaining that there is a need to follow manufacturer's instructions when using equipment because this will:

- ⦿ Optimise safety
- ⦿ Produce the best product

Extend the working life of the item

Clean and maintain machinery and equipment

Cleaning of equipment, utensils and work areas must comply with venue Food Safety Plan and that cleaning is usually done:

- ⦿ At the end of service as part of closing procedures
- ⦿ Once the item is no longer required for service such as when item has been used to produce a volume of product and will not be needed again until tomorrow
- ⦿ In between uses to prevent flavour (and colour) transfer.

Cleaning may include:

- ⦿ Dismantling and cleaning relevant equipment with hot soapy water and a clean cloth. Check first to ensure this cleaning method is in-keeping with manufacturer's instructions
- ⦿ Applying and rinsing off a sanitiser
- ⦿ Soaking post-mix dispensers in soda water overnight as well as wiping parts with a warm cloth to remove sticky syrup
- ⦿ Washing and drying all plunger coffee jugs, steel holders and plungers
- ⦿ Cleaning and wiping down the dripolator machine and Cona jugs
- ⦿ Rinsing out and/or washing teapots
- ⦿ Removing and cleaning the dispensing nozzles and the gun for post-mix, including cleaning the gun holder regularly, because grime and slime can build up in it too. Clean gun holder with a brush and hot soapy water.

Cleaning for Espresso Machine highlighting need to follow instructions as appropriate to the machine being used:

- ⦿ Wiping down entire machine to ensure cleanliness and good appearance
- ⦿ Purging reservoir of hot water, releasing steam and backwashing the machine with an appropriate cleaning solution
- ⦿ Pouring boiling water to clean drainage pipes of equipment
- ⦿ Back flushing the machine **at the end of a service cycle**, using clean water to ensure no chemical or other residues are left
- ⦿ Cleaning the bean hopper using wet method and drying thoroughly before refilling and storing:
 - Wet techniques – using warm water with detergent for soaking various parts and cleaning with a sponge, cloth or scourer (for group handle only)
 - Dry techniques – using a damp cloth followed by a dry cloth.
- ⦿ Cleaning all remaining parts using dry cleaning method

- ⊙ Back flushing group heads according to recommended industry methods **at end of day**, using a blank filter and appropriate machine detergent
- ⊙ Using colour-coded cloths for cleaning such as blue for general cleaning and yellow for cleaning steam wands
- ⊙ Wiping steamer wands after each use to remove milk residue
- ⊙ Removing shower screens and diffusers if appropriate, cleaning using wet method and reassembling
- ⊙ Cleaning around the inside of the group head using an appropriate brush or cloth
- ⊙ Cleaning group handle and filter basket and steam arm spout after removing, using the wet method.

Daily/weekly cleaning for espresso machine:

Steam arms

- ⊙ Wipe down after foaming milk – after every use
- ⊙ Keep cloths in a soaking solution of mild bleach or sanitiser
- ⊙ Check steam holes are clear – use a paper clip to clear if necessary.

Blind filter – Back flushing

- ⊙ Take out filter basket and clean out using scouring pad
- ⊙ Fit blind filter
- ⊙ Loosely fit the group handle into the group and run water. Gently jiggle it left and right to dislodge coffee grounds until water runs clear.
- ⊙ Lock in the filter holder and run water for five seconds. Turn water off and repeat three times
- ⊙ This should be done at least 4 times a day and at the end of the day. Back flush more when the machine is underutilised

Drip tray

- ⊙ Remove the drip tray and wash with hot water and detergent
- ⊙ Follow requirements of the FSP.

Panels

- ⊙ Wipe down with a clean cloth soaked in warm water and detergent
Pay attention to the areas where milk is likely to have been splashed

Grinder

- ⊙ Empty beans out of hopper at the end of the day and store in an airtight container in dark place but not in refrigerator
- ⊙ Wash hopper at least weekly in mild detergent and very hot water – do not put through the dishwasher: dry fully
- ⊙ Remove ground coffee from the dispenser and brush out with a small brush and wipe out with clean dry cloth. Removed coffee can be used

for start-up the next day. **Never use this coffee** for customers as it is completely stale 24 hours after grinding

- ⊙ Wipe down exterior of the grinder.

Cleaning should comply with 'Cleaning Schedule' explaining they:

- ⊙ List every item in the bar/service area to be cleaned
- ⊙ Identify the frequency with which items listed must be cleaned – some are daily and some are not
- ⊙ Need to be completed (signed off and/or ticked off) when items have been cleaned
- ⊙ Are not used by every venue but they are a good idea as they assist in ensuring all items are cleaned when they should be.

'Maintenance of equipment' stating:

- ⊙ All venues undertake 'preventative maintenance' in an effort to avoid breakdowns
- ⊙ You will only be required to undertake 'basic maintenance' tasks. Other maintenance will be done by qualified technicians
- ⊙ Some venues develop a 'maintenance schedule' to identify when maintenance needs to be provided to items listed on the schedule
- ⊙ Some venues use a 'maintenance checklist' to detail the exact nature of maintenance which needs to be provided to each item

Some venues retain a 'second item' to put into operation if a 'first item' breaks down.

Situations which need to be reported stressing the list is indicative and not all-inclusive:

- ⊙ Customer complaints – about anything: products served, other customers, comfort (noise, temperature)
- ⊙ Out of date stock is being used – stock rotation needs revising
- ⊙ Food not being handled, stored or processed in hygienic manner giving rise to possible food poisoning
- ⊙ Poor personal hygiene practices being used by staff.
- ⊙ Frayed electrical cords on equipment – a safety issue
- ⊙ Equipment not achieving or maintaining the required temperature/steam pressure
- ⊙ Quality of product has dropped. This is common in situations where there are problems associated with refrigerated and/or frozen storage, or where mechanical/electrical equipment is not processing ingredients as required
- ⊙ Equipment is blocked in some way due to over-use or improper regular cleaning
- ⊙ Item cannot be turned on or off

- ⊙ Item cannot be adjusted as required. Sometimes a piece of equipment will work but you may not be able to, for example, adjust speed, temperature or settings
- ⊙ Water not flowing into the machine
- ⊙ Temperature is not as required. This may include heating elements not heating up, or refrigeration units, freezers or ice cream machines (and similar) not achieving their required temperature for holding and/or processing drinks
- ⊙ Part of a machine is missing
- ⊙ Machine guards have loosened or fallen off
- ⊙ Missing equipment – the entire item has disappeared.

Cleaning Schedule:

- ⊙ List items to clean
- ⊙ Identifies when they should be cleaned
- ⊙ Tick off items when they have been cleaned
- ⊙ Not used by every venue

S/N	Item	M	T	W	TH	F	M	T	W	Th	F
1.	Steam Arms	●	●	●	●	●	●	●	●	●	●
2.	Blind Filter	●	●	●	●	●	●	●	●	●	●
3.	Drip trays	●	●	●	●	●	●	●	●	●	●
4.	Panels	●	●	●	●	●	●	●	●	●	●
5.	Grinder	●	●	●	●	●	●	●	●	●	●
6.	Chemical cleaning			●					●		
7.	Cup tray				●					●	

Essay Type



CATERING AND TOURISM TRAINING COLLEGE

- Department of hotel management
- Section hotel operation

Self check 3

Program- Reg \Ext Aca. year – 2012 E.C

Issue No.

Page No.

Page 1 of 1

1. What are the important points to consider when cleaning drink making equipment and machinery?
2. What are the important points to consider when maintaining drink making equipment and machinery?
3. What items need to be cleaned and maintained?
4. Whose job might it be to clean and maintain such equipment and machinery?
5. What are the hygienic rules we need to follow when we clean equipment's