

# Prepare and serve espresso coffee

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## Unit of competence

SITHFAB005 Prepare and serve espresso coffee

## General information

This course provides you with the opportunity to develop basic skills and knowledge required to make delicious coffees. You will learn how to extract and serve espresso coffee beverages using commercial espresso machines and grinders. This course requires you to have the ability to advise customers on coffee beverages, select and grind coffee beans, prepare and assess espresso coffee beverages and to use, maintain and clean espresso machines and grinders. This course applies to any person in the hospitality sector that serves espresso coffee beverages in businesses such as cafes, restaurants, bars, clubs, function and event venues.

## Course outline

This course is designed for individuals who currently work in the food industry and have at least 6 months industry experience. This is required because as part of the assessment process, a workplace supervisor will need to verify that you can demonstrate the required skills in the workplace. Your course has an interactive learning material, where you will be asked questions along the way to check your understanding. These questions are not part of your formal assessment process. You will also be provided with readings and case studies.

Course information includes;

- Organise coffee workstation
- Select and grind coffee beans
- Advise customers and take espresso coffee orders
- Extract and monitor quality of espresso
- Undertake milk texturing process
- Serve espresso coffee beverages
- Clean espresso equipment

## Course duration

Please allow approximately ten (10) to twelve (12) hours to complete your online training course. From the time of enrolment, you have six (6) weeks to complete your training course.

## Delivery mode

Online

## Technical requirements

You need to make sure that you have the following in order to be able to complete the Food Safety Supervisor course;

- A modern web browser updated to the latest version
- An email address
- Adobe flash

## Assessment process

After you have completed your learning module, there are some formal assessment activities that you need to complete.

### **Multiple choice questions**

> Straightforward questions where you will have the opportunity to demonstrate your knowledge

### **Scenario questions**

> Apply what you have learnt to a simulated environment by reading case studies and answering related questions

### **Workplace Observation Report**

> There are some things we can't see you doing through your computer, such as making coffee and interacting with customers. We provide an online form that is linked to your course that allows your workplace supervisor to confirm that you can do practical tasks in the workplace. This report is online, there is no need to download, scan and upload any documents.

## Pre-requisite unit

You are required to have completed SITXFSA001 Use hygienic practices for food safety

### *Language, literacy and numeracy*

There are some requirements around language, literacy and numeracy. In order to complete this course you should be able to perform everyday tasks such as:

- Using an instant messenger tool
- Using email at work
- Responding to customer complaints
- Following a recipe

If you have any concerns about the skills required to participate in this course, please contact us and we'll be happy to discuss your situation.

## Statement of attainment

You will be provided with a statement of attainment for the unit that you enrolled in once you have successfully completed your course. This document will be sent within 5 business days of course completion.

## Where can I work?

Possible places of employment are listed below.

- Bars, Clubs and Pubs
- Casinos and Gaming Venues
- Hotels and Resorts
- Café and Coffee Shops
- Restaurants
- Event & Conference Centres

## Potential career outcomes

Australian Institute of Accreditation cannot guarantee that after completing this course you will gain employment.

- Barista
- Food & Beverage Attendant
- Food & Beverage Supervisor
- Food & Beverage Manager
- Restaurant Manager
- Duty Manager
- Venue Manager

## Workplace resources

Skills must be demonstrated in an operational food and beverage outlet. This can be:

- an industry workplace
- a simulated industry environment.

To complete the course, you will need access to the following:

- fixtures and large equipment:
  - workstation with industry current commercial grade espresso machine and coffee grinders
  - bins or knock boxes for used coffee grounds
  - storage bins
- small equipment:
  - blind or blank filter basket
  - cleaning brushes
  - colour coded cleaning cloths
  - flat edge implement for levelling off dosed filter basket
  - measuring equipment:
    - stopwatch or timer
    - thermometer
  - milk foaming jugs
  - napkins
  - powder shakers
  - service trays
  - spoons and stirrers
  - straws
- service-ware for different types of coffee beverages:
  - cups: espresso and standard
  - saucers
  - mugs
  - glasses
  - take-away coffee cups and lids
  - take-away cardboard trays
  - tamp mats
  - tampers
- stock:
  - commercial range of coffee beans, ground coffee and other ingredients and accompaniments

- organisational specifications:
  - equipment manufacturer instructions
  - cleaning and maintenance procedures for espresso coffee machines and grinders
  - commercial beverage menus
  - organisational procedures and industry standards for presenting espresso coffee beverages
  - price lists
  - standard recipes for coffee beverages currently used by the hospitality industry
  - SDS for cleaning chemicals or plain English workplace documents or diagrams that interpret the content of SDS
- industry-realistic ratio of staff to customers; these can be:
  - customers in an industry workplace during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation

### **Government documentation**

View this link to access more specific information regarding this unit of competency  
<http://training.gov.au/Training/Details/SITHFAB005>