

Front Office Service

Level-II

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Introduction to the Module

In the food and beverage service field, non-alcoholic drink help peoples to know about bar and equipment, to identify work areas, to provide awareness for customers on non-alcoholic drinks, to describe mechanisms of present and Serve non-alcoholic drinks, to describe after service activities and to explain negative environmental impacts.

This module is designed to meet the industry requirement under the food and beverage service occupational standard, particularly for the unit of competency: Non-alcoholic drinks

This module covers the units:

- Bar and equipment
- Work areas
- Awareness of customers on non-alcoholic drinks
- Nonalcoholic drinks
- Present and Serve non-alcoholic drinks
- After service activities
- Negative environmental impacts

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 –

Learning Objective of the Module

- Identify bar and bar equipment's
- Organize work areas
- Advise customers on non-alcoholic drinks
- Prepare nonalcoholic drinks
- Present and serve non-alcoholic drinks
- Perform after service activities
- Identify negative environmental impacts

Module Instructions:

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Do the “LAP test” giver at the end of each unit and
5. Read the identified reference book for Examples and exercise

Unit one: Bar and Equipment

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

- Bar surfaces and its cleaning
- Operate bar equipment's
- Condition of utensils and glassware
- Dispose broken and cracked items

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

- Identify bar surfaces and equipment to be cleaned
- Perform bar equipment operation
- Describe condition of utensils and glassware
- Perform the ways of disposing broken and cracked items

1.1 Bar surface and its cleaning

1.1.1 Bars and their surface areas

The term "bar" is derived from the specialized counter on which drinks are mixed and served. Patrons may sit or stand at the bar and be served by the bartender. This counter typically stores a variety of beers, wines, liquors, and non-alcoholic ingredients, and is organized to facilitate the bartender's work.

Therefore, a bar is a place where drinks, especially alcoholic drinks, are sold and drunk, or the area in such a place where the person serving the drinks stands.

There are three main parts of bar:

- **Front bar:** is the customer area, where drinks are ordered and served. Usually 41-46cm wide with an alcohol proof and water proof surface usually made of laminated plastic.
- **Back bar:** is the place where drinks and glassware are displayed and stored. It provides back ground for customer to see the display of brands as they watch the bartender in action.
- **Under bar:** The place allotted for all equipment and supplies. The heart of the entire beverage operation.

1.1.2 Different Types of Bar in Hotel

Different types bar in hotel are:

- Pubs
- Lounge Bar
- Wine Bar
- Cocktail Bar
- Banquet Bar
- Dispense Bar

Pubs: The pub is a word derived from a public house that is licensed to sell alcoholic beverages. Pubs mainly serve all kinds of beers along with other alcoholic drinks.

Lounge Bar: The lounge is an area meant for relaxing which is normally located near the reception area. The drinks may be collected from the main bar and carried on a tray to the lounge and served. The lounge bar is often seen in Airports, Clubs, Casinos, Luxury hotels, Ships, etc.

Wine Bar: This bar sells only wines of all kinds, mainly the most expensive wines. It has a good collection of a wide range of wines. The guests may buy bottles of wine for consumption later or drink in the wine bar itself.

Cocktail Bar: This cocktail bar serves all kinds of cocktails along with other alcoholic drinks. It may be found in Airports, Casinos, Hotels, Ships, etc.

Banquet Bar: A banquet bar is a temporary bar set up in banquet suits to serve alcoholic drinks during a specific function. The banquet bar collects the required stock either from the main bar or from the cellar.

Dispense Bar: A dispensing bar is a kind of bar attached to a restaurant, serving alcoholic drinks to the guests in the restaurant during their mealtime. Here the stock may be either collected from the main bar or from the cellar.

The dispense bar has a minimum stock of drinks that may be suitable for an aperitif, to accompany the dishes offered, and as digestives.

Bar Tools: Is glassware or utensils used in preparing and serving alcoholic beverages.

The following tools are necessary to serve beverages from bar:

- a. Bar Linen and Cocktail Napkins: They are used to save work area from any mess while pouring the beverage.
- b. Pouring Spouts: They make smooth serving of beverage apportioned equally into the glasses.
- c. Juice Containers: They are useful to save bartending time by keeping most demanded juices handy.
- d. Cocktail Shaker Tins: They are suitable for mixing the ingredients of cocktails and martinis well.
- e. Short Shaker Tins: They are used to shake small amount of drinks efficiently.
- f. Cocktail Strainer: It is used to sieve cocktails before serving.
- g. Corkscrew or Wine Opener: They are used to open corks of wine bottles.
- h. Bottle Opener: They are used to open caps of bottled beverages.

1.1.3 Clean bar surfaces and equipment

A bar is only as good as its tools. Good bartenders understand that a clean and organized space is a haven for customers and a money magnet, as well.

Bartenders need to have the proper bar equipment to make drinks correctly and efficiently. This means bar equipment must be properly maintained to keep it clean and safe for use.

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.

‘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

Mechanism to clean wood countertops

Cleaning: daily with a nonabrasive cleaner or a homemade mix of warm water with a splash of distilled white vinegar. Gently scrape off any food residue with a spatula or a metal pastry scraper. Be sure to wipe the counters after cleaning so they are completely dry.

Stain Removal: To remove stains, cut a lemon in half and sprinkle salt directly onto the stain. Use a lemon half to rub in the salt. Clean off the salt and lemon juice with water and vinegar.

Mechanisms to Clean Marble and Granite Countertops

Cleaning: using a mix of warm water and mild dish soap for everyday cleaning, following up with a microfiber towel to shine up the stone. Avoid abrasive or acidic cleaners, which can strip the sealer and etch the stone.

Stain Removal: For stains on granite or marble countertops, clean with a paste of baking soda and water (for oil-based stains) or hydrogen peroxide (for water-based stains). Apply the paste to the stain, cover with plastic wrap, and tape down the edges. Let sit for a few days (or overnight at the very least), and then rinse off the paste. Repeat the process if the stain isn't completely gone. Be sure to do a spot test first to make sure the method won't affect the color or finish of the stone

1.2 Operation of bar equipment

Every bar should have essential and adequate equipment and tools to run it smoothly and effectively. Making the drinks like cocktails and mock tails the bartender should have knowledge of using every bar equipment and tools.

Following are the essential equipment and tools list used in the bar.


A through going familiarity with the bar equipment is essential to profitable bar management. To produce the drinks wanted of the quality desired with the speed and efficiency needed to satisfy the customers and meet the profit goal, the right equipment must be in place.

There are **three types** of bar equipment

- **Major equipment/ fixed equipment**
 - Beer panel
 - Ice machine (maker)
 - Glass washing machine

- The espresso/ coffee machine
- Counter and Sink
- **Mechanical equipment**
 - Blender
 - Coffee grinder
 - Refrigerator
- **Small equipment/ utensils**
 - **Bottle opener:** - for opening screw top bottles
 - **Bottle sealers:** - for keeping liquors& other bottle contents fresh.

Table 1.2.1 small equipment /utensils

	Bottle Opener
	Can opener
	The waiter's corkscrew/ friend- designed for opening wines tableside. Includes the cork screw, a small knife for cutting the seal of the bottle and a level for easing out the cork. Bottle Opener (wine)

1. Cocktail shaker: - essential for blending ingredients in cocktails & mixed drinks

It can be a 3 parts stain less steel or a combination of a mixing glass and a stainless steel container that fits on top of it. The stainless steel container is known variously as a mixing glass, mixing steel and mix can.

Cocktail shaker is used in bars to mix drinks (like Cocktails, Mock tail) by shaking. It is basically made of stainless steel, plastic, glass. Ingredients are placed in a sealed shaker such as liquors, syrups, fruit juices, and ice. After vigorously shaking and mixing the drink, shakers allow for easy pouring into the customer glass.

There are three varieties of cocktail shakers are there

A) The Boston shaker: A two-piece shaker consisting of a 28 imp floaz (800 ml) metal bottom and a 16 imp fl oz (450 ml) mixing container made of plastic, metal, or (more traditionally) glass.

B) The Cobbler Shaker: A three-piece cocktail shaker that has tapers at the top and ends with a built-in strainer and includes a cap.

The cap can often be used as a measure for spirits or other liquids.

C) The French Shaker: A two-piece shaker consisting of a metal bottom and a metal cap.

A strainer is always required for this type of shaker

Table 1.2.2 Cocktail shaker



2. Electric blender: - many cocktails require a blender to blend the ingredients smoothly together. Useful for drinks with fruit pieces or ice cream etc...

3. Grater: - to grate spices like nutmeg & others

4. Ice bucket: - a metal or insulated ice bucket keeps your ice cold & clean

Ice tongs & scoops: - use these to add ice to drinks, never handle ice with your hands, it is not only unhygienic, but from your hand will begin to melt the glassware as a scoop it.

5. Jigger: - a measurement tool

Juice squeezer/ extractor: - needed for getting the most juice out of your fruits. It helps to soak citrus fruit in hot water before squeezing.

Table 1.2.3 Jiggers(Left: shot, right: double-ended



	
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Table 1.2.4 Bar spoon and Sharp knife



	
<p>Bar spoon</p> <p>A bar spoon with along handle & a muddle end will allow you to mix & measure ingredients as well as crush garnishes.</p>	<p>Sharp knife</p>

Table 1.2.5 Measuring cups




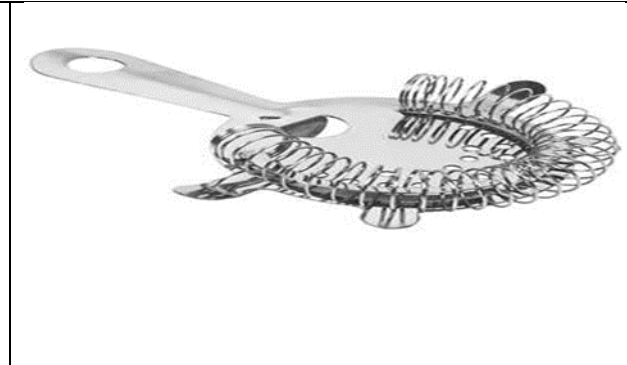
	
<p style="text-align: center;">Measuring cups</p> <p>Measuring cups: - normally glass or chrome with incremented measurements imprinted up the side. These are needed for accurate measurements, usually measuring spoons which are needed for the smaller quantities</p>	

Table 1.2.6 Mixing glass and Strainer

	
<p style="text-align: center;">Mixing glass</p> <p>Useful for long drinks where it is required to mix the ingredients without shaking.</p>	<p style="text-align: center;">Strainer</p> <p>Removes the ice & fruit pulp from juices, this may come with a cocktail shaker.</p>

6. Bar glassware: - is essential to making & serving a cold drink & also for effectively displaying your product to guests.

Types of glassware used in bar

- Cocktail glass
- Brandy balloon/snifter
- Beer mug
- Champagne flute
- Champagne Tulip
- Champagne sauce
- Collins glass
- Cooler glass
- cordial glass
- Highball
- Margarita
- Old-fashioned
- Rocks
- Sherry
- Port,
- Red Wine glass
- white wine glass
- Lager/pilsner



Figure 1.2.1 bar glass

7. A **pourer** – is a device fitting into the neck of a beverage bottle. There are 3 categories- slow, semi fast and fast. There are also pourers that measures the liquor poured and cut off automatically when a present amount is reached.

Table1.2.7 A pourer

		
<u>Glass Hangers</u>	<u>Pro Flow Quart Complete</u>	<u>3 Ball Measured Pourers</u>

		
<u>Replacement Condiment Holder</u> <u>Tray Inserts for Plastic Trays</u>	<u>Juice Container</u> <u>Holder</u>	<u>Beer Caddy's</u>

		
<u>Juice Master Quart</u> <u>Complete with Flip-Top</u> <u>Spout</u>	<u>30ml Chamber</u> <u>Pourer</u>	<u>Snap Cap Liquor Pourer</u> <u>(12 pack)</u>

8. **An ice scoop** – is an implement for scooping up ice bin. Scoop with the glass shouldn't be done, dangerous practices.
9. **Ice tongs**- is designed to handle on cubs of ice at a time. They save an important function, since ice that goes into a drink should not be touched by the hand.
10. **Fruit squeezer**- a hand size utensil that squeeze half a lemon foe a single drink.
11. **The zester, router and striper** – cutting tools for making that twist of lemon, they peel away the yellow part of the lemon skin, which contains the zesty oil, without including the white under skin, which is bitter.

1.3 Condition of utensils and glassware

Care and attention is always recommended when handling and cleaning glasses. Caring for glassware in the correct way will increase their lifespan, and ensure your drinks are represented in the best possible way. Glasses that haven't been washed and dried correctly can retain unwanted odors and toxins that will affect your drinks. Additionally, glasses with grease and water marks will lose their luster

We need to protect them from:

- **Mechanical Shock**

Mechanical Shock refers to a physical impact on a glass, usually from another glass, or piece of tableware. All glasses have a certain resistance to mechanical shock, however repeated impacts will reduce the strength of any glassware item.

- **Thermal Shock**

A sudden change in temperature on a glassware item is known as Thermal Shock. Due to the dense nature of glass, fast expansion and retraction of the material when exposed to heat or cold can weaken the overall structure of the item. All glassware has a certain level of thermal shock resistance; however repeated exposure to sudden temperature changes can lead to glassware breakages. Thermal Shock is often the main cause of glass breakages in dishwashers.

1.3.1 The ways of maintain glasses

a. Collecting Glassware

- Never collect multiple glasses in one hand where they can come in to contact with other glasse

- Never stack a glass unless it has been specifically designed for stacking
- Use glass collection baskets where possible, or individually place on non-slip trays
- Avoid bus boxes where possible

b. Washing Glassware: They are different ways of washing glass ware those are:

By Hand

- Always wash new glasses before first use
- Hand wash glasses individually
- Do not soak with other glasses to reduce the chance of mechanical shock
- Use a suitable detergent and warm water with a non-abrasive sponge or cloth

In a Glass washer

- Use a dedicated machine for glassware; wash crockery and cutlery separately
- Make sure to set the glass washer to a low temperature
- Use a glass rack; never use a flatware rack or plate rack
- Ensure rinse aid is always topped up

c. Drying Glassware

- Air dry glasses where possible - cloths can spread grease and dirt that can leave unwanted odors and toxins
- After washing, leave glasses to dry in an upturned position
- Once dry, use a soft dry glass cloth to remove water marks - this retains the clarity of glassware

Follow this advice for drying glasses.

1. If you hand-wash, use drying racks or trays specifically made for glassware to let the piece air dry. Most commercial glass washers have drying functions, which also aid in sanitization. Avoid using bar towels to dry drink ware. Lint sticking to the glass isn't appealing to the eye or the palate. Use lint-free towels if you don't have time for air-drying.
2. Let drink ware cool completely to complete the sanitizing process and let the chemical and bleach smells dissipate.

Pro Tip: "Have enough glasses so you can allow them to dry and cool fully before using them again.

3. Don't stacks wet glasses? First, it encourages them to stick together, which often leads to breakage. Second, it traps water, creating a breeding ground for bacteria that's not a secret ingredient you want in your drinks.

d. Storing Glassware

- Avoid the rims of glasses coming into contact with other glasses, especially martini glasses and other glasses with wide rims
- Use glass jacks for back of house storage - these compartmentalized boxes keep your glasses from coming in to contact with anything else
- Use shelf liner on hard surfaces - these soft mats protect glasses from hard surfaces and provide air-flow for air drying

e. Using Glassware

- Never scoop ice with a glass; use either an ice scoop or ice tongs and place the ice for reduced mechanical shock
- When pouring hot drinks, always preheat the glass with warm water
- Conversely, never put cold water or ice into warm or hot glasses
- Never use glasses in an oven, microwave, or freezer, unless they are specifically designed for this purpose

1.4 Dispose broken and cracked items

Broken glass that is not contaminated with chemicals, infectious agents, or other hazardous materials can be collected in either approved broken glass boxes or 5-gallon buckets with lids.

Always pick up broken glass using a brush and dustpan, tongs or forceps and place into a container specifically designated for broken glass disposal, to minimize the risk for injury. Broken glass should never be handled directly and should never be placed into the regular trash.

Much of the waste created in hotels stems from either food or beverage handling (generating materials such as aluminium cans, glass bottles, corks and etc, from the bar, Recycling can reduce your garbage removal bills. The majority of bar are required or encouraged to recycle by local law. Be sure to take a look at what is going into your trashcans and dumpsters.

- Set up a cardboard and/or glass recycling program with one of your local garbage collectors.
- Donate empty plastic pails or buckets to schools, nurseries, or churches; give them away, or sell them to your customers
- Donate old uniforms to thrift shops.
- Donate edible leftover food to a community food bank, shelter or church group.
- Consider working with an organics vendor to determine if off--site composting is a feasible alternative to disposal of food waste.
- Consider a trash compactor as a means of reducing dumpster tips or container pulls.
- Remember, all the information presented here can help your restaurant get started on the way to a better bottom line through reduced waste. Recycling usable waste goods makes an excellent combination for your business and the environment

Self-Check -1	Written Test
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Part I: Choose the correct answer for the following questions

1) From the following one is mechanical equipment

- A) Blender B) Coffee C) Grinder Refrigerator D) All

2) One of the following is not included under non-alcoholic drinks

- A) Coffee B) Juice C) Pepsi cola D) Water E) All F) Non

3) From the following one is not bar equipment

- A) Strainer B) Bottle Opener C) Mixing glass D) Non

4) The following tools are necessary to serve beverages from bar except

- A) Strainer B) Mixing glass C) Cocktail shaker D) All E) Non

Part II Matching

A

- Customer area, where drinks are ordered and served
- Place where drinks and glassware are displayed and stored
- Place allotted for all equipment and supplies
- Mechanical equipment
- Fixed machine

B

- under bar
- Blender
- Front bar
- Back bar
- Glass washing machine

Part III: Answer all the questions listed below.

- Describe the various types of bar equipment.
- Explain the meaning of term bar
- List down parts of bar

Operation sheet 1

Operation title: Perform cleaning bar equipment

Purpose: To practice and demonstrate the knowledge and skill required to clean bar equipment's

Instruction: Use the given tools and equipment for cleaning bar equipment. for this operation you have given one hour

Tools and requirement

- Glass rinse Trays.
- Glass Washers
- Glassware Cleaner & Sanitizer.
- Brushes, Towels, Drying Racks.
- Bar Sinks

Procedure

Step1. Put away all the supplies and wash the glasses and liquor bottles. Air dries the glasses by inverting them on the drain board.

Step2. Clean out the ice bin.

Steps .After cleaning the ice bin proceeds to clean the bar top.

Step 4.Empty the ashtray.

Step 5.Now that everything has been washed, empty the sinks.

Step 6.After the sinks clean the bar floor.

Step 7.Clean the trashcan

LAP Test 1	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 1 hour.

Task 1: Demonstrate how to clean bar equipment.

Unit Two : Work areas

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

- Workstation
- Concept of routine work
- Mise-en-place for non-alcoholic beverage
- Store inputs and commodities

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

- Describe the ways of organize the workstation
- Explain the concept of routine work
- Perform mise-en-place for non-alcoholic beverage
- Perform the ways of storing inputs and commodities

2.1 Work station

One of the most important mise en place tasks is ensuring that the workstation is stocked and ready prior to service. This includes ensuring the work station is set up with all the required utensils, equipment and ingredients that are needed in the preparation and service of beverages.

In order to offer customers quick, efficient service every time they come to your bar, it can be very helpful to develop a personalized workstation setup routine that takes into account every aspect of operating a bar. Having this workstation setup routine will do more than just boost speed and efficiency – it will also lead to improved overall customer experience, make it easier to upsell customers to higher-margin drinks, and increase overall sales.

For example, one common workstation setup procedure takes into account the following factors:

- Napkins
- Glassware
- Ice
- Spirits
- Mixers
- Tills
- Bar counter
- Bar menus
- Ambience

In addition, think about how you can improve the overall customer experience. Tills should always have a sufficient amount of bills and change so that customers don't have to wait for you to make change for them. Also, it almost goes without saying that the bar countertop and all bar mats should be clean and presentable.

As part of boosting the overall ambience of your bar, you want to make sure that all the different aspects of your bar – including the bar menus and the music playing on the sound system – are just perfect. All the little touches, such as adjusting the lighting, and making sure all bar stools have been cleaned properly, can make it a much more enjoyable experience for any customer.

There are different ways to measure efficiency, such as the number of drinks poured per hour, or the number of customers served within a certain time period. But, just keep in mind, efficiency also needs to keep in mind factors like over pouring, wrong orders and leaking pourers. All of these can bring down the efficiency of your bar. For example, if you are serving 10 customers per hour, but one or more of those drink orders are wrong,

and another drink order has you over pouring, then your real speed and efficiency is not 10 customers per hour.

In fact, there have been a number of studies done on bartender efficiency, and the statistics are eye-opening, to say the least

2.2 Concept of routine work

Routine work is simple task performed repeatedly that do not require the involvement of creative elements in the work. These can be easily replaced by robot work

When we look to define routine and what it means for our own lives to have a routine that works for us, we realize that a routine can come in many different shapes and sizes. We can have a weekly routine, a daily routine, and even various routines for each day of the week.

This has become a kind of burden, as there are just so many different things that we need to do in a certain order or we will fail at it. However, there is a way to deliver and use our knowledge safely, correctly, and reliably, and we can do that by learning not only to define routine in general, but to define our own routines as individuals.

It is a set of actions (or just one action) that are done regularly or at specific intervals. For example, it may be somebody's routine to play tennis each Saturday with a friend. That is one action being repeated each week.

Routines can be monthly, weekly, daily, or even hourly, but the idea is that it helps keep you organized, productive, and focused on your short and long term goals.

Examples of routine work

Make It Personal: Your routine needs to work for you and you alone. You are doing it for yourself, not for anyone else.

And here is the perfect example: Some people find they are much more productive at night, so waking up early also wouldn't be the best routine for them. Tap into your self-awareness and discover what will be the best action to add to your specific routine.

These are specific routine

1. Conducting Pre Service Preparation at a bar

- Prepare your self
- Perform and maintaining cleanliness, pleasantness, safety and comfort of a bar
- selecting appropriate materials used for service
- conducting an appropriate placement of selected materials

- making sure the cleanness and functionality of bar equipment's

2. Opening Bar and restaurant For Service

- welcoming customer
- taking drink order
- preparing drinks
- delivering drinks
- farewell your customer

2.3 Mise-en-place for non-alcoholic beverage

Mise en place is French for “putting in place”.

Mise en place tasks in relation to beverage preparation include preparation and storage of garnishes ready for use, checking that there is a good supply of ice, ensuring all ingredients required are prepared and stored ready for use, and checking that equipment is in good working order, assembled and ready for use.

Mise en place tasks for the service of beverages include ensuring that all glassware is polished, trays are clean and stacked ready for use, crockery is clean and stacked on a warmer, and takeaway cups and lids are stocked.

Mise en place completed before the service period begins. This helps to ensure staff can prepare beverages as they are ordered and serve them to customers with minimal waiting time. Being organized and for service helps to ensure smooth service, as staff don't need to waste time on items that could have been prepared earlier.

One of the most key things to keeping your Mise en place in check is constantly cleaning as you go. Keeping your section organized is imperative to a perfect service. There is nothing worse than going to grab a bottle from the back bar and finding somewhere it shouldn't be. Not only does this risk spilling it but it slows down service for everyone within your team.

It takes seconds to put things back where they belong make sure we do it!! Keep your bar spotless. Face bottles forward. Keep the bar top clean, because this leaves a lasting impression that will impress the customers and show them your dedication to the job.

Using two hands at all times – this will make mixing and multi-serving a lot easier. You can practice at home – you can actually train yourself to be ambidextrous this will speed up your service by an awful lot.

2.4 Store inputs and commodities

Input and commodity are materials or ingredients required to process and make everything we need or we use.

- Milk and other perishable ingredients, including fruits and vegetables, should be stored in the cool room at a temperature of between 1 and 4°C.
- Frozen ingredients, such as ice and ice-cream, should be stored in the freezer at below –18°C.
- Tea, coffee, sugar and other non-perishable ingredients should be stored at room temperature.
- All ingredients should be stored in appropriate containers, labelled and dated. Stock-rotation principles of Last in, Last Out (LILO) and First in, First Out (FIFO) should be implemented to ensure ingredients are used before their ‘use by’ date.
- Staff should avoid handling ingredients with their hands, using tongs or wearing gloves as appropriate.

Self-Check -2

Written Test

Part I: Choose the correct answer for the following question

- Which one of the following is pre Service Preparation at a bar?
 - Selecting appropriate materials used for service
 - Well coming customer
 - Serving beverage
 - All
- _____ is a set of actions that are done regularly or at specific intervals
 - Routine work
 - Work station
 - Mise en place
 - A and
- Which one of the following helps to ensure smooth service?
 - Routine work
 - Miss in place
 - Work station
 - All

Part II: Matching question

A

- Increase efficiency
- Work station
- A set of action in specific time
- Checking functionality of equipment

B

- Pre service preparation
- Working area
- Mise in place
- Routine work

Part II: Answer all the questions listed below.

- Explain "work stations"
- What are the non-alcoholic beverage setup requirements?

Unit three: Awareness of customers on non-alcoholic drinks

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

- Types of non-alcoholic drinks
- Coffee preferences and requirements
- Coffee style choices and accompaniments

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

- Explain types of non-alcoholic drinks
- Describe coffee preferences and requirement
- Explain coffee style choices and accompaniments

3.1 Types of non-alcoholic drinks

3.1.1 Definition of non-alcoholic beverages

Non-alcoholic beverages are a drink that has no alcohol content and it includes both hot and cold drinks.

The drinks covered in this section are non-alcoholic and contain no alcohol. These drinks are also often referred to as „soft drinks“ with alcoholic drinks sometimes being referred to as hard“ drinks.

On the other hand, alcohol-free beverages can take us on a path towards wellness, making us feel happy, healthy and refreshed in the morning

Six health Benefits of Drinking Non Alcoholic Beverage

They:-

- can help you lose weight
- Are easier on your tummy
- keep you hydrated
- help keep you happy
- are gentle on our vital organs
- contain antioxidants

Non-Alcoholic Beverages can be broadly classified into three types as: Stimulating beverages (tea, coffee) Refreshing beverages (mineral water, syrup) Nourishing beverages (milk and malt based drinks

Non-alcoholic dispense bar beverages may be classified into five main groups:

1. Aerated waters
2. Natural spring/mineral waters
3. Squashes
4. Juices
5. Syrup

1. Aerated drinks

These are fizzy drinks aerated with carbonic gas commonly found in kiosks, café, restaurants, bars, discotheque etc. These drinks are artificially colored, flavored & sweetened with small amount of natural ingredients.

Example of Aerated Water:

- Soda Water Colorless and tasteless;
- Tonic Water Colorless and quinine flavored;
- Dry Ginger Golden straw colored having ginger flavor
- Bitter Lemon Pale, cloudy yellow colored having lemon flavor

2. Natural spring/ mineral water

Mineral water is naturally-carbonated water sourced from springs. (The effervescence comes from naturally-occurring salts and sulfur compounds.)

3. **Squashes:** are generally made of citrus fruits having high sugar content, coloring, flavoring and class II preservative.

- Squashes are no fizzy but may be served diluted with water, soda water or lemonade.
- Orange Squash Lemon Squash Grapefruit Squash Lime Juice

4. Juices

These may be freshly squeezed, bottled or canned

The most common available are:

- Orange Juice
- Pineapple Juice
- Grapefruit Juice
- Tomato Juice
- Lemon Juice
- Apple Juice
- Guava Juice
- Mango Juice
- Mix Fruit Juice
- Melon Juice

5. Syrup

- Syrup is a thick, sweet, liquid created from a sugar base.
- Syrup is a sweetener that dissolves in liquid more quickly and easily than sugar, so it's often used in beverages. Corn syrup sweetens many sodas, and you might pour a simple syrup (which is made by melting sugar in hot water and cooling it) into your iced tea.

3.2 Coffee preferences and requirements

Most types of coffee drinks comprise three common ingredients: espresso, steamed milk, and foam. Additional toppings can be added to each coffee type based on your customers' unique preferences. The following are just some of the coffee drink definitions and possible cup pairings you may consider adding to your coffee shop menu. It's important to note that drink ratios may vary from coffee shop to coffee shop. Those include:

A. Espresso

The espresso, also known as a short black, is approximately 1 oz. of highly concentrated coffee. Although simple in appearance, it can be difficult to master.

Ratio: 1 shot of espresso

Cup: 2-4 oz. Espresso Cup

B. Double Espresso

A double espresso may also be listed as doppio, which is the Italian word for double. This drink is highly concentrated and strong.

Ratio: 2 shots of espresso

Cup: 3-4 oz. Demitasse Cup

C. Red Eye:

The red eye's purpose is to add a boost of caffeine to your standard cup of coffee.

Ratio: 1 shot of espresso + 6 oz. of drip-brewed coffee

Cup: 8 oz. Coffee Mug

D. Black Eye

The black eye is just the doubled version of the red eye and is very high in caffeine.

Ratio: 2 shots of espresso + 6 oz. of drip-brewed coffee

Cup: 8-10 oz. Coffee Mug

E. Americano

Americanos are popular breakfast drinks and thought to have originated during World War II. Soldiers would add water to their coffee to extend their rations farther. The water dilutes the espresso while still maintaining a high level of caffeine.

Ratio: 1 shot of espresso + 3 oz. of hot water

Cup: 5-6 oz. Glass Coffee Mug

F. Long Black

The long black is a similar coffee drink to the Americano, but it originated in New Zealand and Australia. It generally has more cream than an Americano.

Ratio: 2 shots of espresso + 3 oz. of hot water

Cup: 6-8 oz. Glass Coffee Mug

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G. Macchiato

The word *macchiato* means mark or stain. This is in reference to the mark that steamed milk leaves on the surface of the espresso as it is dashed into the drink. Flavoring syrups are often added to the drink according to customer preference.

Ratio: 1 shot of espresso + 1 to 2 teaspoons of steamed milk

Cup: 3 oz. Glass Espresso Cup

H. Long Macchiato

Often confused with a standard macchiato, the long macchiato is a taller version and will usually be identifiable by its distinct layers of coffee and steamed milk.

Ratio: 2 shots of espresso + 2 to 4 teaspoons of steamed milk

Cup: 5 oz. Rocks Glass

I. Cortado

The cortado takes the macchiato one step further by evenly balancing the espresso with warm milk in order to reduce the acidity.

Ratio: 1 shot of espresso + 1 oz. of warm milk + 1 cm of foam

Cup: 5 oz. Rocks Glass

J. Breve

The breve provides a decadent twist on the average espresso, adding steamed half-and-half to create a rich and creamy texture.

Ratio: 1 shot of espresso + 3 oz. of steamed half-and-half + 1 cm of foam

Cup: 5-7 oz. Low Cup

K. Cappuccino

This creamy coffee drink is usually consumed at breakfast time in Italy and is loved in the United States as well. It is usually associated with indulgence and comfort because of its thick foam layer and additional flavorings that can be added to it.

Ratio: 1-2 shots of espresso + 2 oz. of steamed milk + 2 oz. of foamed milk + sprinkling of chocolate powder (optional)

Cup: 6-8 oz. Cappuccino Mug

L. Flat White

A flat white also originates from New Zealand and Australia and is very similar to a cappuccino but lacks the foam layer and chocolate powder. To keep the drink creamy rather than frothy, steamed milk from the bottom of the jug is used instead of from the top.

Ratio: 1 shot of espresso + 4 oz. of steamed milk

Cup: 6 oz. Glass Tumbler

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M. Cafe Latte

Cafe lattes are considered an introductory coffee drink since the acidity and bitterness of coffee are cut by the amount of milk in the beverage. Flavoring syrups are often added to the latte for those who enjoy sweeter drinks.

Ratio: 1 shot of espresso + 8-10 oz. of steamed milk + 1 cm of foam

Cup: 14 oz. Mixing Glass

N. Mocha

The mocha is considered a coffee and hot chocolate hybrid. The chocolate powder or syrup gives it a rich and creamy flavor and cuts the acidity of the espresso.

Ratio: 1 shot of espresso + 1-2 oz. of chocolate syrup/powder + 1-3 oz. of steamed milk + 2-3 cm of foam or whipped cream

Cup: 6-8 oz. Irish coffee Mug

O. Vienna

There are a few variations on the Vienna, but one of the most common is made with two ingredients: espresso and whipped cream. The whipped cream takes the place of milk and sugar to provide a creamy texture.

Ratio: 1-2 shots of espresso + 2 oz. of whipped cream

Cup: 4-5 oz. Espresso Mug

P. Affogato

Affogatos are more for a dessert coffee than a drink you would find at a cafe, but they can add a fun twist to your coffee menu. They are made by pouring a shot of espresso over a scoop of vanilla ice cream to create a sweet after-meal treat.

Ratio: 1-2 shots of espresso + 1 scoop of vanilla ice cream

Cup: 5-7 oz. Dessert Dish

Q. Cafe au Lait

The cafe au lait is typically made with French press coffee instead of an espresso shot to bring out the different flavors in the coffee. It is then paired with scalded milk instead of steamed milk and poured at a 50/50 ratio.

Ratio: 5 oz. French press coffee + 5 oz. scalded milk

Cup: 12 oz. Coffee Mug

R. Iced Coffee

Iced coffees become very popular in the summertime in the United States. The recipes do have some variance, with some locations choosing to interchange milk with water in the recipe. Often, different flavoring syrups will be added per the preference of the customer.

Ratio: 2 oz. drip coffee or espresso + 4 oz. of ice + 4-6 oz of milk or water + flavoring syrup to taste

Cup: 14 oz. Mixing Glass

Back to Top Being familiar with different types of coffee drinks allows you to cater to even more customers and improve your coffee service. Providing this information where customers can see it can help them make confident decisions about their coffee order and properly kick start their day

3.3 Coffee style choices and accompaniments

Coffee style

Coffee is the highest drunk beverage in the world after water. The coffee plant is native to Sudan and Ethiopia. A fierce red colored fruit called as cherry contains the seed or the coffee beans.

- The word coffee has originated from the Italian word “Caffè” which in turn has originated from the Turkish word “Kahve” which originates from the Arabic word “Qahwah”.

There are two main types’ coffee beans, Coffee Arabica and Coffee Robusta

1. **Coffee Arabica:** - It contains beans which are flat, elongated and oval in shape, mild and aromatic and considered to be the best in the world. They are grown in India, Ethiopia, Arabia and Brazil along with Mexico and Costa Rica.
2. **Coffee Robusta:** - It contains beans which are small, irregular in shape, and contains 2.5 times more caffeine than the Arabica beans. They produce a strong and bitter infusion. They are grown in Zaire and Ivory Coast.

If you have ever been to a cafe or coffee shop, you know the drink menu is often overwhelming. As a coffee shop owner, there are so many types of coffee drinks you can offer your customers that it's difficult to understand the difference between them. We explored the most popular coffee drinks and their recipes so you can get familiar with them and keep up with current coffee trends.

Not all coffee is brewed in the same way. Different brewing styles can cause changes in the flavor and strength of the drink.

Here are just a few brewing styles that you may incorporate in your shop:

a. Drip-Brew

Ground coffee is added to a brew basket and placed in an automatic coffee machine for this

brewing style. Gravity is used to pass water through the grounds, resulting in a traditional cup of coffee.

b. Pour Over

This brewing style is achieved by pouring boiling water slowly through coffee grounds as they sit in a filter basket. The coffee then drips into a single cup, resulting in a potent brew.

c. Cold Brew

For cold brew, coarsely ground coffee is placed in room temperature water and allowed to steep for an extended period of time. This results in a less bitter, highly caffeinated brew.

d. Espresso

To achieve an **espresso brew**, you'll need an espresso or cappuccino machine. These machines pass pressurized hot water through a filter containing dark roasted finely ground coffee beans. The force of the water produces a highly concentrated coffee shot. This is the method most commonly used for the base of coffee drinks.

e. Ristretto

Brewed in a similar method to the espresso, pressurized water is passed through the coffee grounds. However, you would use half the amount of water. The shorter brewing cycle creates a more concentrated and darker shot of espresso

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.

Self-Check -3	Written Test
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Part I: Choose the correct answer for the following question

- 1) _____ is a blend of two or more juices and other soda
 A) Cocktail B) Mocktail C) Soft drinks D) None
- 2) All of the following are non-alcoholic beverage except
 A) Coffee B) Wine C) Mocktail D) Tea E) All
- 3) Which one of the following is health Benefits of Drinking Non Alcoholic Beverage
 A) They can help you lose weight B) They're easier on your tummy
 C) They keep you hydrated D) they help keep you happy E) All

Part II: Match the A column with B column

- | A | B |
|--------------------------|------------------|
| 1. Stimulating beverages | A. Milk |
| 2. Refreshing beverages | B. Coffee |
| 3. Nourishing beverages | C. Mineral water |
| 4. Accompaniment | D. Coaster |

Part III: Answer all the questions listed below

1. Discuss coffee bean varieties.
2. Write down the different types of nonalcoholic beverages.

Unit Four: Prepare Nonalcoholic Drinks

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

Formal and informal research

- Coffee preparation
- Measure required dosage
- Water and pump pressure between cycles
- Quality of extraction
- Types of milk
- Texture and foam of milk
- Pour of Milk
- Espresso based hot drinks
- Varieties of juices, frappes and mock tails

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- Perform coffee preparation
- Identify measure required dosage
- Monitor water and pump pressure between cycles
- Explain quality of extraction
- Describe types of milk
- Identify texture and foam of milk
- Perform the ways of pouring milk
- Prepare espresso based hot drinks
- Perform preparing variety of juices, frappes and mock tails
- Suggest idea to appropriate person for product and service adjustments

4.1 Coffee preparation

Coffee preparation is the process of turning coffee beans into a beverage. While the particular steps vary with the type of coffee and with the raw materials, the process includes four basic steps: raw coffee beans must be roasted, the roasted coffee beans must then be ground, and the ground coffee must then be mixed with hot or cold water (depending on the method of brewing) for a specific time (brewed), the liquid coffee extraction must be separated from the used grounds, and finally, if desired, the extracted coffee is combined with other elements of the desired beverage, such as sweeteners, dairy products, dairy alternatives, or toppings (such as shaved chocolate).

Coffee is usually brewed hot, at close to the boiling point of water, immediately before drinking, yielding a hot beverage capable of scalding if splashed or spilled; if not consumed promptly, coffee is often sealed into a vacuum flask or insulated bottle to maintain its temperature. In most areas, coffee may be purchased unprocessed, or already roasted, or already roasted and ground. Whole roast coffee or ground coffee is often vacuum packed to prevent oxidation and lengthen its shelf life. Especially in hot climates, some find cold or iced coffee more refreshing. This can be prepared well in advance as it maintains its character when stored cold better than as a hot beverage.

Even with the same roast, the character of the extraction is highly dependent on distribution of particle sizes produced by the grinding process, temperature of the grounds after grinding, freshness of the roast and grind, brewing process and equipment, temperature of the water, character of the water itself, contact time with hot water (less sensitive with cold water), and the brew ratio employed. The sensitivity and nuance of coffee extraction has resulted in the formation of a vast (and sometimes obsessive) artisanal brewing culture and community.

Type of roasted coffee

- Light roasted
- Medium roasted
- Medium dark roasted
- Dark roast

Processes can range from extremely manual (e.g. hand grinding with manual pour-over in steady increments) to totally automated by a single appliance with a reservoir of roast beans

which it automatically measures and grinds, and water, which it automatically heats and doses. Another common style of automated coffee maker is fed a single-serving "pod" of pre-measured coffee grounds for each beverage

Select coffee and grind it to the correct particle size, according to your organization's requirements and customer preferences. Consider any environmental and equipment factors affecting dosage, and adjust grind and dose accordingly.

Coffee beans are green before they are roasted. Roasting green coffee beans develops their flavor and aroma. How much the beans are roasted affects the mellowness, richness and nuttiness of the final brew. While the beans are being roasted chemical changes take place. Caramel is formed and oil and gases are released.

The higher the temperature at which the beans are roasted, the lower the acidity of the coffee. So, usually for the dark roasts, the cheaper coffee beans are used. The expensive beans would be wasted on dark roasts because much of their flavor would be lost. There are several roasts of coffee. The table below provides you with a listing of the types of roasts and the main characteristics of each.

- **Grinding coffee**



Figure 4.1 Coffee grinders

Coffee grinders may be manual or electric. It does not matter which one you use as long as the ‘fineness’ of the grind can be adjusted. Always follow the manufacturer’s instructions on how to operate the grinders correctly

Factors to consider in grinding coffee include

- pre-setting grinder
- sensory analysis of grind, including:
 - visual
 - tactile
 - olfactory tasting of finished product

4.2 Measure required dosage

To consistently make great espresso, will need to have an excellent tamp. This visual tutorial will serve as an initial guide to get you started.

Espresso can be ground directly into the port a filter or poured in from another container. A single shot is usually around 7 grams; double around 14 grams, and a triple around 21 grams. When adding the coffee to the basket, the goal is to create an even bed of grounds.



Picture 4.2 Tamping machine

Tamping should create a bed of coffee with even density. Even density means there’s no shortcuts or ‘easy ways through’ for water

You want the water to flow through the entire mass of grinds as evenly as possible. Why? To extract as much aroma as possible!

Coffee is generally measured by weight, not volume.

That’s why the bags of coffee you buy at the coffee shop are sold by weight (in ounces or grams) and not by volume (such as how many cups).

There’s a reason for that.

Grams or ounces measure mass, while tablespoons (or scoops and cups) measure volume.

The problem starts when you try to measure coffee by volume. For one thing, a tablespoon in one kitchen is not the same size as a tablespoon in another kitchen. Even tablespoons from your favorite measuring set might not be standard.

Also, measuring by volume is not exact because the density may be different. In other words, a tablespoon of dense coffee weighs more than a tablespoon of coffee that's less dense. And you get different results because of that density.

Why does density change in coffee? Density can vary depending on the variety of coffee, its humidity level when roasted, and how dark it was roasted.

That's why coffee experts always insist that coffee should be weighed, not measured by tablespoons. If you weigh the coffee, though, you'll get consistent results every time you brew. No matter the density.

Yes, coffee measurements – especially by weight – are essential to brewing good coffee.

In general, to brew drip coffee, you will use 14 grams of coffee per 8-ounces of water (236 ml). For a stronger brew, use 16 grams of coffee for the same amount of water.

How much coffee you use for each serving depends on two factors: the size of your coffee cup and how strong you want your coffee.

The size of your coffee cup will be different depending on your coffee maker, your tastes, and the type of coffee you drink.

While many coffee makers calculate coffee serving sizes at 4 ounces, many coffee drinkers don't consider that to be a full serving.

For a shorter cheat sheet, keeps these weights and measurements handy:

1 cup = 8 Oz = 227 grams

1 tablespoon = 1/16 of a cup = 5 grams

16 tablespoons = 1 cup = 8 Oz

1 scoop = 2 tablespoons = 10 grams

Tablespoons Per Cup

If you don't have a kitchen scale available, you need to measure coffee in some other way. You can use any tablespoon you have in your kitchen, as long as it's an average tablespoon and not oversized.

An average tablespoon holds about 5 grams of coffee. Don't use a heaping tablespoon; take a moment to level out the ground coffee on the spoon.

The amount of coffee that fits in a tablespoon can vary depending on the size of your tablespoon and the density of the coffee. A tablespoon of coffee can weigh anything from 5 grams to 9 grams, which is a big variation!

Also, a tablespoon of coarsely ground coffee will actually have quite a bit less coffee per volume than finely ground coffee.

If you measure with a tablespoon, brew one 8-ounce cup of coffee using three-level tablespoons of coffee.

If you need to brew a full pot of coffee, you'd be measuring out coffee for a long time with the tablespoon method. So to avoid the tedious measuring process, coffee scoops were invented.

4.3 Water and pump pressure between cycles

Traditional drip coffee machines feature a water reservoir on one side of the maker and a coffee pot on the other, but how does a coffee maker pump water without a pump? To completely understand, you should follow the water from when you put it in the best coffee maker to the brewed coffee pot.

Key takes away:

- Drip coffee machines feature water that moves from the water reservoir to the shower head and coffee pot without using an additional water pump.
- When the water begins boiling, the molecules are propelled up into the tubing inside the machine.
- The brew head releases the hot water onto the coffee grounds and paper filter before dripping into a coffee pot with extracted flavor.

Water passes through several components of the coffee machine on its way to your cup of coffee, including the water tank, tubes, and showerhead. In addition, the coffee extraction relies

on hot water being exposed to your favorite ground coffee beans. For more information, learn how a drip coffee maker works.

4.3.1 The mechanism of coffee Machines Use Water

You provide water to your coffee maker every time you fill your water tank or water reservoir with water. However, you may not understand the journey through your coffee machine after you press the brew button to begin heating water. Simply put, tubing runs hot water from the water tank to the showerhead, which works as you would expect. The drip coffee machine does not actually include a water pump, but espresso machines do. To find out more, read our article on how do you use an espresso machine.

Cold Water

Water starts its coffee journey when you pour cold water or room temperature water into the water reservoir, allowing for more minerals and flavors to be extracted for your coffee beans. This water tank maintains the water source until you brew a pot of coffee, keeping the water at about room temperature.

Once you turn the coffee maker on, you start the heating process for the device. First, an aluminum tube heating element warms the plate under your coffee carafe. Next, the heat emitted by this component causes the cold water to heat up and boil. For more information, check out how to boil water in a coffee maker.

Hot Water

Once the hot water reaches the preferred temperature, the temperature sensor sends a signal that turns the electricity to the heating element off. Then, once the temperature becomes too low again, the heating element activates again.

Because boiling water bubbles and rises, the water passes from the tank into the tubes attached to it. One tube runs from the surface of the coffee machine into the reservoir. The other carries water from the tank into the showerhead of the device. The first tube features a one-way valve, preventing the water from leaking out of your machine.

Some espresso makers use a water pump to control their water. These pumps pull water from the water reservoir using a tube. The water is heated inside the machine and pushed through the coffee grounds and port filter using about nine bars of pressure. This machine uses an actual water pump instead of relying on steam and hot water. Espresso makers power either a

vibratory pump or a rotary pump. Alternatively, for a brewing method that doesn't require pumps or tubes, check out how to use a pour-over coffee maker

4.4 Quality of extraction

Coffee extraction is the process of dissolving soluble flavors from coffee grounds in water. Proper brewing of coffee requires using the quantity of coffee, ground precisely, extracted to the correct degree, controlled by the correct time and correct temperature.

The extraction of coffee is the final step in its production process before it is consumed. Coffee brewing is a solid-liquid extraction wherein the process parameters have a significant impact on the extraction kinetics of the different chemical compounds present in roasted coffee. Although coffee extraction generally only takes a few minutes, the process directly affects the final quality of the brew. Coffee extraction is carried out at different scales, such as industrial extraction, to produce instant coffee or extraction in domestic devices to produce a single cup of coffee. Coffee brewing methods change depending on the geographic, cultural, and social environment and individual preferences

Processing parameters and variables in the coffee extraction process contribute greatly to the flavor, quality, and consumer acceptance of the coffee extraction process. Moreover, specific extraction variables, such as extraction time, water composition and temperature, pressure, particle size, and the coffee/water ratio affect the extraction process and the flavor.

4.4.1 The coffee extraction process

Coffee extraction is carried out by different methods to produce the brew.

This process involves

- Water absorption by the coffee grinds,
- Mass transfer of soluble compounds from the ground coffee into the hot water, and
- Separation of the resulting extract from coffee solids.

During the coffee brewing, volatile and non-volatile flavour compounds are removed from ground coffee with hot water and distributed between water, oil, and solid

Physicochemical characteristics of brewed coffee

Coffee extraction is an essential process that determines the coffee brew characteristics. During the process, water-soluble components including chromogenic acids, caffeine, nicotinic acid, soluble melanoidins, and volatile hydrophilic compounds are extracted. Although the lipid fraction is not water-soluble, part of it reaches the coffee beverage when

high temperature and pressure are used. The polyphasic nature of the beverages and the non-volatile and volatile compound

During coffee extraction, the process parameters are interdependent. It is, therefore, difficult to adjust any single factor without subsequently impacting others. For instance, in espresso, changing the grind size distribution will change brewing pressure, thus affecting flow rate and contact time.

4.5 Type of milk

We add dairy to our coffee to provide nutritive value, including calcium and vitamin D.

Also, whereas coffee can sometimes be acidic and potentially cause stomach problems, putting some form of dairy in the coffee has a kind of “coating” effect, which tempers the potential for adverse reactions.

4.5.1 Choice of milk

With so many options on the market today, it may seem overwhelming to decide which one is preferable.

But just taking a few minutes to educate ourselves on what is available will go far in improving the quality of our coffee beverages.

Cow’s milk is the most basic and easiest to come by, although some people enjoy experimenting with varieties from other animals such as goats.

Dairy fat

The amount of fat can be a controversial issue when it comes to coffee (or any food or beverage product). Although consuming lower fat products may be better for our health, they are also likely to provide a lower-quality, “thinner” tasting coffee beverage

Because the fat is what makes dairy products thick and creamy, non-fat milk almost has the effect of watering down the coffee beverage instead of adding to its flavor and structure.

4.5.2 Types of dairy

A) Half-and-half

Half-and-Half, which is often poured simply into a cup of brewed coffee, is a blend of milk and cream. With 12% fat, it comes in with a much more dense and creamy consistency than plain milk.

This usually means that less is needed in a cup of black coffee than would be used in, say, a latte or cappuccino. This is exceptional when frothed in an espresso machine or with a dedicated frothier.

In comparison, light cream and heavy cream are between 20% and 40% fat, and are really only useful for baking and cooking rather than adding to coffee.

The only exception might be that heavy cream is often used for whipping, which means that sugar and air are mixed in to provide a lovely garnish for some fancier coffee beverages.

B) Whole

Whole Milk is the barista's best friend.

With around 4% fat, this form of dairy may be considered less “healthy” for those on a lower fat diet, but also brings with it a richness of texture on the palette that many people enjoy.

This one is a great pick for those who don't have a frothing system at home but want something that is rich.

C) Reduced fat

Reduced Fat Milk usually comes in at 1% or 2% fat and is a good compromise for a person who is adding a milk product to their coffee every day.

There is some loss of flavor and texture, but the balance comes in with the benefits of not overdoing it on the fat.

D) Skim

Skim or Fat-Free Milk, contains no fat at all. Because it is the fat that makes the liquid taste creamier, there is some loss of flavor when using a skim product.

It does, however, create foam that is less “fluffy,” which some people prefer. And, it may bring with it a slight bit of sweetness that is not found in whole or other reduced fat varieties

4.6 Texture and foam of milk

Overall, properly prepared milk for use in specialty drinks will always be foamed – even if you do not require any foam at all.

By introducing air into milk and heating it, the milk will automatically improve in both taste and texture.

Whether you use the foam that settles on top is a different matter entirely: for a cappuccino, you will be scooping it into the cup whilst on the other hand if it is a latte you're whipping up then you'll be more reserved when dishing the foam out.

4.6.1 Foaming milk

Top tip: Always use fresh, cold milk.

Pour the milk into a straight sided or belly jug. At a minimum, fill the jug a third of the way up and at most half fill it – the milk needs room to expand.

Purge the steam arm by turning it on for five seconds. This removes any standing water left in the arm and, it helps build the pressure up prior to use.

Position the tip of the steam wand just underneath the surface of the milk and turn the steam arm on to full power – no fairy steps here!

At this point, listen out to the sounds that are being made; if you hear a high-pitched, almost chirping, noise then you have hit the sweet spot. A splattering sound means you are too high, no sound at all means you are too low. Adjust accordingly.

As the milk froths, lower the jug to keep the tip of the wand just underneath the milk's surface.

When your temperature gauge reads between **40-45°C**, switch to texturing the milk.

4.6.2 Texturing milk

Raise the jug up a few centimeters and position it so that the steam wand is near to the jug's side and below the milk's surface.

Then, angle the jug slightly. This should cause a whirlpool-like effect inside the container that will break down bubbles and create denser, smoother foam.

When your thermometer reads **60°C** turn the steam arm off. Typically, these devices have a slight delay in registering the heat, so the final temperature will read between **65-70°C**, which is the sweet spot you should be aiming for.

Give the base of the jug a firm tap on the counter to break any surface bubbles and then clean the steam arm with a damp cloth. Do not touch it with your hand though as it will be piping hot!

Now you are ready to add the milk to the espresso.

Start by initially swirling the milk in the jug and keep swirling until all the foam is spread evenly throughout.

Step by Step Guide

1. Pour cold milk into a jug

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2. Purge the steam wand by turning it on and off
3. Place the tip of the steam arm just below the surface of the milk
4. Turn the steam arm on to full power
5. Listen out for a 'chirping' sound - You're on the right track!
6. As the milk froths, lower the jug to keep the wand's tip submerged in liquid and not froth
7. Heat to required temperature
8. When finished, clean the steam arm

Follow these easy steps to create perfectly textured milk:

1. Choose correct steam pitcher size for drink ordered, place steaming thermometer on side of pitcher.
2. Add measured fresh cold milk to pitcher. Pour in only what you need. Set aside.
3. Wipe steam wand, tip and purge to remove any water build up. Use a clean, wet towel.
4. Insert the steam wand tip into milk just below surface using the spout to position the wand.
5. Open steam valve fully and begin to steam. Slowly lower pitcher keeping the wand tip just below milk surface. You'll hear a distinctive "hissing" sound. Avoid pulling the wand out so far that it sputters, or moving the pitcher up and down while steaming.
6. For caffè latte and mocha, maintain tip just below milk surface creating a swirling motion until thermometer reads 100 degrees F then allow tip to submerge to heat the remainder of milk to 140 degrees F. This will give the milk a creamy, velvety texture.
 - For cappuccino, "stretch" milk until it almost doubles in size, by keeping the wand just under the surface, slowly lowering pitcher as you steam.
7. Watch thermometer and milk surface while steaming to avoid big bubbles. Carefully touch pitcher to monitor the heat.
8. At 140 degrees F, close steam valve, remove pitcher. Milk thermometer will rise another 10-15 degrees. Final serving temperature should be 150-160 degrees F.
9. Wipe and purge steam wand and tip with a designated steam wand towel that is clean and wet.
10. Settle and swirl milk in steam pitcher to decrease the number and size of bubbles.
11. Prepare the drink and serve. Rinse milk pitcher to be ready for next order.

Perfect milk texture has a glistening surface; tastes and smells sweet; and has rich, ultra-dense bubbles.

The barista uses all his or her senses when steaming milk. Listen for pitch for temperature control, watch for large bubbles and placement of steam tip, pat the side of pitcher with hand to assure milk is correct temperature. Begin pouring espresso shots before you steam milk for optimum drink preparation.

Milk is never steamed or frothed more than once! Fresh milk is never added to previously steamed or frothed milk. Measuring correctly should prevent too much leftover milk, if any. If steamed milk is left, throw it away!

Stainless steel pitchers, with small pointed spouts, are best for latte art, and milk will foam better if the pitcher is chilled first. Milk should be stored in refrigerator and not on countertop.

Always rotate milk for freshness standards,

DO'S

- Wipe and purge steam wand clean after every use.
- Rinse the milk pitcher after every use.
- Discard milk that is heated above 170° F.
- Discard old heated milk that falls below 140° F (it's in the danger zone 41°-140°).
- Milk will foam better in a chilled pitcher.

DON'TS

- NEVER leave the pitcher unattended while steaming.
- Incorrect steaming techniques results in a very loud noise which may disturb the customers.
- Never over tighten steam valves as this will strip gaskets and injure wrists.
- Cold milk should not be added to heated milk.
- Milk cannot be reheated or re-steamed, EVER!
- Final reading should NEVER be above 170° F or the milk will have a burned taste!
- Steamed milk should never be stored in the refrigerator.

4.7 Pour of Milk

Definition Pour: to send (a liquid, fluid, or anything in loose particles) flowing or falling, as from one container to another, or into, over, or on something: to pour a glass of milk; to pour water on a plant.

Free Pour: is when a barista pours textured milk directly from the steaming pitcher without the use of a spoon or spatula. This technique is most preferred by professionals.

Espresso Ergonomics: the barista gently, but quickly, opens and closes the steam valve when steaming to avoid stripping gaskets and excessive wear and tear on wrists.

Milk will double in volume if steaming for cappuccino, and increase 1/3 if steaming for a caffè latte.

4.8 Espresso based hot drinks

There are many types of espresso based hot drinks: **Espresso (Short Black)**

The espresso (“short black”) is the foundation and the most important part to every espresso based drink. An espresso consists of:

- 1 Shot of espresso in an espresso cup



Espresso (Short Black)

Double Espresso (Doppio)

A double espresso (“Doppio”) is just that, two espresso shots in one cup. Therefore, a double espresso consists of:

Shots of espresso in an espresso cup



Double Espresso (Doppio)

Other Variety of espresso

Espresso con Panna: A variation of the macchiato by substituting a dollop of whipped cream for the milk froth. Basically, a Starbucks invention. Means in Italian "espresso with cream".

Espresso Lungo: American term where a shot is extracted longer for a bit of extra espresso. Tends to maximize the caffeine but will mostly produce a bitterer cup.

Espresso Romano: Espresso served with a lemon peel on the side. Whilst is not a typical accompaniment in Italy it is commonly served with the espresso beverage in America.

1. Short Macchiato

A short macchiato is similar to an espresso but with a dollop of steamed milk and foam to mellow the harsh taste of an espresso.

- Shot of espresso in a short glass or espresso cup
- A dollop of steamed milk and foam placed on top of the espresso

Barista tip: The key to the perfect short macchiato is the rule of thirds. That is, you want three different colored layers in the macchiato. A bottom dark layer to represent the espresso, a middle layer that mixes the espresso and the milk, and a top layer of predominantly steamed milk. Refer to the picture above as an example.



2. Long Macchiato

A long macchiato is the same as a short macchiato but with a double shot of espresso.

- shots of espresso in a tumbler glass or cup
- A dollop of steamed milk and foam placed on top of the espresso

Barista tip: The key to making the perfect three layers is to place the dollop of steamed milk and foam on top of the espresso and then gently turning the cup clockwise a few times to mix the milk and espresso.



3. Ristretto

A ristretto is an espresso shot that is extracted with the same amount of coffee but half the amount of water. The end result is a more concentrated and darker espresso extraction. It is made as follows:

- Extract a standard espresso shot with half the amount of water
- Alternatively turn off a normal espresso extraction before the espresso starts to blonde.



4. Long Black (Americano)

A long black (aka “Americano”) is hot water with an espresso shot extracted on top of the hot water. It is made as follows:

- Fill a cup with 2/3rds full of hot water
- Extract 1 shot of espresso over the hot water

Barista Tip: Make sure you back-wash your port filter before making a long black, otherwise you might find grinds from your grinder floating in your coffee.



5. Café Latte

A café latte, or “latte” for short, is an espresso based drink with steamed milk and micro-foam added to the coffee. This coffee is much sweeter compared to an espresso due to the steamed milk. It is made as follows:

- Extract 1 shot of espresso into a tumbler glass
- add steamed milk
- 1cm of micro-foam on top of the steamed milk

Barista tip: In the USA it is common to use a cup instead of a tumbler glass for a latte.



6. Cappuccino

A cappuccino is similar to a latte. However, the key difference between a latte and cappuccino is that a cappuccino has more foam and chocolate placed on top of the drink. Further a cappuccino is made in a cup rather than a tumbler glass. It is made as follows:

- Extract 1 shot of espresso into a cup
- Add steamed milk
- Add 2-3cm of micro-foam on top of the steamed milk
- Sprinkle chocolate on top of the coffee



Other varieties of cappuccino

Cappuccino Chiaro: (AKA wet or Light cappuccino): Cappuccino prepared with more milk than usual.

Cappuccino Scuro: (AKA Dry or Dark cappuccino) Cappuccino prepared with less milk than usual.

7. Flat White

A flat white is a coffee you'll primarily find in Australia and New Zealand. It is made the same as a cappuccino expect it does not have any foam or chocolate on top. It is made like this:

- 1 shot of espresso into a cup
- Add steamed milk into the cup but no micro-foam



8. Piccolo Latte

A piccolo latte is a café latte made in an espresso cup. This means it has a very strong but mellowed down espresso taste thanks to the steamed milk and micro foam within it. There are two ways of making a piccolo latte, with either 1 espresso shot or 1 ristretto shot:

- 1 shot of espresso or 1 ristretto shot of espresso in a espresso cup
- Add steamed milk and small amount of micro-foam.



9. Mocha

Mocha is a mix between a cappuccino and a hot chocolate. It is made by putting mixing chocolate powder with an espresso shot and then adding steamed milk and micro-foam into the beverage. The steps are as follows:

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- Extract 1 shot of espresso into a cup
- Add one spoon of chocolate powder into the espresso shot and mix
- Add steamed milk
- Add 2-3cm of micro-foam
- Sprinkle chocolate powder on top



10. Affogato

An affogato is a simple dessert coffee that is treating during summer and after dinner. It is made by placing one big scope of vanilla ice cream within a single or double shot of espresso

- Add one scoop of vanilla ice-cream into tumbler glass milk
- Pour a single or double shot of espresso over the vanilla ice-cream

Barista Tip: If you feel like an Irish kick add a shot of Frangelico liqueur into the mix.

11. Decaffeinated coffee

Decaffeinated coffee is made from coffee beans after the caffeine has been extracted

It is also known as coffee hag or sanko coffee

4.9 Varieties of juices, frappes and mock tails

4.9.1 Mocktails

Are a blend of two or more juices and other soda, Mocktails are different from cocktails, in the alcoholic content. Mocktails contains none. Therefore, they are the

- So-called non-alcoholic cocktails. Therefore, mocktails may be healthier and more beneficial than cocktails, especially for children, pregnant women, and recovering alcoholics.
- Choosing this non-alcoholic drink means less exposure to chronic diseases like gout, stroke, hypertension, cirrhosis of the liver, and even cancers.

It is a usually iced drink made with any of various ingredients (such as juice, herbs, and soda water) but without alcohol: a nonalcoholic cocktail

Is a non-alcoholic drink is just an abbreviation for 'mock cocktails.

Equipment's required for making mock tails:

- Cocktail shaker
- Cutting board knife
- Ice shaver
- Mixing glass
- Swizzle sticks
- Refrigerator
- Bar mixing glass
- Cocktail sticks
- Soda siphon
- Ice bucket and tongs
- Straws
- Glassware
- Peg measure
- Bottle opener
- Salvers
- Strainer
- Cork extractor
- Strainer and funnel
- Ice chopper

Ingredients required preparing mock tails

- **Syrups** – Grenadine Syrup, Raspberry Syrup, coconut and chocolate syrup.
- **Carbonated Drinks, Mineral water, soda, ginger ale and tonics**
- **Fruit Juices** – Pomegranate, grapefruit, mango, apple, orange, lemon, pineapple, tomato etc.
- **Crush** – Strawberry, blackcurrant etc.
- **Ice creams** – Vanilla, chocolate, mango, mixed fruit etc.

Golden rules for making mock tails

- Make sure that the shaker is perfectly clean because impurities will spoil the drink.
- Ingredients always mix better in a large shaker so try to avoid a small one.
- Ice is nearly essential for most of the mock tails but the same ice should not be used twice because the ice will absorb the flavour from one drink and impart it to the other.
- Mocktail glass should be previously chilled.
- Shake the cocktail shaker as hard as possible for 10-15 seconds.
- Serve immediately after shaking.
- Always use the best quality of garnishes
- Mocktails containing carbonated beverage are never shaken.

- If egg white or yolk is to be used as a modifier, it should always be broken in a separate bowl.

Mocktail recipes

There are different types of mocktail

- Virgin Mary
- Cinderella
- Cherry Fizz
- Tornado Twist
- Sunset Cooler

Service of mock tails

- Greet the guest with a smile and according to the time of the day.
- Present the cocktail list to the guest and allow the guest to place the order.
- Suggest cocktail to the guest if he appears confused, up-sell if possible.
- Pass the order to the bartender/mixologist.
- Set tray for cocktail service.
- Place the mocktail and napkins on the tray.
- Holding the tray in one hand, serve the cocktail with the other hand onto the right hand side of the guest.
- Ask If any refill is required before the glasses are empty.
- Clear the glasses as soon as they are empty
- Serve the new drink as per the same procedure.
- Present the bill to the host when no more mock tails are ordered and the guests have consumed their drink.
- thank the guest, collect the payment and deposit with the cashier.

4.9.2 Juices

The natural fluid, fluid content or liquid part that can be extracted from a plant or one of its parts, especially of a fruit:

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.

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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

There are a variety of different fruit juices that a person can drink. These include orange juice, cranberry juice, apple juice, and others. Different fruit juices offer various health benefits, but some risks are also associated with drinking large amounts of certain juices.

4.9.3 Frappes

Is an iced beverage that has been shaken, blended or beaten to produce a tasty, foamy, and refreshing drink.

- Frappe 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 frappes:

Coffee/mocha frappe

- 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).

Self-Check -4

Written Test

Part I Choose the correct answer for the following questions

1) _____ is when a barista pours textured milk directly from the steaming pitcher without the use of a spoon or spatula.

A) Pouring B) Free pour C) Over pour D) Foaming

2) Coffee extraction is the process of dissolving soluble flavors from coffee grounds in water

A) Coffee extraction B) Coffee processing C) Roasting D) Grinding

3) Coffee preparation is the process of turning coffee beans into a beverage

A) Coffee extraction B) Coffee processing C) Roasting D) Grinding

Part II Matching

A

1. Barista best friend
2. Mock tail recipe
3. Cappuccino
4. Juice

B

- A. Whole milk
- B) Vergin mery
- C) Cold drink
- D) Hot drink

Part: III Answer all the questions listed below.

1. Write down the different types of coffee roasting
2. Write down different methods carried out during coffee extraction process
3. Describe different types of espresso based hot drinks

Operation sheet 4.1

Operation title: Perform making espresso coffee

Purpose: To practice and demonstrate the knowledge and skill required to make espresso coffee

Instruction: Use the given tools and equipment for making espresso coffee.

For this operation you have given one hour

Tools and requirements

Ground coffee	Milk thermos meter
Water	Scale (optional)
Lemon twists, optional	Espresso beans
Sugar	Semi-automatic espresso maker
Milk	Burr grinder (unless its in-built)
Milk steamer	

Procedure

Step 1 Clean portafilter

Step 2 Dose correctly

Step 3 Distribute your grounds in the port filter

Step 4 Tamp evenly and consistently

Step 5 Rinse your ground head

Step 6 Insert the portafilter and start brewing immediately

Step 7 Be aware of the yield and brew time

Step 8 Serve with smile

Step 9 Discard the puck, clean the basket and rinse the group head

Operation sheet 4.2

Operation title: Perform making Virgin Mary mocktail

Purpose: To practice and demonstrate the knowledge and skill required to making virgin mary mocktail

Instruction: Use the given tools and equipment for making Virgin mary mocktail.

for this operation you have given one hour

Tools and requirements

- Shaker
- Strainer
- Bar spoon
- Jigger
- Citrus juicer
- Channel knife
- Glasses
- muddler
- Tomato Juice – 180 ml
- Worcestershire Sauce – a dash
- Tabasco Sauce – a dash
- Lime juice – as required
- Salt – as required
- Celery – for garnish
- Lemon wedge – for garnish
- Ice cubes – 3-4 no

Procedure

Step.1 Put all the ingredients in a cocktail shaker along with the ice cubes.

Step.2 Shake vigorously for 1-2 minutes.

Step.3 Pour the mixture in a high-ball glass previously rimmed with salt.

Step.4 Garnish with celery and lemon wedge.

Operation sheet 4.3

Operation title: Perform making Cinderella Mocktail

Purpose: To practice and demonstrate the knowledge and skill required to making Cinderella mocktail

Instruction: Use the given tools and equipment for making Cinderella mocktail.

for this operation you have given one hour

Equipment's and requirements

- Orange juice – 60 ml
- Pineapple juice – 60 ml
- Sour mix – 45 ml
- Grenadine syrup – a dash Soda – as required
- Maraschino cherry – 1 no I
- ice cubes – 7-8 Shaker
- Strainer
- Bar spoon
- Jigger
- Citrus juicer
- Channel knife
- Glasses(Collins)
- muddler

Procedure

Step1. Put the ingredients in a mixing glass.

Step.2 Stir along with the ice cubes.

Step.3 Put fresh ice cubes in a Collins 'glass.

Step.4 With the help of a strainer, pour the mixture over the ice cubes.

Step.5 Top with soda.

Step.6 Garnish with maraschino cherry and serve.

Operation sheet 4.4

Operation title: Perform making Cherry Fizz mocktail

Purpose: To practice and demonstrate the knowledge and skill required to making Cherry Fizz mocktail

Instruction: Use the given tools and equipment for making Cherry Fizz mocktail.
for this operation you have given one hour

Equipment's and requirement

- Cherry juice – 60 ml
- Ginger ale – 60 ml
- Strainer
- Bar spoon
- Jigger
- Citrus juicer
- Channel knife
- Glasses(Collins)
- muddler

Procedure

Step.1 Put thawed frozen cherry juice concentrate into a cocktail glass.

Step.2 Slowly pour the ginger ale.

Step.3 Stir with a stirrer and serve.

Operation sheet 4.5

Operation title: Perform making Tornado Twist mocktail

Purpose: To practice and demonstrate the knowledge and skill required to making Cherry Tornado Twist mocktail

Instruction: Use the given tools and equipment for making Tornado Twist mocktail.

for this operation you have given one hour

Equipment's and requirement

- Cranberry / Raspberry juice – 60 ml
- Lime soda – 60 ml
- Ice cubes – 3-4 no
- trainer
- Bar spoon
- Jigger
- Citrus juicer
- Channel knife
- Glasses(Collins)
- muddler

Procedure

1. Put the juice in a high-ball glass.
2. Add the soda.
3. Pour the ice cubes and serve.

Operation sheet 4.6

Operation title: Perform making Sunset Cooler mocktail

Purpose: To practice and demonstrate the knowledge and skill required to making Sunset Cooler mocktail

Instruction: Use the given tools and equipment for making Sunset Cooler Mocktail.

for this operation you have given one hour

Equipment's and requirement

- Cranberry juice – 120 ml
- Orange juice – 75 ml
- Ginger ale – 45 ml
- Ice cubes – 3-4 no
- Strainer
- Bar spoon
- Jigger
- Citrus juicer
- Channel knife
- Glasses(Collins)
- muddler

Procedure

Step.1 Put the juices and ice cubes in a mixer.

Step.2 Blend till the mixture is smooth.

Step.3 Top with ginger ale.

Step.4 Garnish with a flag.

LAP Test 4	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 4 hours.

Task 1: Make espresso-based drinks.

Task 2: make Cinderella Mocktail.

Task 3: Make virgin mary mocktails.

Task 4: Make Cherry Fizz Mocktail.

Task 5: make Tornado Twist mocktail.

Task 6: make Sunset Cooler Mocktail.

Unit five: Present and serve non-alcoholic drinks

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

- Present non-alcoholic drinks
- Serve non-alcoholic drinks

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

- Perform presenting non-alcoholic drinks
- Perform serving of non-alcoholic drinks

5.1 Present non-alcoholic drinks

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:

I. 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.

II. 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.

III. 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

Presenting coffee attractively

Coffee must be presented as attractively as possible. When adding frothy milk to coffee or sprinkling chocolate, there is always some risk of spillage. It is therefore best to place the cup on the saucer only after the milk and garnish have been added.

The best procedure is this

1. Place the cup or glass on the working surface without the saucer.
2. Clean all spills or stains.
3. Carefully add the milk (if required) to the coffee.
4. If necessary, a spoon may be used to hold back excess froth.
5. Sprinkle chocolate garnish (if required)
6. Place the cup on the saucer, with the spoon to its right, and present it to the customer.
7. If coffee is served in a glass it should be presented with a neatly folded napkin (to allow the customer to pick up the glass comfortably).

8. Customers ordering coffee with still milk may prefer to milk their own coffee to taste. In that case hot milk may be served in a small jug beside the cup for them to help themselves

5.2 Serve non-alcoholic drinks

The outlet should be made ready before opening it up for customers so as to it more impressive and attractive to the guest. The preparations done before the opening also helps the waiting staff during the peak timings of the service when time just flies by

Always make your customers feel welcome, greet them with a smile, even if you are busy serving a drink order to someone else. This helps to establish a rapport between the customer and the bartender. Whenever possible customers should also be escorted to a bar table or bar counter and seated, as this not only creates a good impression, but also helps you to maximize your seating arrangements. Upon seating a customer, show them the beverages or cocktail, lists, explain to them any specialties of the bar or of any promotions that you are currently offering.

The following equipment are required for service of Tea & Coffee:

- Coffee Tray Tea
- Tray Tray or Salver
- Tray or Salver
- Serviette
- Coffee cup and saucer
- Tea cup and saucer
- Coffee spoon Tea
- Spoon
- Sugar basin and tongs Sugar basin and tongs
- Coffee pot
- Tea pot
- Hot Milk jug
- Tea strainer
- Slop Basin
- Hot water jug

Rule of serving Non Alcoholic Beverage

- Approach the pickup counter with a clean salver, lined with a linen/ leather liner. Pick up the required number of coasters and place the beverage on the salver. If the beverage is served with straws, also place appropriate number of straws and a swizzle stick in a shot glass and place it on the salver. Separate shot glasses with straws and swizzle sticks to be given with each beverage order.

- All bottled beverages should be decanted into an appropriate container before service. The canned beverage will be carried to the table and opened in front of the guest.
- Place ice bucket filled with clean cubes on a salver. Insert a clean pair of tongs in the ice bucket.
- Approach the guest from the right and place the coaster at 1‘O clock position on the right of the water goblet/ tumbler. Hold the beverage glass from the base/stem and place it on the coaster. Ensure that the rim of the glass is not touched at any point. While serving ensure that the lady is served first. Announce the drink at the time of serving.
- Pour the drink from the carafe/ can ensuring that the drink does not spill. Place coaster next to glass on the right if beverage is left in carafe/ can and place the carafe/ can on the coaster.
- Place the shot glass (if any) on the right of the carafe/ can.
- Thank the guest.

1. Coffee

- The tray is set with beverage on the right with spouts facing inwards and handles outwards.
- Coffee cups with saucer, coffee spoons resting in the saucer at right angles under the handle of the cup are placed on the table.
- Like all beverages coffee is served from the right hand side of the guest.
- First, sugar is offered to the guest which is placed in the coffee cup.
- Now coffee is poured into the guest cup.
- After the coffee is poured to 3/4th capacity of the cup, ask the guest if he would like to have milk with the coffee.
- If the guest asks for milk, pour milk just upto the brim of the cup otherwise pour some more coffee into the cup. Keep an eye on the table and refill when asked by the guest.

2. Tea

Tea is served in similar method to coffee but may also be served in the following way.

- Service from a pot of tea placed at the sideboard, milk and sugar being placed on the table.

- Service of both milk and tea from pots, each held in one hand with sugar placed on table for guest to help them.
- In function catering, the milk and sugar are placed on the table. Tea is then served from tea pots kept at the sideboard on the hot plate.

3. Mocktails

- Greet the guest with a smile and according to the time of the day.
- Present the cocktail list to the guest and allow the guest to place the order.
- Suggest cocktail to the guest if he appears confused, up-sell if possible.
- Pass the order to the bartender/mixologist.
- Set tray for cocktail service.
- Place the mocktail and napkins on the tray.
- Holding the tray in one hand, serve the cocktail with the other hand onto the right hand side of the guest.
- Ask If any refill is required before the glasses are empty.
- Clear the glasses as soon as they are empty
- Serve the new drink as per the same procedure.
- Present the bill to the host when no more mocktails are ordered and the guests have consumed their drink.
- Thank the guest, collect the payment and deposit with the cashier.

Provide advice to customers about coffee types and characteristics where appropriate.

Determine customer coffee preferences and requirements, and offer coffee style choices and accompaniments accordingly. Examples:

Skim Milk –customer on a diet

Soy Milk –vegan or vegetarian

Sweetener –diabetics

Strong coffee –customers who need more caffeine to stay awake

Decaffeinated –customers who do not need to stay awake

Self-Check -5	Written Test
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Part I Chose the correct answer for the following questions

- All of the following are equipment required to serve non-alcoholic beverage except
A. Spoon B. Service tray C. Espresso machine D. Tea cup
- Which one of the following included under serving mock tail?
A. Presenting wine B. Cleaning rest room C. Set tray for cocktail service
D. Present food

Part II Matching question

- | A | B |
|---|-------------------------|
| 1. Soy Milk | A. Decaffeinated |
| 2. Customers who do not need to stay awake | B. vegan or vegetarian |
| 3. Sweetener | C. diabetics |
| 4. For customers who need more caffeine to stay awake | D. Strong coffee |
| 5. Hot drinks are served hot | E. Using sense of touch |

Part III: Answer all the questions listed below.

- Describe the coffee presentation procedures.
- List down different equipment required to serve non-alcoholic beverage

Operation sheet 5

Operation title: Perform serving of coffee

Purpose: To practice and demonstrate the knowledge and skill required to serving of coffee

Instruction: Use the given tools and equipment for serving of coffee.

For this operation you have given 30 minute

Tools and requirement

- Coffee Tray
- Tray or Salver
- Serviette
- Coffee cup and saucer
- Coffee spoon Tea
- Spoon
- Sugar basin and tongs Sugar basin and tongs
- Coffee pot
- Hot Milk jug
- Slop Basin
- Hot water jug

Procedure for serving Coffee

Step.1 Prepare the tray with:

Step.2 In case two or more guests have ordered coffee, prepare separate fully laid trays for each guest.

Step.3 Approach the table and place the tray on the table in front of the guest.

Step.4 Offer to serve saying “May I pour you some coffee Sir/Madam?” If accepted, pour the coffee into the cup from the pot such that the cup is 3/4th full or as indicated by the guest.

Step.5 Place the pot back on the tray.

Step.6 Offer to pour milk saying “Would you like some milk?” and pour milk as per guest preference

LAP Test-5	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 3 hours.

Task 1: Demonstrate serving of coffee

Unit six: After service activities

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

- OHS (occupational health and safety)
- Clean machines
- Carry out end of service activities
- Check espresso machine
- Store all equipment's

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

- Describe OHS
- Perform cleaning of machines
- Perform carry out end of service activities
- Perform espresso machine checking
- Describe the ways of storing all equipment's

6.1 OHS (occupational health and safety)

Occupational health and safety is the area of public health that focuses on illness and injury trends in the workplace. Experts in the field use this knowledge to develop and implement strategies and regulations aimed at limiting hazards that could lead to physical or mental harm now or in the future.

The scope of occupational health and safety is broad, encompassing disciplines from hazardous materials and the spread of disease to ergonomics and violence prevention.

Professionals That Help Keep You Safe on the Job

The Occupational Safety and Health Administration's (OSHA) Recommended Practices for Safety and Health Programs provides general guidance for implementing a health and safety program. While you can't plan for every type of emergency, every workplace should have a plan for dealing with a variety of scenarios, including medical emergencies, fires, floods, chemical spills, and robberies. All workers should be trained on what's in the plan and what they should do specifically in the case of an emergency.

Many careers exist within the field of occupational health and safety, both in government agencies and private companies. A variety of degrees and certifications are available for people interested in the field, as well.

Some occupational health and safety jobs are as follows. Even if you're not personally considering a career in occupational health, this gives you a sense of just how nuanced the field is and all of the measures that are taken to keep workplaces safe.

- **Safety specialists:** Experts in government regulations; help organizations create a safe environment; may create or run safety education programs.
- **Safety technicians:** Assist safety specialists; collect and analyze data; evaluate potential hazards; conduct tests to determine better safety practices.
- **Safety trainer:** Creates and runs training programs that help employees maintain a safe workplace; may specialize in mitigating workplace risks for a specific industry.

- **Safety manager:** Oversees workplace safety for a company; implements and monitors safety standards based on local and federal guidelines; run safety drills and education programs.
- **Safety engineer:** Develop technology aimed at improving workplace safety; or develop products that are safe for customers or employees to use.
- **Construction inspectors:** Ensure new construction follows local and federal building codes and other regulations.
- **Intelligence analyst:** Gather and analyze data and evidence regarding the safety of an organization and/or its clients; develop safety practices for their organization; may specialize in an area like cyber security or industrial safety.
- **Safety coordinator:** Develops and monitors health and safety standards for a company; ensures adherence to local and federal guidelines.
- **Injury prevention specialist:** Minimize risk of accidents and injuries for a company; evaluate potential hazards and work with management to come up with solutions.
- **Environmental protection agent:** Identifies possible contributions to pollution or climate change; develops environmentally friendly alternatives or fixes.
- **Occupational health nurse:** Diagnoses and treats health issues for a group or organization; may specialize in the unique hazards of a particular industry; implements programs to improve employee health and safety.
- **Fire inspector:** Identifies potential hazards that could lead to a fire or explosion; ensures adherence to fire codes; typically work for government agencies but some are in the private sector.
- **Well-being manager:** Creates and runs programs to support workers' physical and mental health.
- **Industrial hygienist:** Anticipate and try to prevent workplace hazards; has specialized knowledge of biological and physical materials that could cause health or safety problems; implements strategies to minimize risks.

The most common injuries experienced by bartenders are:

- Cuts and wounds
- Burns
- Tendonitis
- Shoulder injuries
- Slips and falls
- Back problem

6.2 Clean machine

Follow required OHS and your organization's requirements throughout all cleaning and maintenance procedures. Clean all machine and parts thoroughly and safely according to manufacturer specifications and enterprise policies and procedures, using appropriate cleaning methods and recommended cleaning products and materials.

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

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- 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 grinde

6.3 Carry out end of service activities

There are six bar closing procedures your bar employees need to complete to close your bar at the end of the activity. These steps can be carried out in different orders, depending on your flow, but before leaving cleaning and mopping the floors for the end to prevent your employees from making any potential additional messes while closing.

a. Empty Out and Lock Up

For the first step of your bar closing checklist, check your restaurant for any remaining customers. Locking up should be the first step because you want to make sure everyone is out before you start cleaning and counting the money. Ensuring every patron is out of the bar at the end of the night keeps your customer's safe and protects your staff and business.

- Ensure the drinking area is clear of customers
- Check the restrooms for any lingering guests
- Check that the kitchen is empty
- Check accessible closets to ensure no one is hidden in them
- Lock up patio furniture
- Lock the entrances; set any alarms before leaving for the night
- Turn off televisions, radios, LED signs, and additional lights

b. Count the Money

Once you've locked up, you can begin counting the money and cleaning up for the night. Along with counting the money, you'll also need to distribute the night's tips. You should have an established tipping system, such as working on an individual basis, daily pools, or other ideas that distribute the money fairly.

- Distributing tip pool
- Balancing cash registers
- Securing money in safes

c. Store Perishables

Storing and refrigerating perishables is an important way to save money at your bar. Every drink or ingredient that you save overnight is money going toward profits.

- Store fruits and garnishes in plastic bags or containers to prolong their freshness
- Refrigerate any pre-made mixed drinks such as sangria or punch
- Refrigerate cocktail ingredients such as soda and juice
- Lock up expensive beers and liquor bottles
- Put bar snacks back in the pantry

d. Organize and Date

Organizing your bar and kitchen is an important task, and it ensures that opening will run smoothly on the following day. Additionally, dating your food and alcohol lets you know when it was opened and if it's still good to use. Practicing proper dating and organization is essential for passing health inspections.

- Date newly opened bottles of wine and liquor
- Clean menus and recycle old ones
- Label all of the fresh ingredient containers

e. Clean Everything

Cleanliness is one of the prime indicators of a professional and well-managed bar space, and whether it's dust on the shelf, rings on the countertop, or a napkin that didn't make it to the trash, unclean appearances can speak volumes about your business, particularly to health inspectors. Cleaning is probably the most labor-intensive part of the closing checklist, but if your staff all works together, it can go quickly.

Here is a short list of important cleaning tasks that need to be completed every night:

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- Wipe down countertops
- Wipe down the soda gun
- Clean out soda gun holsters
- Remove clogs from floor drains
- Wipe down your speed rails
- Clean the outside of liquor bottles if any product has spilled
- Load the dishwasher and clean glassware with bar glass cleaners
- Drain off dirty dishwater and scrub down your sink
- Wash other smallwares like muddlers, jiggers, and stirrers
- Wipe down beer taps and thoroughly clean them once a month
- Sweep the floors in the front- and back-of-house, then mop
- Clean out blenders
- Clean the bathrooms thoroughly
- Leave all of your glassware, small wares, and equipment out to air dry, ensuring they're clean for the following day

f. Refill Disposables

Refilling disposables behind the bar can help save time when opening the following day and keep your bartenders quick on the draw during service. Any single-use product should be stocked for the next day, no matter how inconsequential it may seem. Here is a list of a few bar disposables that need to be refilled every day:

- Toothpicks
- Drink Umbrellas
- Stirrers
- Straws
- Napkin

6.4 Check espresso machine

Utilize your machine and ingredients in a proper and appealing manner. If your coffee station is in top condition customers will assume that you know what you are doing and therefore trust you in preparing a tasteful brew of coffee.

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Fig 6.1 Espresso machine

Cleaning method

Exceptional espresso is the culmination of many factors. Obviously, the coffee itself is first and foremost, supported by the barista's technique and the capabilities of the equipment. One factor that is often overlooked in commercial establishments and homes alike is the foul flavors that poorly maintained espresso machines can introduce to the cup. As you will read, the sense of "clean" this article advocates don't mean wiping down the drip tray and running water over the portal filter before closing, it means a regular cleaning regime that removes impurities on an hourly, daily, and weekly basis. Don't be put off by the detailed-oriented nature of the task—the reward is genuinely better and more consistent espresso.

Why: - cleaning must be a regular part of your barista duties and

How: - to perform them with step-by-step instructions focused on the business-end of your espresso machine.

When: -these cleaning duties need to be performed.

The instructions and recommendations presented generally apply to any espresso machine with a three-way valve type group; feel free to adapt these instructions to your own personal

Cleaning methods:- Must include using a range of techniques, including:

- wet techniques: using warm water with recommended detergent for soaking various parts and cleaning with sponge, damp cloth or scourer (only for group handle)
- dry techniques: using a damp cloth followed by a dry cloth

Monitoring and assessing operation efficiency

The operation and efficiency of the espresso machine and grinder during usage and take appropriate action where required in relation to defects and faults according to enterprise

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policies and procedures, OHS and warranty require meant. Keep an eye on how well the espresso machine and grinder are working while you use it. If you notice defects or faults or decreased efficiency, take the appropriate action to do something about it. In any case, you have to follow your organization's policies and procedures, OHS, and warranty requirements. You have to be able to realize when you need someone else to come and help Use energy and water resources efficiently when preparing coffee

6.5 Store all equipment's

When it comes to events, a bar is an essential element of any party or function. With a pop-up bar, you can set up for the event and conveniently pack the portable bar away when you don't need it. If you are hosting a big party and anticipate large numbers, an extra bar in the space will complement the main bars and other drink serving areas. Whatever the reason for using a portable bar, one of the essential things is to store everything properly when you are not using it or when moving it between venues. So let's take a look at how to store your portable bar equipment

Ways of storing bar equipment

A. Clean it properly

After you have finished using the portable bar, it must be cleaned thoroughly. Drink and food residues can cause the portable bar to become unsanitary if left on the surfaces. Wipe down all bar surfaces and ensure everything is thoroughly clean and dry before packing away the mobile bar.

B. Remove any perishables

Snacks drink garnishes, and other perishable items should be removed from the bar before packing it away. Whether it's going to be some time before you use the bar or not, it is advisable to remove all foodstuffs. Even if you are going to use it very quickly after packing it away, items may move around in transit and cause a mess inside the bar. You will have more cleanups to do when you have to set the bar up again, so removing everything will save you work in the long run.

C. Packing away a portable bar

After any event, you should check your portable bar and bar equipment for signs of damage. Folding up the bar when components are broken or damaged may cause more issues and make it more challenging to set up at the next event. The Barlok bars range is made for quick

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and easy construction and is just as easy to pack away once you are done with it. Quick setup and packing are done with positive locking, so you won't need any fixings or additional tools to set up a portable bar. Trays, racks, and other bar accessories should be packed away as per the instructions for safe storage.

D. Pack the portable bar in its case

Portable bars usually include a customized case to hold the components safely and securely. With a Barlok mobile bar, you will have a case that is designed for the specific portable bar you have. The flight case holds each of the bar components in a secure position to ensure everything is safe during transportation. Whether you are moving it from one floor to another or going from venue to venue, the protective flight case for the portable bar makes sure your bar stays in excellent condition.

If you are looking for a bespoke portable bar or want a bar for an upcoming event, we can help. At Barlok Bars, we pride ourselves on supplying high-quality mobile bars. We have a range of portable bars to suit your needs, and you can customize your design, so you have all the elements you want.

Self-Check -6	Written Test
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Part I: Choose the correct answer for the following question

1. All of the following are the most common injuries experienced by bartenders except

- A. Burns B. Tendonitis C. Shoulder injuries D. All

2. Which one of the following is not bar closing procedures your

- A. Empty out and lockup B. Count the Money C. Store Perishables D. Present menu

Part II: Matching

A

B

1. End of service activity

A. Safety manager

2. Bar tender injury

B. Safety technician

3. Implements and monitors safety standards

C. Clean every thing

4. Evaluate potential hazards

D. Back problem

Part III: Give correct answer for the following question

1. Write down espresso machine cleaning methods

2. Describe end of service activity

Operation sheet 6

Operation title: Perform cleaning of espresso coffee machine

Purpose: To practice and demonstrate the knowledge and skill required to cleaning of espresso coffee machine

Instruction: Use the given tools and equipment for cleaning of espresso coffee machine.

for this operation you have given one hour

Tools and requirements

- Espresso Machine Cleaner (back flush detergent like Cafiza, PuroCaf or JoeGlo)
- Blank, blind or back flush portafilter basket
- A clean dish towel or rag
- A Scotch-Brite pad
- Metal or glass bowl deep enough to soak the portafilter in
- Clean steam
- Water softener
- Cleaning brush
- Cleaning tabs for espresso machine
- Jura Claris white filter cartridge
- D cups capsule separator
- Espazzola cleaning tool

Other optional materials:

- Group brush
- Steam wand brush
- Dairy cleanser

Procedure

Step.1 Insert blind filter and add up to 1/2 teaspoon (3 g) of full circle washer espresso cleaning tablets (only use Full Circle for detergent backflush). Lock your portafilterin to the group head

Step.2 Activate brew cycle for 10 seconds and allow the machine to release pressure. Repeat 5-8 times, depending on how dirty your group head is

Step.3 Remove portafilter. Activate brew cycle and rinse port filter in a stream of water from the group head. Stop cycle

Step.4 Insert blind filter. Lock your portafilter into group head again, this time with a clean blind filter without the cleaner. Repeat step 2 to rinse and make sure no detergent residue is left.

Step.5 Make and discard a shot of espresso (only for detergent backflush)

Step.6 Soak filters and the metal portion of portafilter (do not submerge plastic handle) for 30 minutes in 1 teaspoon (6 g) of Full Circle powder per 32 oz. (1 L) of hot water.

Step.7 Rinse with water and put filters back (only for detergent backflush)

LAP Test -6	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 1 hours.

Task 1: Clean the espresso machine by following the cleaning procedure.

Unit Seven: Negative Environmental Impacts

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

- Energy and water resources
- Mechanism of recycling
- Waste disposal and hazardous substances

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

- Identify energy and water resources
- Describe mechanism of recycling
- Describe waste disposal and hazardous substances

7.1 Energy and water resources

The collaborations between water, energy and food are various and significant. Water is utilized for extraction, cleaning, handling, refining, and residual disposal of non-renewable energy sources, and additionally to develop feedstock for biofuels and for producing power.

The collaborative approach allows proactive measures to reduce the utilization of water and minimize the risk of water resource depletion, thereby promoting economic, social, and business excellence in the FB industry and the ecosystem.

The access of efficient facility of energy and water also play a great role in attracting customer therefore the basic points to be followed are :-

Always Use energy, water and other resources efficiently when cleaning the tables and public areas, bar and equipment to reduce negative environmental impacts.

7.2 Mechanism of recycling

Recycling is the process of collecting waste materials and processing them into new products. Turning the trashed wastes into useful products is beneficial for both the community and the environment. The recycling process can be of three types and each type includes three basic steps. The first step is the collection and separation of recyclable materials from wastes. In the second step, the residue goes through any of these three procedures and is reverted into raw material. In the final step, the raw material turns into a finished product again.

There are three types of recycling. These are

- Chemical recycling
- Energy recycling
- Mechanical recycling

1 Mechanical recycling

One of the most globally used methods of giving residues new usages is mechanic recycling. This method is used to recycle plastics, either obtained from industrial scrap, or domestic, or commercial disposals. The residues are mechanically transformed into new materials without changing their chemical structures

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Mechanical recycling is the process of making plastic wastes useful by processes like grinding, washing, separating, drying, re-granulating, and compounding. The polymers stay unaffected in this process and can be reused again and again in the same or similar product. Such mechanically recycled plastics are used in making garbage bags, floors, hoses, car parts, and packages. Mechanical recycling is widely used for Polyolefin (PE and PP).

2 Energy recycling

The method used to convert plastics into both thermal and electric energy is called energy recycling. The process is done by leveraging, through incineration and the heat is released in the form of fuel. As this recycling process requires a little room, it can diversify the energetic matrix and optimize the space available in highly populated cities. As it is not financially sustainable, so it requires heavy investment and public authorities' engagement. This recycling method is widely used in Europe and Japan.

Furthermore, energy recycling is an environmental-friendly solution. There are catalyzers in waste incineration plants to withhold the emissions of the energy recycling process.

3 Chemical recycling

Among all types of recycling, chemical recycling is the most complex method. In this process, the chemical structures of plastics are modified after reprocessing them. The final product is produced to be used as raw material in different industries. It can also be used as a basic input in manufacturing new plastic products. It is an expensive process and requires a large amount of plastic available.

Technique of recycling

1. Collection. The first step in the recycling process is always collecting the plastic material that is to be recycled.
2. Sorting
3. Washing
4. Resizing
5. Identification and separation of plastics

Compounding

The 5 R's:

Applying the 5 R's to your business' waste management and recycling strategies can positively impact the outcome of your program by significantly reducing the amount of waste your business generates. In the 5 R's hierarchy, remember to treat recycling as a last resort after attempting to refuse, reduce, reuse, or repurpose. Before disposing of your waste, walk through each of these steps in the following order:

- refuse
- reduce
- reuse
- repurpose
- recycle

1. Refuse

The first element of the 5 R's hierarchy. Learning to refuse waste can take some practice, but incorporating this step into your business' strategy is the most effective way to minimize waste. Talk to your procurement team about refusing to buy wasteful or non-recyclable products. When working with vendors, refuse unnecessary product packaging and request reusable or returnable containers. Making smarter purchasing decisions and setting standards and expectations early in the process makes it easier for organizations to “refuse” waste in the first place.

2. Reduce

The use of harmful, wasteful, and non-recyclable products. Reducing dependency on these kinds of products results in less waste materials ending up in landfill and the associated negative environmental impacts.

3. Reuse

Single-use plastics have created a "throw-away" culture by normalizing consumer behavior of using materials once and then throwing them away. The rate at which we consume plastics has become unimaginable, and the plastic crisis has become one of the world's greatest environmental challenges. In an effort to reduce waste, reuse items throughout the workplace instead of buying new ones.

Step.4 Repurpose

For every item that can't be refused, reduced, or reused, try repurposing it.

Step. 5 Recycling

Last but definitely not least: recycle. Once you've gone through all of the other R's, recycling is the most environmentally friendly waste disposal method. If your business doesn't already, start collecting cardboard, mixed paper products, commingled materials (plastics, aluminum, glass) and organics.



Benefits of Recycling

- Reduces the amount of waste sent to landfills and incinerators.
- Conserves natural resources such as timber, water and minerals.
- Increases economic security by tapping a domestic source of materials.
- Prevents pollution by reducing the need to collect new raw materials.
- Saves energy.

7.3 Waste disposal and hazardous substances

7.3.1 Waste disposal

Pubs and bars face many of the same waste issues as other businesses, for example dealing with packaging from delivered goods, but there are also specific challenges to deal with – from disposing of broken pint glasses, to kitchen waste if your establishment serves food. Find out more about pub and bar waste, below:

The problem is that the paper cups have an inner lining made of polyethylene. This makes them waterproof but also makes them difficult to separate. So, most cups end up in landfills or incinerators. Remember that it's better to reduce usage and reuse products than recycle them. This avoid using resources to create the item in the first place and then even more to recycle it. paper filters, which they then discard after use. As well as creating waste volume, many paper filters are bleached with chlorine or oxygen. Oxygen is more environmentally friendly than

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chlorine, but it's still a chemical process with waste products. So, consider using unbleached filters or switching to a reusable one.

Minimizing waste

Minimizing pub and bar waste means tackling every area in which you currently generate avoidable waste, so begin by running a comprehensive audit of everything that makes it into your recycling bins, your outdoor skips, and anywhere else you store waste ready for collection

7.3.2 Hazardous substance

Is any substance that has the potential to harm the health of people or is listed on the National Occupational Health and Safety. Hazard is any item, condition, event or situation that could lead to a potential accident or harm. Employers and workers need to work together, recognizing hazards or potential dangerous situations and making sure everyone in the workplace follows safe work practices.

Some of the hazards commonly found in hospitality workplaces such as kitchens, food and beverage service areas and customer service areas can pose a significant threat to safety. They require careful management, safety awareness, strict work procedures and safety equipment to reduce the risk of harm.

Before starting work, make sure you know the potential hazards and are familiar with ways of reducing any risk of harm to yourself or other.

Types of hazardous substances include:

- Solid – detergents, any hard substance (broken and cracked glass...)
- Liquid – boiling water, petrol, chemicals
- Vapor – hot air, fumes from chemicals
- Mist – steam

Hazards in hospitality workplaces can include:

- Manual Handling
- Plant and Equipment
- Electrical

- Working Environment
- Chemical
- Biological
- Psychological
- Noise
- Occupational Overuse Syndrome(OOS), also known as Repetitive Strain Injury

Self-Check -7	Written Test
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Part I Choose correct answer for the following questions

1. Is any substance that has the potential to harm the health of people

A. Hazardous substance B. Waste C. Beverage D. Mock tail

2. Which one of the following is chemical hazard?

A. Virus B. Sharp material C. Herbicide D. Broken glass

Part II Matching

A

B

1. Chemical hazard

A. Bacteria

2. Physical hazard

B. Fumes

3. Biological hazard

C. Broken glass

Part III: Give correct answer for the following questions

1. Describe different waste of bar

2. Describe different hazard present in the hospitality industry

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