



**COMPETENCY BASED LEARNING MATERIALS
(CBLMS)
ON
PROFESSIONAL BARISTA & BEVERAGE PREPARATION
AND ENTREPRENEURSHIP DEVELOPMENT
(TOURISM AND HOSPITALITY SECTOR)**

**Skills for Industry Competitiveness and Innovation Program (SICIP)
Finance Division, Ministry of Finance**

Module Instruction:

Generic:

SL. No.	Unit Code	Module Title	Nominal Hours
1.	SICIP-THS-PBE-01-G	Apply Occupational Health and Safety (OHS) Practices in the Workplace	10
2.	SICIP-THS-PBE-02-G	Work in a team environment	10

Sector Specific:

SL. No.	Unit Code	Module Title	Nominal Hours
1.	SICIP-THS-PBE-01-S	Follow Quality and Food Safety Programs	10

Occupation Specific:

SL. No.	Unit Code	Module Title	Nominal Hours
1.	SICIP-THS-PBE-01-O	Apply Basic Barista Skills	30
2.	SICIP-THS-PBE-02-O	Maintain Workplace Hygiene and Safety	10
3.	SICIP-THS-PBE-03-O	Prepare Espresso-Based Beverages	50
4.	SICIP-THS-PBE-04-O	Prepare non-Coffee Beverages	40
5.	SICIP-THS-PBE-05-O	Provide Customer Service in Beverage Operation	20
6.	SICIP-THS-PBE-06-O	Develop Entrepreneurship in Food Industries	40

Module-1

Module: Applying Basic Barista Skills

Unit Code: SICIP-THS-PBE-01-O

**Skills for Industry Competitiveness and Innovation Program (SICIP)
Finance Division, Ministry of Finance**

Module-1

Module Title: Applying Basic Barista Skills

Unit code: SICIP-THS-PBE-01-O
hours

Nominal Hours: 30

Module Description: This module covers the skills, knowledge and attitudes required to apply basic barista skills. It specifically includes the tasks of identifying types of coffee and beverages, selecting and preparing coffee beans, operating espresso machine and grinders, extracting espresso, carrying steam and texture milk and cleaning and maintaining barista tools machine.

Learning Outcomes: After completing of this module, the trainee will be able to;

1. Identify types of coffee and beverages.
2. Select and prepare coffee beans.
3. Operate espresso machine and grinders.
4. Extract espresso.
5. Carryout steam and texture milk.
6. Clean and maintain barista tools machine.

Assessment Criteria:

1. Different types of coffee are identified and categorized.
2. Different types of beverages are identified and categorized.
3. Hot, cold, and specialty beverages are described.
4. Ingredients used in various beverages are identified.
5. Preparation styles of different coffee types are explained.
6. Suitable coffee beans are identified and selected as per beverage type.
7. Bean quality, aroma, and roast level are checked before preparation.
8. Beans are cleaned and sorted according to standard practice.
9. Required quantity of beans is measured and prepared.
10. Prepared beans are stored properly to maintain freshness.
11. Espresso machine and grinders are checked for cleanliness and functionality.
12. Equipment settings are adjusted according to beverage requirements.
13. Machines and grinders are operated following standard procedures.
14. Coffee is brewed to achieve the desired taste and consistency.
15. Equipment performance is monitored during operation.
16. Espresso extraction requirements and standards are identified.
17. Ground coffee is measured and tamped evenly in the portafilter.

18. Espresso machine is prepared and settings are checked.
19. Espresso is extracted within the recommended time and pressure range.
20. Crema, aroma, and flavor are observed for quality consistency.
21. Fresh milk is selected and poured into a clean steaming jug/pitcher.
22. Steam wand and equipment are checked for cleanliness and functionality.
23. Milk is steamed to the required temperature and texture.
24. Frothing techniques are applied to achieve smooth micro foam.
25. Temperature and consistency are monitored during steaming.
26. Steamed milk is poured immediately for beverage preparation.
27. Barista tools and equipment are cleaned according to hygiene and safety standards.
28. Coffee machines and grinders are wiped, flushed, and descaled as per manufacturer's instructions.
29. Milk steamers, nozzles, and filters are cleaned and sanitized after each use.
30. Waste and coffee residues are properly disposed of following workplace procedures.
31. Minor maintenance tasks are carried out according to operational guidelines.

Information Sheet-1.1

Learning Outcome- 1: Identify Types of Coffee and Beverages.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.1 Different types of coffee.
- 1.2 Different types of beverages.
- 1.3 Hot, cold, and specialty beverages.
- 1.4 Ingredients used in various beverages.
- 1.5 Preparation styles of different coffee types.

1.1 Different types of coffee.

Different types of coffee are mainly based on **espresso, milk, water, and additional ingredients**. Each type has a unique taste, texture, and preparation method.

Types of Coffee	Photo
Espresso A strong and concentrated coffee made by forcing hot water through finely ground coffee. It is the base for many coffee drinks.	
Americano Espresso mixed with hot water. It has a lighter taste than espresso but keeps the coffee flavor.	
Cappuccino Espresso with equal parts of steamed milk and milk foam. It is creamy and slightly frothy.	

Latte Espresso with more steamed milk and a small amount of foam. It is smooth and mild in taste.	
Mocha Espresso mixed with chocolate and milk. It has a sweet, chocolate flavor.	
Macchiato Espresso with a small amount of milk or foam added. It has a strong coffee taste.	
Flat White Espresso with steamed milk and very thin foam. It is smoother than cappuccino.	
Cortado Equal parts espresso and warm milk. It reduces the acidity of espresso.	
Turkish Coffee Finely ground coffee boiled with water (and sometimes sugar). It is strong and unfiltered.	

Iced Coffee Coffee served cold with ice. It can be black or mixed with milk and sugar.	
Affogato A dessert-style coffee where hot espresso is poured over ice cream.	
Flavored Coffee Coffee with added flavors such as vanilla, caramel, or hazelnut.	

1.2 Different types of beverages.

Beverages are drinks prepared for refreshment, nutrition, or energy. They are classified based on **ingredients, temperature, and preparation method**.

Types of Beverages	Photo
Tea (Black, Green, Herbal) • Black Tea: Strong and fully oxidized. • Green Tea: Light and less processed. • Herbal Tea: Made from herbs, flowers, or fruits (caffeine-free).	
Coffee (Hot, Iced, Espresso-based) • Hot Coffee: Served warm (e.g., espresso, latte). • Iced Coffee: Served cold with ice. • Espresso-based: Includes cappuccino, americano, etc.	

Juices (Fruit, Vegetable) • Fruit Juice: Extracted from fruits (e.g., orange, mango). • Vegetable Juice: Made from vegetables (e.g., carrot, tomato).	
Smoothies Blended drinks made with fruits, milk, or yogurt. Thick and nutritious.	
Milkshakes Cold drinks made with milk, ice cream, and flavorings. Sweet and creamy.	
Soft Drinks / Sodas Carbonated beverages with sugar and flavors. Usually served chilled.	
Energy Drinks Beverages containing caffeine and stimulants. Provide quick energy.	
Water (Still, Sparkling) • Still Water: Normal drinking water without gas. • Sparkling Water: Carbonated water with bubbles.	

Mocktails / Non-Alcoholic Cocktails Mixed drinks made without alcohol using juices, syrups, and soda.	
Hot Chocolate / Cocoa Warm beverage made from cocoa powder, milk, and sugar. Rich and sweet.	

1.3 Hot, cold, and specialty beverages.

Beverages are commonly grouped based on serving temperature and preparation style. Understanding these categories helps in correct preparation and service.

Hot Beverages Hot beverages are served warm or hot.	• Examples: Coffee, tea, hot chocolate. • Provide comfort and are commonly consumed in cooler conditions. • Require proper temperature control to maintain taste and quality.
Cold Beverages Cold beverages are served chilled or with ice.	• Examples: Iced coffee, juices, soft drinks, smoothies. • Refreshing and suitable for warm weather. • Must be served at the correct cold temperature for best taste.
Specialty Beverages Specialty beverages are prepared with additional ingredients or unique methods.	• Examples: Flavored coffee, mocktails, frappes, affogato. • Often include syrups, toppings, or creative presentation. • Require specific recipes and preparation skills.

1.4 Ingredients used in various beverages.

Beverages are prepared using different ingredients that affect **taste, texture, aroma, and appearance**. Understanding these ingredients is essential for proper preparation.

Ingredients	Photo
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Coffee Beans The main ingredient for coffee. • Ground and brewed to make different coffee drinks. • Type and roast level affect flavor.	
Tea Leaves or Tea Bags Used to prepare different types of tea. • Can be organic tea leaves or packed in tea bags. • Flavor varies by type (black, green, herbal).	
Milk (Dairy or Plant-Based) Adds creaminess and texture. • Dairy: whole, skim milk. • Plant-based: soy, almond, oat milk.	
Water The base ingredient for most beverages. • Quality of water affects taste. • Used in brewing and mixing.	
Sugar / Sweeteners Adds sweetness to beverages. • Includes sugar, honey, or artificial sweeteners.	
Cocoa or Chocolate Used in drinks like hot chocolate and mocha. • Adds rich and sweet flavor.	

Fruits (Fresh or Juices) Used in juices, smoothies, and mocktails. • Provide natural flavor and nutrition.	
Ice Used to chill beverages. Common in iced coffee, juices, and soft drinks.	
Syrups and Flavorings Add extra taste and aroma. • Examples: vanilla, caramel, hazelnut.	
Spices (Cinnamon, Nutmeg, Cardamom) Used to enhance flavor. • Common in specialty and traditional drinks.	
Carbonated Water (Sparkling water) Used in soft drinks and mocktails. • Adds bubbles and a refreshing effect.	
Herbs (Mint, Lemongrass, Ginger) Used for flavor and freshness. • Common in teas and mocktails.	

1.5 Preparation styles of different coffee types.

Different coffee preparation styles are based on **brewing method, equipment, and temperature control**. Each method produces a unique flavor and texture.

Hand Brew Coffee	• Coffee is brewed manually by pouring hot water over ground coffee. • Common methods: pour-over, drip. • Produces clean and light-bodied coffee.
Immersion Style Brewing Coffee	• Coffee grounds are fully soaked in water for a certain time. • Common methods: French press. • Results in rich and full-bodied coffee.
Espresso Extract Machine	• Uses pressure to extract coffee quickly. • Finely ground coffee is used. • Produces strong and concentrated espresso, base for many drinks.
Over Ice Cold Coffee	• Hot brewed coffee is poured over ice or cooled before serving. • Maintains refreshing taste. • Can be served with milk or sweeteners.
Blended Cold Coffee	• Coffee is blended with ice, milk, and flavorings. • Creates a thick and creamy texture. • Common in frappes and specialty drinks.

Different preparation styles affect **strength, flavor, and texture** of coffee, and correct method selection is essential for quality beverage preparation.

Self-Check -1.1

Short Questions:

1. **Question:** What is espresso?
2. **Question:** What is a latte?
3. **Question:** What is a cappuccino?
4. **Question:** What is a cold beverage?
5. **Question:** What is a hot beverage?
6. **Question:** What is a specialty beverage?
7. **Question:** Name one ingredient used in beverages.
8. **Question:** What is hand brew coffee?
9. **Question:** What is immersion brewing?
10. **Question:** What is cold brew coffee?

Answer Key -1.1

Short Questions with Answers:

1. **Question:** What is espresso?
Answer: Espresso is a strong coffee made by forcing hot water through finely ground coffee beans.
2. **Question:** What is a latte?
Answer: A latte is a coffee made with espresso and less foamy milk.
3. **Question:** What is a cappuccino?
Answer: A cappuccino is a strong milk coffee, less milk with more foam.
4. **Question:** What is a cold beverage?
Answer: A cold beverage is a drink served chilled, such as juice or iced coffee.
5. **Question:** What is a hot beverage?
Answer: A hot beverage is a drink served warm, such as tea or coffee.
6. **Question:** What is a specialty beverage?
Answer: A specialty beverage is a unique or customized drink like a smoothie or frappe.
7. **Question:** Name one ingredient used in beverages.
Answer: Water is a common ingredient used in beverages.
8. **Question:** What is hand brew coffee?
Answer: Hand brew coffee is made by pouring hot water over coffee grounds manually.
9. **Question:** What is immersion brewing?
Answer: Immersion brewing is a method where coffee grounds are soaked in water.
10. **Question:** What is cold brew coffee?
Answer: Cold brew coffee is made by soaking coffee grounds in cold water for several hours.

Task Sheet- 1.1

Task Name: Identify Types of Coffee and Beverages, Ingredients, and Preparation Styles.

Instructions:	
Read and understand the directions carefully: • Read and understand all instructions carefully. • This practical task is based on performance criteria related to beverage knowledge and preparation fundamentals. • The activity will assess your knowledge and ability to identify beverage types, ingredients, and preparation methods. • You will have 15 minutes to review resources. • You will have 2 hours to complete the task.	
Working Procedure:	
1. Identify Types of Coffee Observe samples or images and name types like espresso, cappuccino, latte, and americano. 2. Identify Types of Beverages Group beverages into tea, coffee, juices, soft drinks, energy drinks, and water. 3. Classify Beverages by Temperature ○ Hot: tea, coffee, hot chocolate ○ Cold: iced coffee, juices, soft drinks ○ Specialty: mocktails, frappes, flavored drinks 4. Identify Ingredients List common ingredients: coffee beans, tea leaves, milk, water, sugar, cocoa, fruits, ice, syrups. 5. Identify Coffee Preparation Methods Recognize methods like hand brew, immersion, espresso machine, cold brew, and blended coffee.	
Specific Information:	
▪ Collect beverage samples, charts, or images before starting. ▪ Read and understand all provided materials carefully. ▪ Prepare a suitable workspace for observation and note-taking. ▪ Record observations clearly and systematically. ▪ Submit your completed work to the trainer for assessment.	
Resources Required:	
Tools and materials:	• Beverage samples (coffee, tea, juices, etc.) • Coffee preparation equipment (if available) • Measuring tools • Charts or diagrams of beverage types • Paper • Markers • Flip chart

Information Sheet- 1.2

Learning Outcome-2: Select and Prepare Coffee Beans.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Suitable coffee beans.
- 2.2 Bean quality, aroma, and roast level.
- 2.3 Clean and sort beans according to standard practice.
- 2.4 Storing procedures of prepared beans.

2.1 Suitable coffee beans.

- **Arabica**
High-quality beans with a smooth, mild flavor. Slightly acidic and aromatic. Commonly used in premium coffee.
- **Robusta**
Stronger and more bitter taste. Higher caffeine content than Arabica. Often used in espresso blends.
- **Liberica**
Larger beans with a unique smoky and woody flavor. Less common but distinctive in taste.
- **Excelsa**
A sub-type of Liberica. Tart, fruity, and complex flavor. Used to add depth in coffee blends.



2.2 Bean quality, aroma, and roast level.

Bean Quality: Bean quality is the foundation. Everything else builds on it.

Key points:

Species:

- *Arabica* → smoother, more complex, higher quality
- *Robusta* → stronger, more bitter, higher caffeine

Origin: Soil, climate, and altitude affect flavor (terroir effect)

Processing method: Washed, natural, honey processing influence taste

Defects: Broken, insect-damaged, or over-fermented beans reduce quality

Grading: Larger, uniform beans with fewer defects = higher grade

Aroma: Aroma is a major part of how we perceive coffee flavor.

Key points:

Comes from **volatile compounds** released during grinding and brewing

Strongly linked to perceived taste (about 70–80% of flavor is aroma)

Common aroma categories:

- Floral (jasmine, rose)
- Fruity (berry, citrus)
- Nutty (almond, hazelnut)
- Chocolatey or caramel
- Spicy or earthy

Evaluation method:

Smell dry grounds

Smell after adding hot water (cupping)

Identify intensity and type

Roast Level: Roasting transforms raw beans into drinkable coffee.

Main roast levels:

Light Roast

- Light brown color
- High acidity, fruity, floral notes
- Retains origin characteristics

Medium Roast

- Balanced flavor, aroma, and acidity
- Slight sweetness (caramel notes)

Dark Roast

- Dark brown to oily surface
- Bold, bitter, smoky flavor
- Less acidity, more body

Bottom line

- Bean quality sets the potential
- Aroma signals freshness and flavor complexity
- Roast level shapes the final taste profile

2.3 Clean and sort beans according to standard practice.

Cleaning and sorting beans mean removing impurities and separating coffee beans based on size, weight, and quality to ensure uniform and defect-free beans for processing.

Step-by-step working procedure:

Step 1: Remove foreign materials: Eliminate dust, stones, sticks, and other impurities using sieves or air blowers.

Step 2: Wash beans (if required): Clean with potable water to remove dirt and residues (mainly in wet processing).

Step 3: Dry beans: Dry to safe moisture level (around 10–12%) to prevent spoilage.

Step 4: Grade by size: Use grading screens to separate beans into uniform sizes.

Step 5: Sort by density: Use air or gravity separators to remove light or defective beans.

Step 6: Manual inspection: Visually check and remove damaged, discolored, or insect-affected beans.

Step 7: Final check and storage: Ensure beans are clean, uniform, and ready for storage or roasting.

2.4 Storing procedures of prepared beans.

Storing prepared beans refers to keeping cleaned and processed coffee beans under controlled conditions to preserve their quality, freshness, and safety until use.

Step 1: Ensure proper moisture level • Confirm beans are dried to about 10-12% moisture. • Prevent excess moisture to avoid mold and spoilage.	
Step 2: Use suitable packaging • Store in clean, dry, food-grade bags or airtight containers. • Use jute bags for green beans and sealed valve bags for roasted beans.	
Step 3: Maintain proper environment • Keep in a cool, dry, and well-ventilated place. • Avoid direct sunlight, heat, and high humidity.	
Step 4: Prevent contamination • Keep away from chemicals, strong odors, and pests. • Ensure storage area is clean and hygienic.	
Step 5: Proper stacking • Place bags on pallets, not directly on the floor. • Maintain space from walls for airflow.	

Self-Check -1.2

Short Questions:

1. **Question:** What are suitable coffee beans?
Answer:
2. **Question:** Which coffee bean is known for smooth and mild flavor?
Answer:
3. **Question:** Which coffee bean has strong taste and high caffeine?
Answer:
4. **Question:** What does bean quality refer to?
Answer:
5. **Question:** What is coffee aroma?
Answer:
6. **Question:** What are the main roast levels of coffee?
Answer:
7. **Question:** What is the purpose of cleaning coffee beans?
Answer:
8. **Question:** Why are beans sorted after cleaning?
Answer:

Answer Key -1.2

Short Questions with Answers:

1. **Question:** What are suitable coffee beans?
Answer: Suitable coffee beans are selected types of beans based on quality, taste, and intended use, such as Arabica, Robusta, Liberica, and Excelsa.
2. **Question:** Which coffee bean is known for smooth and mild flavor?
Answer: Arabica beans are known for their smooth and mild flavor.
3. **Question:** Which coffee bean has strong taste and high caffeine?
Answer: Robusta beans have a strong taste and higher caffeine content.
4. **Question:** What does bean quality refer to?
Answer: Bean quality refers to size, uniformity, absence of defects, and overall condition of the coffee beans.
5. **Question:** What is coffee aroma?
Answer: Coffee aroma is the smell or fragrance of coffee that indicates its freshness and quality.
6. **Question:** What are the main roast levels of coffee?
Answer: The main roast levels are light, medium, and dark roast.
7. **Question:** What is the purpose of cleaning coffee beans?
Answer: Cleaning removes dust, stones, and foreign materials from the beans.
8. **Question:** Why are beans sorted after cleaning?
Answer: Beans are sorted to remove defective ones and ensure uniform size and quality.

Task Sheet- 1.2

Task Name: Select, Prepare, and Store Coffee Beans

Instructions:	
Read and understand the directions carefully: - Read all instructions carefully. - This task will assess your ability to identify, prepare, and store coffee beans. - You will have 15 minutes to review resources. - You will have 2 hours to complete the task.	
Working Procedure:	
1. Step: Select Suitable Coffee Beans Choose appropriate coffee beans based on type and use. 2. Step: Check Bean Quality Observe aroma, size, color, and roast level (light, medium, dark). 3. Step: Clean and Sort Beans Remove dust, broken, and defective beans. Keep only good quality beans. 4. Step: Store Coffee Beans Properly Store in airtight containers in a cool, dry place away from light and moisture.	
Specific Information:	
- Collect coffee bean samples before starting. - Follow standard cleaning and sorting practices. - Maintain cleanliness during handling. - Record observations clearly and submit to trainer.	
Resources Required:	
Tools and materials:	- Coffee bean samples - Sorting tray - Airtight container - Measuring tools - Paper and pen - Flip chart / markers

Information Sheet - 1.3

Learning Outcome-3: Operate Espresso Machine and Grinders.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Check Espresso machine and grinders for cleanliness and functionality.
- 3.2 Equipment settings according to beverage requirements.
- 3.3 Operate Machines and grinders.
- 3.4 Brew Coffee to achieve the desired taste and consistency.

3.1 Check Espresso machine and grinders for cleanliness and functionality.

Espresso machines and grinders are essential coffee-making equipment. An espresso machine uses pressure and hot water to extract coffee from finely ground beans, while a grinder crushes whole coffee beans into uniform particles required for proper extraction.

Espresso Machine:

- Produces espresso by forcing hot water through finely ground coffee under pressure
- Key parts: group head, portafilter, boiler, steam wand



Coffee Grinder:

- Grinds whole coffee beans into required sizes (fine, medium, coarse)
- Burr grinders are preferred for consistent grind size



Checking espresso machines and grinders means inspecting equipment to ensure they are clean, properly functioning, and ready for safe and efficient coffee preparation.

Checking Procedure:

Step 1: Visual inspection

Check machine and grinder for dirt, coffee residue, or damage.
Ensure all parts are properly assembled.

Step 2: Clean espresso machine

Clean group head, portafilter, and steam wand.
Flush water through the machine to remove old coffee residues.

Step 3: Clean grinder

Remove leftover coffee grounds from hopper and burrs.
Use a brush or grinder cleaner if necessary.

Step 4: Check functionality

Turn on the machine and grinder.
Check power supply, switches, and basic operations.

Step 5: Test extraction and grinding

Run a test shot to check pressure, temperature, and flow.
Grind a small amount to ensure consistent grind size.

Step 6: Check safety and settings

Ensure correct settings (grind size, dose, temperature).
Confirm no leakage, unusual noise, or malfunction.

Step 7: Final readiness check

Ensure equipment is clean, calibrated, and ready for use.

3.2 Equipment settings according to beverage requirements.

Equipment settings refer to adjusting espresso machine and grinder parameters to match the specific beverage requirements, ensuring consistent extraction, taste, and quality.

Espresso Machine Settings:

Water temperature

- Typically, 90-96 °C
- Ensures proper extraction without burning or under-extracting coffee

Boiler pressure

- Usually 9-10 bar
- Maintains stable extraction pressure for espresso

Extraction time

- 25-30 seconds per shot
- Controls balance of flavor (under or over extraction)

Shot volume

- 25-30 ml (single)
- 50-60 ml (double)
- Determines strength and consistency

Steam pressure

- Around 1-1.5 bar
- Used for proper milk frothing and texture

Grinder Settings:

Grind size

- Fine for espresso
- Medium for drip coffee
- Directly affects extraction speed

Dose

- 20-18 double shot
- Ensures correct coffee-to-water ratio

Grinding time

- Adjusted to achieve the required dose
- Depends on grinder speed and calibration

Burr alignment

- Must be properly aligned for uniform grinding
- Prevents uneven extraction

Cleaning and calibration

- Regular cleaning and adjustment required
- Maintains consistency and equipment performance

3.3 Operate Machines and grinders.

Operating machines and grinders mean using espresso machines and coffee grinders correctly and safely to prepare coffee with consistent quality and efficiency.

Step-by-step working procedure:

Steps (Procedure)

Step 1: Prepare equipment Ensure espresso machine and grinder are clean, calibrated, and switched on. Check water level, temperature, and settings.

Step 2: Grind coffee beans Select correct grind size (fine for espresso). Grind required dose (e.g., 18–20 g for double shot).

Step 3: Dose and tamp Place ground coffee into portafilter. Tamp evenly with proper pressure (14-20) to ensure uniform extraction.

Step 4: Extract espresso Lock portafilter into group head. Start extraction and monitor time (25-30 seconds). Observe flow and crema.

Step 5: Steam milk (if required) Use steam wand to froth milk. Achieve smooth

Steps (Procedure)

and creamy texture.

Step 6: Monitor operation Check for proper pressure, temperature, and sound. Adjust grind size or settings if needed.

Step 7: Clean after use Flush group head and clean portafilter. Wipe steam wand and remove used coffee grounds.

3.4 Brew Coffee to achieve the desired taste and consistency.

Brewing coffee means extracting flavor from ground coffee using water under controlled conditions to produce a balanced taste, proper strength, and consistent quality.

Step-by-step working procedure:

Step 1: Select coffee and method

- Choose appropriate coffee beans and brewing method (espresso, pour-over, drip).
- Match method with desired flavor profile.

Step 2: Measure coffee and water

- Use correct ratio (e.g., 1:3 for espresso, 1:15–18 for filter coffee).
- Ensure consistency using a scale.

Step 3: Set grind size

- Fine for espresso, medium for drip, coarse for French press.
- Adjust based on brewing method.

Step 4: Control water temperature

- Maintain 90-96°C for optimal extraction.
- Avoid too hot or too cold water.

Step 5: Brew and monitor time

- Espresso: 25-30 seconds
- Pour-over: 2-4 minutes
- Ensure even extraction.

Self-Check – 1.3

Short Questions:

1. **Question:** Why is it important to check the espresso machine and grinder before use?
Answer:
2. **Question:** What should be checked in an espresso machine before operation?
Answer:
3. **Question:** Why is grinder calibration important?
Answer:
4. **Question:** What are equipment settings based on?
Answer:
5. **Question:** How does grind size affect coffee quality?
Answer:
6. **Question:** What is the correct way to operate a coffee grinder?
Answer:
7. **Question:** Why should machines be operated according to standard procedures?
Answer:
8. **Question:** What factors influence coffee brewing quality?
Answer:

Answer Key – 1.3

Short Questions with Answers:

1. **Question:** Why is it important to check the espresso machine and grinder before use?
Answer: It ensures cleanliness, proper functioning, and consistent coffee quality while preventing contamination and equipment faults.
2. **Question:** What should be checked in an espresso machine before operation?
Answer: Water level, temperature, pressure, cleanliness, and overall working condition should be checked.
3. **Question:** Why is grinder calibration important?
Answer: Proper calibration ensures the correct grind size, which directly affects extraction and taste.
4. **Question:** What are equipment settings based on?
Answer: Equipment settings are adjusted according to the type of beverage, such as espresso, cappuccino, or latte.
5. **Question:** How does grind size affect coffee quality?
Answer: Fine grind produces stronger extraction, while coarse grind results in weaker extraction.
6. **Question:** What is the correct way to operate a coffee grinder?
Answer: Select the correct grind size, ensure beans are fresh, and grind only the required amount.
7. **Question:** Why should machines be operated according to standard procedures?
Answer: To ensure safety, consistency, and optimal performance of the equipment.
8. **Question:** What factors influence coffee brewing quality?
Answer: Water temperature, pressure, grind size, coffee dose, and extraction time.

Job Sheet – 1.3

Task Name: Prepare and Brew Coffee Using Espresso Machine

Instructions:	
Read and understand the directions carefully: ▪ Follow each step in the correct sequence to complete the task. ▪ Ensure all equipment is clean and ready before starting. ▪ Select appropriate settings based on the type of coffee beverage. ▪ Operate the espresso machine and grinder carefully and safely. ▪ Maintain hygiene and workplace safety throughout the task. ▪ You will have fifteen (15) minutes to familiarize yourself with the resources and technical specifications provided. ▪ You have two (2) hours to complete this demonstration and descriptive report.	
Working Procedure:	
Step 1: Check Machine and Grinder ▪ Ensure espresso machine and grinder are clean ▪ Check water level, pressure, and temperature ▪ Confirm equipment is functioning properly Step 2: Set Equipment Parameters ▪ Adjust grind size based on beverage type ▪ Set correct temperature and pressure ▪ Select appropriate settings for espresso or other drinks Step 3: Operate Machine and Grinder ▪ Grind coffee beans to required consistency ▪ Dose and tamp coffee evenly ▪ Start machine and monitor extraction Step 4: Brew Coffee ▪ Extract coffee within standard time (20–30 seconds for espresso) ▪ Check color, aroma, and crema ▪ Ensure taste and consistency meet standard	
Specific Information:	
▪ Extraction time: 20-30 seconds ▪ Coffee dose: 18-20 g (double shot) ▪ Grind size: Fine ▪ Water temperature: 90-96°C ▪ Pressure: 9-10 bars	
Resources Required:	
Tools and materials:	• Espresso machine • Coffee grinder • Coffee beans • Tamper • Cup / Mug

Information Sheet - 1.4

Learning Outcome-4: Extract Espresso.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 4.1 Espresso extraction requirements.
- 4.2 Measure and tamp ground coffee.
- 4.3 Prepare espresso machine.
- 4.4 Extract espresso within the recommended time and pressure range.
- 4.5 Observe crema, aroma, and flavor for quality consistency.

4.1 Espresso extraction requirements.

Espresso is the base for many popular coffee drinks, and its preparation requires precision. Proper extraction brings out the rich flavors, aroma, and texture in the coffee. Understanding the key requirements for espresso extraction is essential for any barista.

Key Requirements for Espresso Extraction

a) Coffee Dose:

- **Definition:** The amount of ground coffee used for one shot of espresso (usually measured in grams).
- **Best Practice:** A typical dose is around 18–20 grams, but this can vary depending on the coffee type and machine used.

b) Grind Size:

- **Definition:** The coarseness or fineness of the coffee grounds.
- **Best Practice:** Espresso requires a fine, uniform grind. Too coarse will result in a weak, under-extracted shot; too fine will cause over-extraction and bitterness.

c) Tamping:

- **Definition:** The process of pressing the coffee grounds evenly into the portafilter.
- **Best Practice:** Tamping should be firm and level to create uniform resistance against the water pressure during extraction.

d) Water Temperature:

- **Definition:** The temperature of the water used during extraction.
- **Best Practice:** Water temperature should be between 90–96°C (194–205°F) for optimal extraction. Too hot or too cold water can affect the flavor and quality.

e) Pressure:

- **Definition:** The force with which water is pushed through the coffee grounds.

- **Best Practice:** Espresso machines typically use 9 bars of pressure for extraction. This pressure is critical to achieving the ideal flow rate and flavor profile.

f) Extraction Time:

- **Definition:** The time it takes to extract espresso after water begins flowing through the coffee.
- **Best Practice:** Ideal extraction time is typically 25–30 seconds. Longer or shorter extractions may lead to under or over-extraction, affecting taste.

4.2 Measure and tamp ground coffee.

Measuring and tamping ground coffee are crucial steps in the espresso preparation process. Proper measurement ensures the right dose, while tamping creates a uniform surface to ensure even water distribution. Both actions directly affect the quality and consistency of the espresso.

Measuring Ground Coffee

a) Importance of Accurate Measurement

- **Consistency:** Proper measurement ensures each shot of espresso uses the same amount of coffee, which is critical for consistent flavor and strength.
- **Standard Dose:** The standard dose for a single espresso shot is typically **9–11 grams**, and for a double shot, it is **18–20 grams**. These measurements can vary based on the type of coffee or personal preference.

b) Method for Measuring

- **Tools Required:** Use a **digital scale** for accuracy.
- **Procedure:**
 1. Place the **portafilter** on the scale and **zero out** the scale (tare).
 2. Add ground coffee to the portafilter until the desired weight is reached (typically 18–20 grams for a double shot).
 3. **Check** the weight before tamping, ensuring it's precise.
 4. Ensure the coffee is evenly distributed in the portafilter, avoiding clumps or gaps.

c) Common Errors in Measuring

- Too much or too little coffee leads to poor extraction, either under-extracted (weak) or over-extracted (bitter).
- **Solution:** Always measure using a scale for consistent results.

4.3 Prepare espresso machine.

Preparing the espresso machine is a critical first step in ensuring a smooth and efficient espresso-making process. A well-maintained and properly prepared espresso machine ensures consistent shot quality, reduces the risk of machine malfunction, and improves overall efficiency.

Machine Maintenance Steps

Daily Maintenance:

- Clean the **portafilter** and **group head** after every use.
- Clean the **drip tray** and **water tank** daily.
- Empty the **waste tray** and **coffee grounds bin** after every shift.

Weekly Maintenance:

- Clean the **espresso machine's exterior** with a damp cloth.
- Run a **descaling solution** through the machine (if required, depending on water hardness).

Common Problems and Troubleshooting

a) No Water Flow

- **Cause:** Water tank may be empty or blocked.
- **Solution:** Refill the water tank and check for any blockages in the group head or pipes.

b) Weak Espresso Shot

- **Cause:** Incorrect grind size, insufficient tamping, or low water temperature.
- **Solution:** Adjust the grind size to be finer, tamp with more pressure, and check the machine's water temperature.

c) Uneven Extraction (Channeling)

- **Cause:** Uneven tamping or distribution of coffee grounds.
- **Solution:** Ensure proper tamping and even distribution of the grounds before tamping.

4.4 Extract espresso within the recommended time and pressure range.

Espresso extraction is the process of forcing hot water through finely ground coffee under high pressure to produce a small, concentrated coffee shot. Achieving the correct extraction time and pressure is critical to getting the perfect espresso shot, with the right balance of flavor, aroma, and crema.

Recommended Time and Pressure for Espresso Extraction

a) Extraction Time:

- **Optimal Time:** Espresso should be extracted within **25–30 seconds** from the start of the shot.
- **Under-extraction** (less than 20 seconds) can result in weak, sour espresso.
- **Over-extraction** (more than 35 seconds) can lead to bitter, harsh espresso.

b) Pressure:

- **Optimal Pressure:** The espresso machine should operate at a pressure of **9 bars** (9 atmospheres) during the extraction.
- **Low Pressure** (below 8 bars) may lead to under-extraction, while **high pressure** (above 10 bars) can cause over-extraction and bitterness.

4.5 Observe crema, aroma, and flavor for quality consistency.

Espresso is often evaluated through three key quality indicators: **crema**, **aroma**, and **flavor**. Each of these indicators plays an essential role in determining the overall quality and consistency of an espresso shot. A high-quality espresso shot should have a rich crema, a pleasant aroma, and a well-balanced flavor profile.

Crema: The Golden Layer

Crema is the golden-brown foam that forms on top of a well-pulled espresso shot. It is a mixture of coffee oils, proteins, and gases that are emulsified during the brewing process under high pressure.

Aroma: The Scent of Freshly Brewed Espresso

Aroma refers to the fragrance of the espresso as it is being brewed. Aroma plays a significant role in the overall sensory experience of drinking coffee. It is influenced by the coffee beans, the roast level, and the brewing process.

Flavor: The Taste of the Espresso

Flavor refers to the overall taste experience of the espresso, which is influenced by the coffee's aroma, acidity, sweetness, bitterness, and body. A well-extracted espresso will have a balanced flavor with a rich, full-bodied taste.

Self-Check – 1.4

Short Questions:

1. What is espresso extraction?

Answer:

2. Why is correct coffee measurement important?

Answer:

3. Why should ground coffee be tamped evenly?

Answer:

4. What should be checked when preparing the espresso machine?

Answer:

5. What is the recommended extraction time for espresso?

Answer:

6. What is the recommended pressure range for espresso extraction?

Answer:

7. What does good crema look like?

Answer:

8. Why is it important to observe aroma and flavor?

Answer:

Answer Key – 1.4

Short Questions with Answers:

1. What is espresso extraction?

Answer: Espresso extraction is the process of forcing hot water through finely ground coffee under pressure to produce espresso.

2. Why is correct coffee measurement important?

Answer: Correct coffee measurement helps produce consistent taste, strength, and quality in every espresso shot.

3. Why should ground coffee be tamped evenly?

Answer: Even tamping helps water pass through the coffee evenly and prevents poor extraction.

4. What should be checked when preparing the espresso machine?

Answer: The trainee should check that the machine is clean, switched on, warmed up, has enough water, and is ready for use.

5. What is the recommended extraction time for espresso?

Answer: The recommended extraction time is usually **25 to 30 seconds**.

6. What is the recommended pressure range for espresso extraction?

Answer: The recommended pressure is usually around **9 bars**.

7. What does good crema look like?

Answer: Good crema should be thick, smooth, and golden-brown in color.

8. Why is it important to observe aroma and flavor?

Answer: It is important because aroma and flavor help check the quality, freshness, and consistency of the espresso.

Job Sheet – 1.4

Job Name: Prepare Espresso Machine for Extract Espresso

Working Procedure / Steps:

1. Wash hands and wear required PPE before starting work.
2. Check the work area and make sure it is clean, dry, and organized.
3. Check the espresso machine power supply and switch on the machine.
4. Allow the machine to heat up to operating temperature.
5. Check the water tank or water connection and confirm enough clean water is available.
6. Check the pressure gauge, temperature indicator, and machine status.
7. Inspect the group head, steam wand, drip tray, and portafilter for cleanliness.
8. Clean and flush the group head by running a small amount of hot water.
9. Wipe and dry the portafilter basket before use.
10. Check the grinder and confirm beans are available and grinder setting is suitable for espresso.
11. Place the portafilter into the group head temporarily to keep it warm.
12. Prepare and arrange cup, tamper, cloth, and other required tools near the machine.
13. Flush the group head again just before dosing coffee.
14. Confirm the machine is now ready for espresso extraction.

Caution:

- Do not start extraction before the machine is fully heated. Hot surfaces may cause burns.
- Dirty parts affect coffee quality and hygiene. Handle hot parts carefully.
- Keep hands away from hot water outlet. Use caution to avoid burns.
- Do not place fingers or objects inside the grinder.

Specification Sheet – 1.4

Job Name: Prepare Espresso Machine for Extract Espresso

1. Required PPE

- Clean apron
- Hair cover / cap
- Closed non-slip shoes
- Heat-resistant cloth or
- Hand glove for hot parts if needed

2. Required Tools & Equipment

- Espresso machine
- Coffee grinder
- Portafilter
- Tamper
- Knock box
- Espresso cup / shot glass
- Group head cleaning brush
- Clean dry cloth
- Thermometer or built-in temperature display
- Pressure gauge or built-in pressure indicator

3. Required Materials

- Fresh coffee beans
- Clean potable water
- Cleaning cloth
- Food-safe cleaning detergent (if cleaning is required)
- Tissue / paper towel

Information Sheet - 1.5

Learning Outcome-5: Carryout Steam and Texture Milk.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 5.1 Select and pour fresh milk into a clean steaming jug/pitcher.
- 5.2 Check steam wand and equipment.
- 5.3 Steam milk to the required temperature and texture.
- 5.4 Frothing techniques.
- 5.5 Measure and tamp ground coffee.
- 5.6 Poured steamed milk to beverage.

5.1 Select and pour fresh milk into a clean steaming jug/pitcher.

Milk steaming is an important skill for a barista. Good milk preparation helps create smooth, creamy, and tasty coffee beverages such as cappuccino, latte, and flat white. Before steaming milk, the barista must select fresh milk and use a clean steaming jug or pitcher.

Importance of Fresh Milk

Fresh milk creates better foam and improves beverage quality. Cold milk is recommended because it produces smooth and creamy microfoam.

Types of Milk

- Full cream milk
- Low-fat milk
- Skim milk
- Soy milk
- Almond milk
- Oat milk

Steps for Selecting and Pouring Milk

- Wash hands properly.
- Check milk expiry date.
- Select cold and fresh milk.
- Use a clean and dry steaming jug/pitcher.
- Pour milk into the jug up to one-third or half full.
- Avoid overfilling the pitcher.

5.2 Check steam wand and equipment.

Importance of Equipment Checking

Checking equipment ensures safe operation and good beverage quality.

Steam Wand Checking Procedure

- Inspect the steam wand for cleanliness.
- Purge the steam wand before use.
- Check steam pressure.
- Ensure the espresso machine is functioning properly.
- Confirm that the thermometer and pitcher are clean.

5.3 Steam milk to the required temperature and texture.

Milk steaming is the process of heating and texturing milk using the steam wand of an espresso machine. Proper steaming creates smooth, creamy milk that improves the taste, appearance, and quality of coffee beverages such as cappuccino, latte, and flat white.

Steaming milk correctly helps to:

- Produce creamy and silky texture
- Improve beverage flavor and sweetness
- Create stable microfoam for latte art
- Enhance customer satisfaction

Recommended Milk Temperature

Milk should be steamed to the correct temperature to maintain flavor and texture quality.

Temperature Range	Result
55°C–60°C	Warm milk with light texture
60°C–65°C	Ideal temperature for coffee beverages
Above 70°C	Milk becomes overheated and burnt

5.4 Frothing techniques.

Frothing is the process of introducing air into milk to create foam. The foam improves beverage texture and appearance and is important for preparing specialty coffee drinks.

Importance of Frothing: Proper frothing helps to:

- Create creamy foam
- Improve drink presentation
- Support latte art designs
- Enhance beverage texture

Beverage	Foam Type	Description
Cappuccino	Thick Foam	Dry and airy foam
Latte	Thin Microfoam	Smooth and silky texture
Flat White	Very Smooth Microfoam	Minimal foam with creamy texture

Frothing Techniques

Stretching Phase

During the beginning of steaming, air is added into the milk by keeping the steam wand near the milk surface.

Texturing Phase

After adding air, the milk is spun in a whirlpool motion to mix foam evenly and create microfoam.

5.5 Measure and tamp ground coffee.

Correct coffee measurement ensures balanced espresso extraction and consistent beverage quality.

Proper measurement helps to:

- Maintain flavor consistency
- Control coffee strength
- Improve extraction quality
- Reduce coffee waste

Coffee Dose

The amount of ground coffee used depends on the beverage type and basket size.

Espresso Type	Recommended Dose
Single Espresso	7–10 grams
Double Espresso	14–20 grams

Tamping Procedure: Tamping compresses coffee grounds evenly inside the portafilter.

Steps for Proper Tamping

- Place the portafilter on a flat surface.
- Level the coffee grounds evenly.
- Hold the tamper firmly.
- Press down evenly with consistent pressure.
- Ensure the coffee surface is flat and smooth.
- Clean loose coffee from the rim of the portafilter.

5.6 Poured steamed milk to beverage

Pouring steamed milk correctly is important for beverage quality, texture, and presentation. Proper pouring combines espresso and milk smoothly.

Preparation Before Pouring

Before pouring:

- Swirl steamed milk to mix foam evenly.
- Ensure espresso is freshly prepared.
- Hold the cup comfortably.

Procedure for Pouring Steamed Milk

Step 1: Swirl the Milk

Swirl the pitcher gently to maintain smooth microfoam consistency.

Step 2: Hold the Cup at an Angle

Tilt the cup slightly for controlled pouring.

Step 3: Begin Pouring Slowly

Start pouring from a higher position to mix milk with espresso.

Step 4: Lower the Pitcher

Bring the pitcher closer to the cup surface to create foam patterns.

Step 5: Finish the Pour

Complete the beverage with the required amount of foam.

Self-Check – 1.5

Short Questions:

1. **Why is it important to check the steam wand and equipment before use?**
Answer:

2. **What is the first step when preparing milk for steaming?**
Answer:

3. **What should be the target temperature when steaming milk for beverages?**
Answer:

4. **What technique is used to create smooth micro foam in milk?**
Answer:

5. **How can the texture of steamed milk be monitored?**
Answer:

6. **What happens if the milk is overheated while steaming?**
Answer:

7. **How quickly should steamed milk be used after preparation?**
Answer:

8. **Why is it important to monitor the milk during steaming?**
Answer:

Answer Key – 1.5

Short Questions with Answers:

1. **Why is it important to check the steam wand and equipment before use?**

Answer: It is essential to check for cleanliness and functionality to ensure the milk is steamed properly and hygiene is maintained.

2. **What is the first step when preparing milk for steaming?**

Answer: Fresh milk should be selected and poured into a clean steaming jug or pitcher.

3. **What should be the target temperature when steaming milk for beverages?**

Answer: The milk should be steamed to the required temperature, generally between 60–70°C (140–158°F) for most beverages.

4. **What technique is used to create smooth micro foam in milk?**

Answer: Frothing techniques are applied, ensuring the milk has a velvety texture and consistent foam.

5. **How can the texture of steamed milk be monitored?**

Answer: By observing the consistency and feeling the temperature of the milk, ensuring it is not too hot or too cold.

6. **What happens if the milk is overheated while steaming?**

Answer: The milk may lose its sweetness and texture, resulting in a poor-quality beverage.

7. **How quickly should steamed milk be used after preparation?**

Answer: Steamed milk should be poured immediately after steaming to maintain its texture and consistency for beverage preparation.

8. **Why is it important to monitor the milk during steaming?**

Answer: Monitoring ensures that the milk reaches the correct temperature and texture for optimal beverage quality.

Job Sheet – 1.5

Job Name: Steam Milk to the Required Temperature and Texture

Working Procedure/Steps:

1. Wash hands and wear required PPE before starting work.
2. Check the work area and make sure it is clean, dry, and organized.
3. Ensure the milk steaming jug and steam wand are clean and free of residue from previous use.
4. Use fresh, cold milk. Whole milk is typically preferred for a richer texture, but alternatives (like skim, almond, or soy) can also be used.
5. Fill the steaming jug with enough milk to cover the steam wand's tip
6. Turn on the steam wand. As steam is introduced, the milk will begin to heat and foam.
7. Steaming should continue until the milk reaches a temperature of **65-70°C** (150-160°F).
8. As the milk heats, lower the jug to ensure the steam wand remains below the surface of the milk, creating a vortex for proper texturing.
9. Ensure the milk achieves a smooth, velvety texture with small, uniform bubbles (microfoam).
10. Once the milk has reached the desired temperature, turn off the steam wand and remove it from the jug.
11. Wipe the steam wand immediately with a damp cloth to remove milk residue

Caution:

- Be careful not to burn yourself with the steam wand. Always keep your hands away from the wand when it is in use.
- Do not overheat the milk (above 75°C or 165°F) as it will affect the taste and texture, leading to a burnt flavor.
- Always clean the steam wand immediately after use to prevent milk residue build-up, which can affect performance and hygiene.
- Be mindful of the milk spillage when steaming; excess milk on the counter may cause slippery surfaces.

Specification Sheet – 1.5

Job Name: Steam Milk to the Required Temperature and Texture

Required PPE (Personal Protective Equipment):

- Heat-resistant gloves
- Non-slip shoes
- Apron

Required Tools & Equipment:

- Steam wand
- Steaming jug
- Thermometer
- Clean, damp cloth
- Espresso machine

Required Materials:

- Fresh milk
- Water
- Coffee or beverage base

Information Sheet - 1.6

Learning Outcome-6: Clean and maintain barista tools machine.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 6.1 Clean barista tools and equipment.
- 6.2 Wipe, flush and descale coffee machines.
- 6.3 Clean and sanitize milk steamers, nozzles, and filters.
- 6.4 Dispose waste and coffee residues.
- 6.5 Carried out minor maintenance tasks.

6.1 Clean barista tools and equipment according to hygiene and safety standards.

Cleaning and maintaining barista tools and coffee machines are essential responsibilities of a professional barista. Proper cleaning ensures hygiene, improves beverage quality, extends equipment lifespan, and prevents machine damage. Regular maintenance also helps maintain consistent coffee taste and safe working conditions.

A clean coffee workstation creates a professional café environment and increases customer satisfaction.

Daily Cleaning Procedures

Equipment/Area	Cleaning Procedures
Portafilter	• Remove used coffee grounds • Rinse with warm water • Use a cleaning brush to remove coffee residue. • Dry properly before reuse.
Steam Pitcher	• Wash immediately after use • Use warm water and food-safe detergent • Rinse thoroughly • Air dry or wipe with a clean cloth.
Grinder	• Remove remaining coffee beans • Brush away coffee particles • Wipe external surfaces • Avoid using water inside the grinder.
Work Surfaces	• Wipe counters regularly • Remove spills immediately • Keep tools organized and dry.

6.2 Wipe, flush and descale coffee machines.

Coffee Machine Cleaning and Maintenance Procedures

Maintenance Area	Description/Procedure
Importance of Cleaning and Maintenance	• Proper machine performance • Consistent espresso quality • Longer machine lifespan • Prevention of mineral buildup
Wiping the Coffee Machine	• Wiping removes dirt, milk stains, coffee splashes, and fingerprints from machine surfaces.
Wiping Procedure	• Turn off the machine if necessary • Use a soft damp cloth • Wipe machine surfaces carefully • Dry with a clean cloth.
Flushing the Coffee Machine	• Flushing means running water through the group head to remove coffee residue and maintain cleanliness.
Flushing Procedure	• Remove the portafilter • Run hot water through the group head for several seconds • Reinsert the clean portafilter • Repeat after every espresso shot if required.
Descaling the Coffee Machine	• Descaling removes mineral deposits (lime scale) caused by water buildup inside the machine.
Descaling Procedure	• Prepare descaling solution • Fill the machine water reservoir • Run the solution through the machine • Flush thoroughly with clean water • Repeat if necessary.

6.3 Clean and sanitize milk steamers, nozzles, and filters.

Equipment/Area	Cleaning and Sanitizing Procedure
Importance of Cleaning	• Milk residue can quickly spoil and create bacteria. Proper cleaning and sanitizing are essential for hygiene and milk quality.
Steam Wand Cleaning Procedure	• Wipe the steam wand immediately after use. • Purge steam to remove milk residue. • Use a damp clean cloth. • Remove blocked milk deposits if necessary.
Cleaning Nozzles	• Blocked nozzles affect steam pressure and milk texture.
Nozzle Cleaning Procedure	• Remove nozzle carefully. • Soak in warm water. • Use a small brush or pin to remove blockage

Equipment/Area	Cleaning and Sanitizing Procedure
	• Reattach properly.
Filter Cleaning and Sanitizing Procedure	• Remove filters from the machine. • Wash with warm water and detergent • Use a cleaning brush • Rinse thoroughly • Sanitize using approved sanitizer • Dry before reinstalling.

6.4 Dispose waste and coffee residues.

Importance of Proper Waste Disposal

Proper waste disposal maintains:

- Workplace cleanliness
- Hygiene standards
- Environmental safety
- Pest control

Waste Disposal Procedure

Waste Type	Disposal Procedure
Coffee Grounds Disposal	• Empty coffee puck into knock box • Dispose in waste container or compost bin • Clean knock box regularly.
Liquid Waste Disposal	• Pour waste liquids into proper drainage • Avoid clogging drains with coffee particles.
General Waste Management	• Separate recyclable materials • Use covered waste bins • Empty bins regularly.

6.5 Carried out minor maintenance tasks.

Maintenance Area	Details/Procedures
Importance of Minor Maintenance	• Keeps equipment in good working condition • Ensures smooth operation • Prevents equipment failure • Prolongs the life of machinery.
Operational Guidelines	• Read the equipment user manual before maintenance • Follow workplace operational guidelines • Understand safe maintenance procedures • Perform tasks such as cleaning, lubricating, checking wear and tear, and inspecting parts.
Espresso Machines and Coffee Makers	• Perform daily operational checks • Check for leaks • Ensure the water reservoir is full

Maintenance Area	Details/Procedures
	Inspect the grinder for blockages or irregularities.
Steam Wands	- Clean steam wands after each use - Prevent milk residue build-up - Check regularly for blockages - Ensure smooth operation.
Grinders	- Inspect and clean grinders regularly - Prevent clogging - Check grind size consistency - Calibrate grinder if necessary.
Brewing Equipment	- Ensure all parts are securely attached - Keep equipment clean - Remove mineral deposits regularly - Descale equipment to maintain performance.
Daily Cleaning	- Wipe down surfaces - Clean spouts. - Remove coffee residue from trays and baskets.
Deep Cleaning (Weekly/Monthly)	- Perform deep cleaning regularly - Backflush espresso machine group heads. - Remove coffee oil residue - Follow manufacturer cleaning schedule.
Descaling	- Descale machines according to water quality and manufacturer guidelines. - Prevent lime scale build-up. - Protect equipment from damage.

Self-Check – 1.6

Short Questions:

1. Why is it important to clean barista tools and equipment regularly?

Answer:

2. What should be done to coffee machines and grinders after use?

Answer:

3. How often should milk steamers and nozzles be cleaned?

Answer:

4. What is the proper way to dispose of waste and coffee residues?

Answer:

5. Why is it necessary to follow operational guidelines when carrying out minor maintenance tasks?

Answer:

6. What equipment needs to be cleaned after each use according to hygiene standards?

Answer:

7. What should be done if a coffee machine or grinder is malfunctioning?

Answer:

8. What are the potential risks of not cleaning barista tools regularly?

Answer:

Answer Key – 1.6

Short Questions with Answers:

1. Why is it important to clean barista tools and equipment regularly?
Answer: Regular cleaning of barista tools and equipment ensures hygiene, prevents contamination, and extends the life of the tools.
2. What should be done to coffee machines and grinders after use?
Answer: Coffee machines and grinders should be wiped, flushed, and descaled as per the manufacturer's instructions to maintain performance and hygiene.
3. How often should milk steamers and nozzles be cleaned?
Answer: Milk steamers and nozzles should be cleaned and sanitized after each use to ensure they are free from milk residue and bacteria.
4. What is the proper way to dispose of waste and coffee residues?
Answer: Waste and coffee residues should be properly disposed of following the workplace procedures to maintain cleanliness and safety in the workspace.
5. Why is it necessary to follow operational guidelines when carrying out minor maintenance tasks?
Answer: Following operational guidelines during minor maintenance tasks ensures that equipment is functioning correctly, and safety standards are maintained.
6. What equipment needs to be cleaned after each use according to hygiene standards?
Answer: Milk steamers, nozzles, and filters should be cleaned and sanitized after each use to meet hygiene standards.
7. What should be done if a coffee machine or grinder is malfunctioning?
Answer: Minor maintenance tasks should be carried out according to operational guidelines, or the equipment should be reported for professional maintenance if needed.
8. What are the potential risks of not cleaning barista tools regularly?
Answer: Not cleaning barista tools regularly can lead to contamination, bacteria growth, poor-quality beverages, and equipment damage.

Job Sheet – 1.6

Job Name: Wipe Coffee Machines and Grinders

Working Procedure/Steps:

1. Wash hands and wear required PPE before starting work.
2. Check the work area and make sure it is clean, dry, and organized.
3. Ensure the machine is turned off and unplugged to prevent electrical hazards.
4. Remove any detachable parts like portafilters, baskets, and grinders.
5. Dampen the cleaning cloth with warm water. Ensure the cloth is not soaking wet to avoid water damage.
6. Wipe the exterior of the coffee machine, focusing on areas like the drip tray, front panel, and handle.
7. Wipe down the exterior of the grinder using the same damp cloth.
8. For grinders with removable components, take them apart and wipe each part separately.
9. Use a dry cloth to wipe down all surfaces after cleaning to avoid water spots and ensure no moisture remains on the equipment.
10. Reassemble the grinder and coffee machine, ensuring all components are securely attached.
11. Inspect the coffee machine and grinder for cleanliness and functionality.

Caution:

- Ensure the machine is turned off and unplugged before starting the cleaning procedure to avoid electrical shock.
- Do not use harsh chemicals or abrasive materials, as they can damage the equipment.
- Do not allow any cleaning solution to drip into electrical components.
- Always allow the equipment to cool down before cleaning, especially coffee machines with hot surfaces.
- Ensure that no cleaning cloth fibers or debris are left on the equipment before reassembly.

Specification Sheet – 1.6

Job Name: Wipe Coffee Machines and Grinders

Required PPE:

- Hands Gloves
- Apron
- Safety Glasses

Required Tools & Equipment:

- Clean Cloths
- Soft Brushes
- Warm Water
- Mild Cleaning Solution (optional)
- Drying Cloth

Required Materials:

- Coffee Machine Cleaning Solutions
- Disinfectant Wipes

Module-2

Module: Maintaining Workplace Hygiene and Safety

Unit Code: SICIP-THS-PBE-02-O

**Skills for Industry Competitiveness and Innovation Program (SICIP)
Finance Division, Ministry of Finance**

Module-2

Module Title: Maintain Workplace Hygiene and Safety.

Unit code: SICIP-THS-PBE-02-O
hours

Nominal Hours: 10

Module Description: This module covers the knowledge, skills and attitudes required to maintain workplace hygiene and safety. It specifically includes the tasks of following food safety and hygiene standards, using cleaning materials, handling hot equipment safely, preventing cross-contamination and managing waste properly.

Learning Outcomes: After completing of this module, the trainee will be able to;

1. Follow food safety and hygiene standards
2. Use cleaning materials
3. Handle hot equipment safely
4. Prevent cross-contamination and managing waste properly.

Assessment Criteria:

1. Food safety and hygiene requirements are identified and understood.
2. Personal hygiene practices are applied consistently by all personnel.
3. Work surfaces, equipment, and utensils are cleaned and sanitized regularly.
4. Raw materials and ingredients are stored under safe conditions.
5. Contamination risks are monitored and controlled during preparation.
6. Waste and spoiled materials are disposed of according to safety standards.
7. Cleaning materials are identified and selected according to their intended use.
8. Safety instructions and usage guidelines for cleaning materials are followed.
9. Appropriate quantities of cleaning materials are measured and applied.
10. Surfaces, tools, and equipment are cleaned using correct methods.
11. Cleaning materials are stored safely after use.
12. Hot equipment and tools are identified and their hazards recognized.
13. Safety instructions for handling hot equipment are followed.
14. Protective gear such as gloves or cloths is used as required.
15. Equipment is moved or operated carefully to prevent burns or accidents.
16. Areas around hot equipment are kept clear to ensure safety.
17. Incidents or hazards related to hot equipment are reported immediately.
18. Food and beverage handling procedures are followed to prevent cross-contamination.
19. Raw and cooked ingredients are stored separately according to safety guidelines.
20. Utensils, equipment, and surfaces are cleaned and sanitized between uses.
21. Personal hygiene practices, including handwashing, are applied consistently.
22. Contaminated or spoiled ingredients are identified and removed promptly.
23. Cross-contamination risks are monitored and controlled during preparation.
24. Waste types are identified and segregated according to workplace procedures.
25. Waste is collected and disposed of safely and hygienically.
26. Recyclable and reusable materials are separated and processed appropriately.
27. Contaminated or hazardous waste is handled following safety guidelines.
28. Waste disposal areas are maintained clean and organized.
29. Records of waste management activities are maintained.

Information Sheet 2.1

Learning Outcome-1: Follow food safety and hygiene standards

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.1 Food safety and hygiene requirements
- 1.2 Personal hygiene practices
- 1.3 Clean work surfaces, equipment and utensils
- 1.4 Store raw materials and ingredients
- 1.5 Contamination risks
- 1.6 Waste and spoiled materials

1.1 Food safety and hygiene requirements

Food safety and hygiene are essential in beverage preparation and food service operations. A professional barista must follow proper hygiene and safety practices to ensure that food and beverages are safe for customers. Maintaining cleanliness, handling ingredients correctly, and preventing contamination help improve product quality and customer satisfaction.

Food safety and hygiene practices also reduce the risk of foodborne illness, workplace accidents, and equipment contamination.

Importance of Food Safety and Hygiene

Importance	Description
Protect Customer Health	Prevents foodborne illness and contamination
Maintain Beverage Quality	Keeps food and drinks fresh and safe
Ensure Workplace Cleanliness	Creates a safe and organized work environment
Improve Customer Confidence	Customers trust clean food service businesses
Follow Legal Requirements	Meets workplace health and safety standards

1.2 Personal hygiene practices

Personal hygiene is one of the most important food safety practices. Poor personal hygiene can spread bacteria and contaminate food and beverages.

Personal Hygiene Requirements

Hygiene Practice	Requirement
Hand Washing	Wash hands frequently with soap and water
Clean Uniform	Wear clean clothes or apron
Hair Control	Tie hair back or wear hair covering
Nail Care	Keep fingernails short and clean
Personal Cleanliness	Bathe regularly and maintain grooming
Health Condition	Avoid handling food when sick

Personal Hygiene Dos and Don'ts

Dos	Don'ts
Wear clean uniforms	Handle food with dirty hands
Wash hands regularly	Work while sick
Keep nails trimmed	Wear excessive jewelry
Cover cuts and wounds	Touch face or hair during service

1.3 Clean Work surfaces, equipment and utensils

Clean work areas and equipment help prevent contamination and improve food safety. Proper cleaning:

- Removes dirt and food residue
- Prevents bacteria growth
- Maintains equipment performance
- Creates a professional work environment

Cleaning Work Surfaces

Area	Cleaning Procedure
Countertops	Wipe regularly with sanitizer
Preparation Tables	Remove spills immediately
Floors	Sweep and mop daily
Service Areas	Keep clean and dry

Cleaning Equipment and Utensils

Equipment/Utensil	Cleaning Method
Steam Pitchers	Wash with warm water and detergent
Portafilters	Rinse and brush after use
Cups and Spoons	Wash and sanitize properly
Espresso Machine	Clean and flush regularly
Blender and Mixers	Clean after every use

1.4 Store raw materials and ingredients

Proper storage keeps ingredients safe, fresh, and free from contamination.

Types of Raw Materials and Ingredients

Ingredient Type	Examples
Dairy Products	Milk, cream
Dry Ingredients	Coffee beans, sugar
Perishable Items	Fruits, syrups
Packaged Products	Chocolate powder, tea

Storage Requirements

Storage Method	Requirement
Refrigeration	Store milk and dairy products at safe temperature
Dry Storage	Keep dry ingredients in sealed containers
Labeling	Label products with dates
Covered Containers	Protect ingredients from contamination

1.5 Contamination risks

Contamination occurs when harmful substances or microorganisms enter food or beverages and make them unsafe.

Types of Contamination

Type	Example
Biological Contamination	Bacteria from dirty hands
Physical Contamination	Hair or dust in drinks
Chemical Contamination	Cleaning chemicals in food area
Cross-Contamination	Transfer of bacteria between foods

1.6 Waste and spoiled materials

Proper waste handling maintains hygiene and prevents pests, odors, and contamination.

Types of Waste Materials

Waste Type	Examples
Solid Waste	Food scraps, packaging
Liquid Waste	Spoiled milk, wastewater
Recyclable Waste	Plastic bottles, paper cups
Hazardous Waste	Cleaning chemicals

Self-check- 2.1

Short Questions:

1. **What are the key food safety and hygiene requirements in food handling?**
Answer:

2. **Why is personal hygiene important in food handling?**
Answer:

3. **What personal hygiene practices should food handlers apply?**
Answer:

4. **How often should work surfaces, equipment, and utensils be cleaned and sanitized?**
Answer:

5. **Why is it important to store raw materials and ingredients under safe conditions?**
Answer:

6. **What are common contamination risks during food preparation?**
Answer:

7. **How can food handlers monitor and control contamination risks during preparation?**
Answer:

8. **What are the correct methods for disposing of waste and spoiled materials?**
Answer:

Answer key – 2.1

Short Questions with Answers:

1. **What are the key food safety and hygiene requirements in food handling?**
Answer: Key requirements include maintaining cleanliness, preventing contamination, proper food storage, regular sanitization of surfaces and utensils, and ensuring personnel practice good hygiene.
2. **Why is personal hygiene important in food handling?**
Answer: Personal hygiene is crucial to prevent the spread of harmful bacteria or contaminants to food, ensuring the safety and quality of the products served to customers.
3. **What personal hygiene practices should food handlers apply?**
Answer: Food handlers should wash hands regularly, wear clean uniforms, cover wounds, keep hair tied back, avoid touching food directly with hands, and use gloves when necessary.
4. **How often should work surfaces, equipment, and utensils be cleaned and sanitized?**
Answer: Work surfaces, equipment, and utensils should be cleaned and sanitized regularly, ideally after each use, or whenever they come into contact with raw food or contaminants.
5. **Why is it important to store raw materials and ingredients under safe conditions?**
Answer: Proper storage prevents spoilage, contamination, and bacterial growth, ensuring that ingredients remain fresh and safe for consumption.
6. **What are common contamination risks during food preparation?**
Answer: Common risks include cross-contamination from raw to cooked food, improper storage temperatures, handling food with unclean hands, and using unsanitized utensils or surfaces.
7. **How can food handlers monitor and control contamination risks during preparation?**
Answer: Food handlers can control risks by practicing good hygiene, using separate equipment for raw and cooked foods, ensuring proper cooking and storage temperatures, and regularly sanitizing surfaces.
8. **What are the correct methods for disposing of waste and spoiled materials?**
Answer: Waste and spoiled materials should be disposed of immediately in sealed, labeled containers, according to local regulations, to prevent contamination and ensure cleanliness.

Task Sheet- 2.1

Task Name: Mention and Describe the Food Safety and Hygiene Requirements.

Instructions:		
Read and understand the directions carefully: - this practical demonstration is based on the performance criteria from all or some of the units of competency in Professional Barista and Beverage Preparations. - this assessment activity will be used to measure your underpinning knowledge and skills - you will have fifteen (15) minutes to familiarize yourself with the resources to be used - you have one (1) hour to complete this demonstration.		
Procedure:		
- Observe and wear personal protective equipment (PPE) as required for the task to be performed. - Read the specification information provided. - Collect all materials needed to complete the task. - Perform the task within the given time. - Observe and follow all health and safety (OHS) requirements at all times.		
Specification Information:		
- Collect required materials, tools and equipment for the job. - Read the training materials carefully before starting. - Read the task carefully and understand the meaning of food safety and hygiene. - Identify the major food safety and hygiene requirements. - Describe each requirement in simple and clear language. - Use examples from food shop, restaurant, bakery, or food processing workplace. - Write the answer neatly in the given worksheet. - Write the required information and put into the blank column. - Submit the completed worksheet to the Trainer.		
Drawing/ Diagram/ Worksheet:		
Worksheet: (Please use extra sheet as required) Instruction: Write at least 8 food safety and hygiene requirements with short descriptions. Trainee Name: _____ ID/Roll No.: _____ Date: _____		
Sl.No.	Description/Items (Food safety and hygiene requirements)	Activities (Short descriptions of Food safety and hygiene requirements)

Resources Required:		
Tools:	• The worksheet • Notebook • Pen/pencil • Computer with Internet Access • Word Processor • Presentation Software	
Equipment:	N/A	
Machinery:	N/A	
Materials:	• The training materials • The theoretical notes	
PPE:	▪ Business Attire ▪ Hairnet/Cap ▪ Hand Gloves ▪ Face Mask	

Information sheet-2.2

Learning outcome 2: Use cleaning materials.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Cleaning materials according to their intended use.
- 2.2 Safety instructions and usage guidelines for cleaning materials.
- 2.3 Appropriate quantities of cleaning materials.

2.1 Cleaning materials according to their intended use.

Cleaning materials are substances, tools, or chemicals used to remove dirt, stains, grease, coffee residue, bacteria, and other contaminants from equipment, utensils, and work surfaces.

Common Cleaning Materials and Their Intended Use

Cleaning Material	Intended Use
Food-Safe Detergent	Cleaning cups, pitchers, and utensils
Sanitizer	Killing bacteria and germs on surfaces
Descaling Solution	Removing mineral buildup from coffee machines
Glass Cleaner	Cleaning glass surfaces and display areas
Cleaning Brush	Removing coffee grounds and residue
Microfiber Cloth	Wiping machines and counters
Dishwashing Liquid	Washing reusable tools and equipment
Floor Cleaner	Cleaning café floors and walkways

Using cleaning materials according to their intended use is essential for maintaining cleanliness, hygiene, and equipment performance in barista and beverage preparation operations. Proper selection and use of cleaning materials help ensure food safety, protect equipment, improve workplace cleanliness, and support customer satisfaction.

2.2 Safety instructions and usage guidelines for cleaning materials.

Safety instructions and usage guidelines are rules and procedures for handling, using, storing, and disposing of cleaning materials safely and correctly.

General Safety Instructions for Cleaning Materials

Safety Instruction	Purpose
Read Product Labels Carefully	Understand proper usage
Follow Manufacturer Instructions	Ensure safe application
Wear Personal Protective Equipment (PPE)	Protect skin and eyes
Use Proper Ventilation	Avoid inhaling chemical fumes
Keep Cleaning Materials Away from Food	Prevent contamination
Do Not Mix Different Chemicals	Prevent dangerous reactions
Store Chemicals Safely	Avoid spills and accidents

Safety instructions and usage guidelines for cleaning materials are essential for maintaining hygiene, protecting workers, and ensuring safe operations in barista and beverage preparation workplaces. Proper handling, storage, and use of cleaning materials help prevent accidents, improve cleaning effectiveness, maintain food safety, and support a clean and safe working environment.

2.3 Appropriate quantities of cleaning materials.

Appropriate quantities refer to the correct amount of cleaning materials or chemicals required for safe and effective cleaning according to manufacturer instructions and workplace procedures.

Importance of Using Correct Quantities

Importance	Description
Ensures Effective Cleaning	Removes dirt and bacteria properly
Prevents Chemical Residue	Protects food and beverages from contamination
Protects Equipment	Prevents damage to machines and surfaces
Reduces Waste	Saves cleaning materials and cost
Improves Workplace Safety	Reduces health and safety risks

Self-check - 2.2

Short Questions:

1. **Why is it important to select the right cleaning material for a specific task?**

Answer:

2. **What safety measures should be followed when using cleaning materials?**

Answer:

3. **How should cleaning materials be measured before use?**

Answer:

4. **What is the consequence of using too much or too little cleaning material?**

Answer:

5. **What steps should be taken when cleaning a surface or tool?**

Answer:

6. **How should cleaning chemicals be stored after use?**

Answer:

7. **What is the importance of storing cleaning materials in their original containers?**

Answer:

8. **Why is it necessary to follow the safety guidelines when using cleaning chemicals?**

Answer:

Answer Key - 2.2

Short Questions with Answers:

1. **Why is it important to select the right cleaning material for a specific task?**
Answer: To ensure effective cleaning and prevent damage to surfaces, tools, and equipment.
2. **What safety measures should be followed when using cleaning materials?**
Answer: Read labels, use protective equipment, and avoid mixing chemicals.
3. **How should cleaning materials be measured before use?**
Answer: Follow the manufacturer's instructions and use measuring tools like caps or cups.
4. **What is the consequence of using too much or too little cleaning material?**
Answer: Too much can cause waste and chemical hazards, while too little may not clean properly.
5. **What steps should be taken when cleaning a surface or tool?**
Answer: Remove dirt, apply cleaning material, scrub, rinse if needed, sanitize, and allow drying.
6. **How should cleaning chemicals be stored after use?**
Answer: In a designated area, tightly closed, and away from food and unauthorized persons.
7. **What is the importance of storing cleaning materials in their original containers?**
Answer: To prevent accidents and ensure correct identification of the materials.
8. **Why is it necessary to follow the safety guidelines when using cleaning chemicals?**
Answer: To avoid injuries, contamination, and ensure the safety of staff.

Information Sheet - 2.3

Learning outcome -3: Handle hot equipment safely.

Learning objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Hot equipment and tools.
- 3.2 Safety instructions for handling hot equipment.
- 3.3 Protective gear such as gloves or cloths.
- 3.4 Incidents or hazards related to hot equipment.

3.1 Hot equipment and tools.

Hot equipment and tools are machines, appliances, and utensils that generate or hold heat during beverage preparation and service operations.

Common Hot Equipment and Tools

Equipment/Tool	Purpose
Espresso Machine	Brewing espresso and steaming milk
Steam Wand	Heating and frothing milk
Coffee Brewer	Preparing brewed coffee
Electric Kettle	Boiling water
Hot Water Dispenser	Dispensing hot water
Oven or Toaster	Heating bakery items
Milk Steaming Pitcher	Holding steamed milk
Cups and Beverage Containers	Serving hot drinks

3.2 Safety instructions for handling hot equipment.

Safety instructions are guidelines and precautions followed to handle hot equipment safely and correctly during operation, cleaning, and maintenance activities.

General Safety Instructions for Handling Hot Equipment

Safety Instruction	Purpose
Read Operating Instructions Carefully	Understand proper equipment use

Safety Instruction	Purpose
Use Equipment Only for Intended Purpose	Prevent misuse and accidents
Avoid Touching Hot Surfaces	Prevent burns
Use Handles and Heat-Resistant Parts	Improve safe handling
Keep Hands Dry	Prevent electrical hazards
Turn Off Equipment When Not in Use	Reduce accident risk
Report Faulty Equipment Immediately	Prevent operational hazards

3.3 Protective gear such as gloves or cloths.

Protective gear is used to protect baristas and workers from burns, heat, spills, and workplace injuries while handling hot equipment and beverages. Common protective gear includes heat-resistant gloves, clean dry cloths, aprons, and non-slip shoes.

Gloves help protect hands from hot surfaces and steam burns, while clean cloths are used to hold hot pitchers, wipe steam wands, and handle hot equipment safely. Using proper protective gear improves workplace safety, prevents accidents, and supports safe beverage preparation.

3.4 Incidents or hazards related to hot equipment.

Major Incidents or Hazards

- Steam burns from steam wand
- Burns from hot coffee or hot water spills
- Touching hot surfaces of espresso machines or kettles
- Slipping accidents caused by spilled hot liquids
- Electrical shock from damaged equipment or wet hands
- Fire hazards from overheating equipment
- Injuries from improper handling of hot tools and pitchers
- Accidents caused by unattended hot equipment
- Burns during cleaning of hot machines
- Equipment malfunction causing overheating or leakage

Self-check- 2.3

Short Questions:

1. **Why is it important to identify hot equipment and its hazards?**

Answer: To prevent injuries such as burns, fire hazards, or heat-related accidents.

2. **What are some common hazards associated with hot equipment?**

Answer: Burns, fire hazards, and heat exhaustion.

3. **What safety instructions should be followed when handling hot equipment?**

Answer: Read the manufacturer's guidelines, avoid placing flammable objects near hot equipment, and turn off equipment after use.

4. **What types of protective gear should be worn when handling hot equipment?**

Answer: Heat-resistant gloves, aprons, face shields, and heat shields.

5. **What is the proper method for moving or operating hot equipment?**

Answer: Use heat-resistant tools, handle equipment with care, and avoid direct contact with hot surfaces.

6. **Why is it necessary to keep the area around hot equipment clear?**

Answer: To avoid tripping hazards, prevent the accumulation of flammable materials, and ensure safe operation.

7. **What should you do if you notice a hazard related to hot equipment?**

Answer: Report the hazard immediately to the supervisor or safety officer.

8. **How can you prevent burns when working with hot equipment?**

Answer: By wearing appropriate protective gear and using proper handling techniques.

Answer Key -2.3

Short Questions with Answers:

1. **Why is it important to identify hot equipment and its hazards?**

Answer: To prevent injuries such as burns, fire hazards, or heat-related accidents.

2. **What are some common hazards associated with hot equipment?**

Answer: Burns, fire hazards, and heat exhaustion.

3. **What safety instructions should be followed when handling hot equipment?**

Answer: Read the manufacturer's guidelines, avoid placing flammable objects near hot equipment, and turn off equipment after use.

4. **What types of protective gear should be worn when handling hot equipment?**

Answer: Heat-resistant gloves, aprons, face shields, and heat shields.

5. **What is the proper method for moving or operating hot equipment?**

Answer: Use heat-resistant tools, handle equipment with care, and avoid direct contact with hot surfaces.

6. **Why is it necessary to keep the area around hot equipment clear?**

Answer: To avoid tripping hazards, prevent the accumulation of flammable materials, and ensure safe operation.

7. **What should you do if you notice a hazard related to hot equipment?**

Answer: Report the hazard immediately to the supervisor or safety officer.

8. **How can you prevent burns when working with hot equipment?**

Answer: By wearing appropriate protective gear and using proper handling techniques.

Information sheet-2.4

Learning outcome - 4: Prevent cross-contamination.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 4.1 Food and beverage handling procedures.
- 4.2 Store raw and cooked ingredients.
- 4.3 Cleaning and sanitizing the utensils, equipment, and surfaces.
- 4.4 Contaminated or spoiled ingredients.

4.1 Food and beverage handling procedures.

Food and beverage handling procedures are approved methods and practices used to safely prepare, store, serve, and manage food and beverages.

Personal Hygiene During Food and Beverage Handling

Procedure	Purpose
Wash Hands Regularly	Remove germs and bacteria
Wear Clean Uniforms	Maintain cleanliness
Keep Nails Clean and Short	Prevent contamination
Avoid Touching Food Directly	Reduce contamination risk
Cover Cuts or Wounds Properly	Prevent bacterial spread

Food and beverage handling procedures are essential for preventing cross-contamination and maintaining hygiene in barista and beverage preparation workplaces. Proper handling, cleaning, storage, and serving practices help protect customer health, improve product quality, and support a safe and professional working environment.

4.2 Store raw and cooked ingredients.

Raw and cooked ingredients should be stored separately to prevent cross-contamination and maintain food safety. Raw ingredients such as milk, fruits, or bakery items should be kept in clean covered containers and stored at the correct temperature. Cooked or ready-to-serve items should be stored separately from raw materials and properly covered to protect them from contamination.

For example, raw milk should not be stored beside ready-to-eat sandwiches or baked products. Proper labeling, clean storage areas, and following FIFO (First In, First Out) help maintain freshness, hygiene, and food quality.

4.3 Cleaning and sanitizing the utensils, equipment, and surfaces.

Cleaning and sanitizing utensils, equipment, and work surfaces are important for maintaining hygiene and preventing cross-contamination in barista and beverage preparation areas. Cleaning removes dirt, coffee residue, milk stains, and grease, while sanitizing reduces bacteria and harmful microorganisms.

Utensils such as cups, spoons, pitchers, and blenders should be washed with warm water and food-safe detergent after use. Equipment like espresso machines, steam wands, grinders, and counters should be cleaned regularly and sanitized properly. Work surfaces should be wiped frequently using clean cloths and approved sanitizers.

For example, the steam wand should be wiped and purged immediately after steaming milk to prevent milk residue buildup and bacterial contamination.

4.4 Contaminated or spoiled ingredients.

Contaminated or spoiled ingredients are food or beverage materials that are unsafe for use because of bacteria, dirt, improper storage, expired dates, bad odor, color changes, or spoilage. Using contaminated ingredients can affect food quality, cause foodborne illness, and create health risks for customers.

Common examples include spoiled milk, expired syrups, moldy bakery items, sour cream, dirty water, or fruits with bad smell and discoloration. These ingredients should never be used in food or beverage preparation.

Baristas and food handlers should regularly check ingredients for freshness, expiry dates, smell, appearance, and storage condition. Contaminated or spoiled items must be separated and disposed of properly to maintain food safety and hygiene.

Signs of Contaminated or Spoiled Ingredients

Sign	Example
Bad Odor	Sour milk smell
Color Change	Discolored fruits or cream
Mold Growth	Mold on bread or bakery items
Expired Date	Outdated syrup or milk
Unusual Texture	Curdled milk or sticky ingredients

Self -Check - 2.4

Short Questions:

1. **Why should food and beverage handling procedures be followed during food preparation?**
Answer:
2. **What is the risk of not storing raw and cooked ingredients separately?**
Answer:
3. **What is the importance of cleaning and sanitizing utensils, equipment, and surfaces between uses?**
Answer:
4. **When should personal hygiene practices, like handwashing, be applied in food handling?**
Answer:
5. **What should be done with contaminated or spoiled ingredients?**
Answer:
6. **What are some signs of spoiled ingredients?**
Answer:
7. **How can cross-contamination be prevented during food preparation?**
Answer:
8. **Why is monitoring cross-contamination risks essential in food preparation?**
Answer:

Answer Key- 2.4

Short Questions with Answers:

1. **Why should food and beverage handling procedures be followed during food preparation?**
Answer: To prevent cross-contamination and ensure food safety.
2. **What is the risk of not storing raw and cooked ingredients separately?**
Answer: It can lead to cross-contamination, which may cause foodborne illnesses.
3. **What is the importance of cleaning and sanitizing utensils, equipment, and surfaces between uses?**
Answer: To remove food residue and bacteria that could lead to contamination.
4. **When should personal hygiene practices, like handwashing, be applied in food handling?**
Answer: Handwashing should be done before handling food, after using the restroom, and after touching raw food.
5. **What should be done with contaminated or spoiled ingredients?**
Answer: They should be immediately identified and removed to prevent contamination of other ingredients.
6. **What are some signs of spoiled ingredients?**
Answer: Unusual smells, discoloration, mold, or changes in texture.
7. **How can cross-contamination be prevented during food preparation?**
Answer: By using separate utensils for raw and cooked foods and frequently cleaning surfaces and hands.
8. **Why is monitoring cross-contamination risks essential in food preparation?**
Answer: To ensure food safety and prevent the spread of harmful bacteria.

Job Sheet -2.4

Job Name: Handle and Store Food and Beverage Safely to Prevent Cross-Contamination.

Instructions:	
Read and understand the directions carefully: - This practical demonstration is based on the performance criteria for handle and store food and beverage safety to prevent cross-contamination. - This activity will be used to measure your underpinning knowledge and skills in separating components, applying allowances, and organizing patterns. - You will have fifteen (15) minutes to familiarize yourself with the standard/shell and the technical specifications for the design. - You have two (2) hours to complete this demonstration.	
Working Procedure:	
1. Step 1: Follow Food and Beverage Handling Procedures Handle food and beverages hygienically using safe practices. 2. Step 2: Store Raw and Cooked Ingredients Properly Separate raw and cooked ingredients during storage. 3. Step 3: Clean and Sanitize Tools and Surfaces Wash and sanitize utensils, equipment, and work surfaces regularly. 4. Step 4: Identify Contaminated or Spoiled Ingredients Check ingredients for bad smell, color, texture, or expiry date and remove spoiled items.	
Specific Information:	
- Maintain personal hygiene during work. - Use clean tools and equipment. - Follow workplace safety and sanitation standards. - Report contaminated food items to the trainer/supervisor.	
Resources Required:	
Tools and materials:	- Cleaning materials - Sanitizer - Utensils and equipment - Raw and cooked ingredients - Storage containers - Gloves and apron

Information sheet-2.5

Learning outcome - 5: Manage waste properly.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 5.1 Waste types.
- 5.2 Recyclable and reusable materials.
- 5.3 Contaminated or hazardous waste.

5. 1Waste types.

Waste refers to unwanted or unusable materials produced during workplace operations, food preparation, cleaning, and beverage service activities.

Common Waste Types in Barista and Beverage Preparation

Waste Type	Examples
Food Waste	Leftover food, spoiled ingredients
Liquid Waste	Leftover coffee, milk, tea, cleaning water
Solid Waste	Coffee grounds, packaging materials
Recyclable Waste	Plastic bottles, paper cups, cardboard
Hazardous Waste	Cleaning chemicals, broken glass
Organic Waste	Fruit peels, used tea leaves

Understanding different waste types is important for proper waste management in barista and beverage preparation workplaces. Proper identification, segregation, and disposal of waste help maintain hygiene, improve workplace safety, support environmental protection, and create a clean and professional working environment.

5. 2Recyclable and reusable materials.

Recyclable materials are waste materials that can be collected, processed, and converted into new products.

Reusable materials are items that can be cleaned and used again without being thrown away immediately.

Common Recyclable Materials

Recyclable Material	Example
Paper Products	Cardboard boxes, paper cups
Plastic Materials	Water bottles, syrup containers
Glass Items	Beverage bottles, jars
Metal Materials	Aluminum cans

Common Reusable Materials

Reusable Material	Example
Ceramic Cups	Reused after washing
Milk Pitchers	Used repeatedly after cleaning
Stainless Steel Spoons	Reusable beverage tools
Storage Containers	Used for ingredient storage

5. 3 Contaminated or hazardous waste.

Contaminated waste refers to waste materials that contain bacteria, dirt, spoiled food, chemicals, or other harmful substances.

Hazardous waste refers to materials that may cause injury, illness, fire, chemical hazards, or environmental damage.

Common Contaminated or Hazardous Waste

Waste Type	Example
Spoiled Food Waste	Expired milk, rotten fruits
Chemical Waste	Cleaning chemicals, sanitizers
Broken Glass	Broken cups or bottles
Contaminated Cleaning Cloths	Dirty wiping cloths
Sharp Objects	Broken blades or sharp metal pieces

Contaminated or hazardous waste must be handled, separated, and disposed of properly to maintain hygiene, workplace safety, and environmental protection in barista and beverage preparation workplaces.

Self -Check - 2.5

Short Questions:

1. **Why is it important to identify and segregate waste types in the workplace?**
Answer:
2. **What are the benefits of collecting and disposing of waste safely and hygienically?**
Answer:
3. **How should recyclable and reusable materials be processed?**
Answer:
4. **What is the correct method for handling contaminated or hazardous waste?**
Answer:
5. **Why should waste disposal areas be kept clean and organized?**
Answer:
6. **What should be included in records of waste management activities?**
Answer:
7. **How can proper waste segregation benefit the environment?**
Answer:
8. **What safety measures should be followed when handling hazardous waste?**
Answer:

Answer Key- 2.5

Short Questions with Answers:

1. **Why is it important to identify and segregate waste types in the workplace?**
Answer: To ensure waste is disposed of safely and according to proper procedures.
2. **What are the benefits of collecting and disposing of waste safely and hygienically?**
Answer: It prevents contamination, protects health, and maintains a clean and safe environment.
3. **How should recyclable and reusable materials be processed?**
Answer: They should be separated and processed according to appropriate recycling or reuse guidelines.
4. **What is the correct method for handling contaminated or hazardous waste?**
Answer: Follow safety guidelines, such as using protective equipment and properly labeling the waste.
5. **Why should waste disposal areas be kept clean and organized?**
Answer: To prevent accidents, ensure safe waste handling, and maintain a hygienic environment.
6. **What should be included in records of waste management activities?**
Answer: Details of waste types, quantities, disposal methods, and dates of disposal.
7. **How can proper waste segregation benefit the environment?**
Answer: By reducing contamination, improving recycling rates, and conserving resources.
8. **What safety measures should be followed when handling hazardous waste?**
Answer: Use proper protective gear, label waste appropriately, and follow safety guidelines for disposal.

Task Sheet -2.5

Task Name: Identify and Segregate different types of waste.

Instructions:	
Read and understand the directions carefully: • This practical demonstration is based on the performance criteria for segregate different types of waste. • This activity will be used to measure your underpinning knowledge and skills in separating components, applying allowances, and organizing patterns. • You will have fifteen (15) minutes to familiarize yourself with the standard/shell and the technical specifications for the design. • You have two (2) hours to complete this demonstration.	
Working Procedure:	
• Observe the workplace and identify different types of waste generated. • Separate waste into categories based on type. • Place recyclable and reusable materials in the correct container. • Identify contaminated or hazardous waste and handle it safely. • Dispose of waste following workplace hygiene and safety rules.	
Specific Information:	
• Correct identification of waste types • Proper segregation of recyclable and non-recyclable waste • Safe handling of hazardous or contaminated waste • Compliance with hygiene and safety procedures.	
Resources Required:	
Tools and materials:	• Waste bins (segregated) • Gloves • Tongs (optional) • Labelled containers • Waste samples (paper, plastic, food waste, etc.) • Cleaning cloths • Disinfectant (if needed)

Module-3

Module: Preparing Espresso-Based Beverages

Unit Code: SICIP-THS-PBE-03-O

**Skills for Industry Competitiveness and Innovation Program (SICIP)
Finance Division, Ministry of Finance**

Module–3

Module Title: Preparing Espresso-Based Beverages.

Unit Code: SICIP-THS-PBE-3-O

Nominal Hours: 50 hrs.

Module Descriptions: This module covers the knowledge, skills and attitude required to prepare espresso-based beverages. It specifically includes the tasks of identifying espresso-based drinks, preparing cappuccino and latte, preparing flavored latte and café mocha and presenting beverages.

Learning Outcome: After completing of this module, the trainee will be able to;

1. Identify espresso-based drinks
2. Prepare cappuccino and latte
3. Prepare flavored latte and café mocha
4. Present beverages.

Assessment Criteria:

1. Espresso-based drinks are identified and listed.
2. Ingredients and composition of each espresso-based drink are described.
3. Standard recipes and proportions for drinks are recognized.
4. Preparation methods for various espresso beverages are explained.
5. Differences between hot and cold espresso drinks are observed.
6. Common variations and specialty drinks are documented.
7. Ingredients for cappuccino and latte are identified and measured accurately.
8. Espresso shots are prepared following standard procedures.
9. Milk is steamed and textured to create microfoam suitable for each drink.
10. Steamed milk is combined with espresso to prepare cappuccino and latte.
11. Quality of aroma, taste, and texture is checked for each drink.
12. Ingredients for flavored latte and café mocha are identified and measured accurately.
13. Espresso shots are prepared following standard procedures.
14. Flavored syrups or chocolate are added according to recipe requirements.
15. Milk is steamed and textured to the correct consistency for each beverage.
16. Espresso, milk, and flavorings are combined to prepare flavored latte and café mocha.
17. Beverages are checked for taste, aroma, and presentation quality.
18. Presentation standards, including garnishing and layering, are applied.
19. Beverage temperature and consistency are checked before serving.
20. Cups or glasses are cleaned and free of spills or stains.
21. Prepared beverages are served in appropriate cups or glasses.
22. Drinks are arranged aesthetically for customer service or display.
23. Customer or service requirements are considered in presentation.

Information Sheet – 3.1

Learning Outcome-1: Identify espresso-based drinks.

Learning Objectives: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.1 Espresso-based drinks
- 1.2 Ingredients and composition of espresso-based drink
- 1.3 Standard recipes and proportions for drinks
- 1.4 Preparation methods for espresso beverages
- 1.5 Differences between hot and cold espresso drinks
- 1.6 Common variations and specialty drinks

1.1 Espresso-based drinks

Espresso-based drinks are concise overview of common espresso-based drinks, categorized by their composition and the specific ratios used to create them.

Espresso-Based Drinks Reference Sheet

Espresso serves as the foundation for nearly all modern coffee menu items. The primary differences lie in the **ratio** of espresso to milk and the **texture** of the milk used.

The Pure Espresso Category

These drinks contain no milk and focus on the extraction of the coffee bean.

Espresso (Single): 1 oz (30ml) shot. The intense, concentrated base.

Doppio: 2 oz (60ml). A standard double shot.

Ristretto: 0.75 oz. A "restricted" shot using less water for a sweeter, thicker taste.

Lungo: 3–4 oz. A "long" shot using more water; more bitter and caffeinated.

Americano: 1 part espresso + 2 parts hot water. Mimics the strength of drip coffee.

The Espresso & Milk Category

These drinks use "microfoam" (silky) or "froth" (airy) to balance the acidity of the *espresso*.

Drink	Espresso	Milk / Foam	Texture Style
Macchiato	1 Shot	1 Dollop	A "stain" of foam on top.
Cortado	1 Shot	1 Part Milk	Equal parts; no foam.
Flat White	1 Double	2 Parts Milk	Velvety microfoam; very smooth.
Cappuccino	1 Shot	1 Part Milk + 1 Part Foam	Airy, thick, and light.
Caffè Latte	1 Shot	3-5 Parts Milk	Milky and mild with a thin foam top.
Mocha	1 Shot	2 Parts Milk + 1 Part Chocolate	Sweet; topped with whipped cream.

Specialty & Cold Variations

- **Affogato:** A "drowned" dessert. One scoop of vanilla gelato topped with a hot espresso shot.
- **Espresso con Panna:** A shot of espresso topped with a generous dollop of whipped cream.
- **Red Eye:** A cup of standard brewed coffee "spiked" with a single shot of espresso.
- **Breve:** A latte made using "half-and-half" (cream and milk) instead of standard milk.

Quick Summary of Ratios

Component	Standard Measurement
Standard Espresso Shot	~7–9g coffee : 30ml water
Brewed Coffee (Pour Over)	1g coffee : 15–17g water
Milk Steaming Temp	150°F – 160°F (65°C – 70°C)

Types of Espresso-Based Drinks

Espresso-based drinks are beverages prepared by using **espresso** as the main coffee base. Different drinks are made by changing the amount of espresso, steamed milk, milk foam, hot water, chocolate, and flavoring syrup. Good espresso-based drinks depend on proper espresso extraction, correct milk steaming, accurate measurement, clean equipment, and hygienic service.

Here are the different types of Espresso- based drinks.

Espresso

Espresso is the base of most coffee drinks. It is a small, strong coffee prepared by forcing hot water through finely ground coffee under pressure.

Main Features

Item	Description
Main ingredient	Ground coffee
Liquid amount	Usually 25–30 ml for a single shot
Taste	Strong, rich, and concentrated
Appearance	Golden-brown crema on top

Quality Points: A good espresso should have thick crema, balanced flavor, pleasant aroma, and no burnt or watery taste.

Cappuccino

Cappuccino is made with espresso, steamed milk, and milk foam. It has a balanced coffee and milk taste with a thick foam layer.

Basic Composition

Component	Amount/Ratio
Espresso	1 shot
Steamed milk	Medium amount
Milk foam	Thick layer

Main Features: Cappuccino is stronger than a latte because it contains less milk. The foam should be creamy, smooth, and stable.

Serving Note: It is usually served in a smaller cup than a latte.

Latte

Latte is an espresso-based drink made with espresso and a larger amount of steamed milk with a thin layer of foam on top.

Basic Composition

Component	Amount/Ratio
Espresso	1 shot
Steamed milk	Large amount
Milk foam	Thin layer

Main Features: Latte has a mild coffee taste because it contains more milk. It should have a smooth and creamy texture.

Flavored Latte

Flavored latte is a latte with added flavoring syrup such as vanilla, caramel, hazelnut, or chocolate.

Basic Composition: Component	Description
Espresso	1 shot
Flavor syrup	As per recipe
Steamed milk	Large amount
Milk foam	Thin layer

Main Features: The flavor should mix well with the espresso and milk. The drink should not be too sweet unless requested by the customer.

Common Flavors: Vanilla, caramel, hazelnut, chocolate, cinnamon, and coconut.

Café Mocha

Café mocha is an espresso-based drink made with espresso, chocolate, steamed milk, and sometimes whipped cream or cocoa powder.

Basic Composition

Component	Description
Espresso	1 shot
Chocolate sauce/powder	Added for chocolate flavor
Steamed milk	Added to fill the cup
Foam/whipped cream	Optional topping

Main Features: Mocha has a chocolate-coffee taste. The chocolate must be properly mixed with espresso before adding milk.

Ristretto

Ristretto is a shorter and more concentrated form of espresso. It uses the same amount of coffee but less water.

Main Features

Item	Description
Coffee strength	Very strong
Liquid amount	Usually 15–20 ml
Taste	Rich, concentrated, and less bitter
Serving size	Smaller than espresso

Quality Point: Ristretto should taste intense but smooth.

Lungo

Lungo means “long” espresso. It is made by passing more water through the coffee grounds than a normal espresso.

Main Features

Item	Description
Liquid amount	Usually 50–60 ml
Taste	Longer, lighter, and slightly more bitter
Strength	Less concentrated than espresso

Difference from Espresso: Espresso is short and strong. Lungo is longer and more diluted, but still extracted from the same coffee puck.

Americano

Americano is made by adding hot water to espresso. It gives a black coffee taste but keeps the espresso aroma.

Basic Composition

Component	Description
Espresso	1 or 2 shots
Hot water	Added according to cup size

Main Features:Americano is lighter than espresso but stronger in flavor than regular brewed coffee.

Preparation Note: Hot water may be added before or after espresso, depending on workplace standard.

Macchiato

Macchiato means “marked” or “stained.” It is espresso marked with a small amount of milk foam.

Basic Composition

Component	Description
Espresso	1 shot
Milk foam	Small spoonful

Main Features: Macchiato keeps the strong espresso taste but adds a slight milk softness.

Important Point: It is not the same as a latte. A macchiato has very little milk.

Cortado

Cortado is made with espresso and an almost equal amount of steamed milk. The milk reduces the acidity and strength of espresso without making it too milky.

Basic Composition

Component	Amount/Ratio
Espresso	1 shot
Steamed milk	Almost equal amount

Main Features: Cortado is stronger than a latte but smoother than plain espresso. It has little or no foam.

Flat White

Flat White is made with espresso and steamed milk with a thin layer of smooth microfoam.

Basic Composition

Component	Description
Espresso	Usually 1 or 2 shots
Steamed milk	Smooth and velvety
Foam	Very thin microfoam

Main Features: Flat white has a stronger coffee taste than latte because it usually contains less milk and finer foam.

Quality Point: The milk should be glossy, smooth, and well mixed with espresso.

1.2 Ingredients and composition of espresso-based drink

The foundation of every drink listed below is a **standard espresso shot** (approx. 1 oz of highly concentrated coffee). The variation comes from what is added to that shot.

The Purists (Water & Coffee Only)

Espresso (The Base):

Ingredients: 7–9g finely ground coffee + 1 oz hot water.

Composition: A dark, syrupy body topped with **crema** (a golden-brown aromatic froth).

Americano:

Ingredients: 1 shot espresso + 4–6 oz hot water.

Composition: Espresso is poured over hot water (or vice versa), breaking the crema to create a profile similar to drip coffee but with more depth.

Long Black:

Ingredients: 4 oz hot water + 2 shots espresso.

Composition: Similar to an Americano, but the espresso is poured **over** the water to preserve the crema on top.

The Classics (Milk & Foam)

Macchiato:

Ingredients: 1 shot espresso + 1 teaspoon of steamed milk foam.

Composition: A "stained" espresso. The dollop of foam cuts the sharp acidity of the coffee without diluting the strength.

Cortado:

Ingredients: 1 shot espresso + 1 oz warm steamed milk (1:1 ratio).

Composition: The milk is steamed but not frothy. It is balanced and smooth, designed to reduce bitterness while keeping the coffee flavor forward.

Cappuccino:

Ingredients: 1/3 espresso + 1/3 steamed milk + 1/3 thick milk foam.

Composition: Distinct layers. It is light, airy, and textured, usually served in a smaller 6 oz cup.

Caffè Latte:

Ingredients: 1 shot espresso + 8–10 oz steamed milk + 1 cm layer of foam.

Composition: High milk-to-coffee ratio. It is creamy and mild, providing a smooth canvas for "Latte Art."

Flat White:**Ingredients:** 1 double shot espresso + 4 oz microfoam.**Composition:** Unlike a latte, it uses **microfoam** (bubbles so small they are invisible). It is richer and "flatter" than a cappuccino.**Indulgent & Specialty Drinks****Caffè Mocha:****Ingredients:** 1 shot espresso + 1 oz chocolate syrup/powder + steamed milk + whipped cream.**Composition:** A chocolate-flavored latte. It is sweet, rich, and often treated as a dessert coffee.**Affogato:****Ingredients:** 1 scoop vanilla gelato/ice cream + 1 shot hot espresso.**Composition:** The hot espresso is poured directly over the cold ice cream, creating a thick, creamy sauce as it melts.**Espresso con Panna:****Ingredients:** 1 shot espresso + a heavy dollop of whipped cream.**Composition:** A simple contrast between the hot, bitter coffee and the cold, sweet cream.**1.3 Standard recipes and proportions for drinks**

The standard "unit" for these recipes is a **Double Shot of Espresso (approx. 2 oz / 60ml)**.

Black Coffee Standards

Drink	Espresso	Water	Final Volume
Double Espresso	2 oz	0 oz	2 oz
Americano	2 oz	4–6 oz	6–8 oz
Long Black	2 oz	3–4 oz	5–6 oz

Key Proportion: An Americano follows a **1:2 or 1:3** coffee-to-water ratio.**Milk-to-Espresso Proportions**

These ratios define the "strength" of the milk drink.

Macchiato (1:0.25 Ratio)**Recipe:** 2 oz espresso + 1–2 tsp milk foam.**Goal:** Intense coffee taste with a hint of creaminess.**Cortado (1:1 Ratio)****Recipe:** 2 oz espresso + 2 oz steamed milk.**Goal:** Perfect balance; the milk cuts the acidity without hiding the coffee.

Flat White (1:2 Ratio)

Recipe: 2 oz espresso + 4 oz microfoam milk.

Goal: A "coffee-forward" creamy drink; usually served in a 6 oz cup.

Cappuccino (1:1:1 Ratio)

Recipe: 2 oz espresso + 2 oz steamed milk + 2 oz thick foam.

Goal: Equal thirds of each component for a light, airy texture.

Caffè Latte (1:3 to 1:5 Ratio)

Recipe: 2 oz espresso + 6–10 oz steamed milk + thin foam.

Goal: A milky, mellow drink; the most common "large" coffee choice.

Brew Ratio Standards (The "Golden Rules")

For those pulling the shots or brewing the coffee, these weight-based ratios are the industry benchmark:

Espresso (Normale): 1:2 (e.g., 18g ground coffee yields 36g liquid espresso).

Ristretto: 1:1 to 1:1.5 (Short and sweet).

Lungo: 1:3 to 1:4 (Long and high extraction).

Pour Over / Drip: 1:17 (e.g., 15g coffee for every 255g water).

Summary of Proportions

Strongest: Espresso > Cortado > Flat White.

Milkiest: Latte > Mocha > Cappuccino.

Textured: Cappuccino (High foam) vs. Latte (Low foam).

Note: Standard cup sizes in third-wave coffee shops are typically **6 oz** for Cappuccinos/Flat Whites and **10–12 oz** for Lattes.

1.4 Preparation methods for espresso beverages

The foundation of every method below is a **freshly pulled espresso shot**. For the best results, the milk should be steamed immediately after the espresso is ready.

Water-Based Preparation (No Milk)**Americano:**

Pull a double shot of espresso into the cup.

Pour 4–6 oz of hot water (approx. 185°F) **over** the espresso.

Long Black:

Fill the cup with 4 oz of hot water first.

Pull the espresso shot **directly into** the water. This preserves the crema for a fuller aroma.

Milk-Texturing Preparation

The "style" of a milk drink is determined by how much air is incorporated during steaming.

Cappuccino (The Layering Method):

Steam: Incorporate significant air to create a thick, "dry" foam.

Pour: Pour the liquid milk first, then spoon the stiff foam on top in a 1:1:1 ratio.

Caffè Latte (The Mixing Method):

Steam: Heat the milk with very little air to create "wet" milk.

Pour: Pour the milk from a height to mix it thoroughly with the espresso, finishing with a thin layer of foam.

Flat White (The Integration Method):

Steam: Create **microfoam**—tiny, invisible bubbles that give a glossy, velvety sheen.

Pour: Pour slowly into a double espresso, keeping the milk and coffee well-integrated for a smooth, uniform texture.

Concentrated Preparation

Macchiato:

Pull a single espresso shot.

Add a small "mark" (teaspoon) of foam only to the center of the crema.

Cortado:

Pull a double espresso shot.

Add an equal amount of steamed milk with **zero foam**, aiming for a flat, liquid consistency.

Dessert & Specialty Preparation

Mocha:

Mix chocolate syrup or powder into the bottom of the cup with the hot espresso.

Prepare as a latte (steamed milk) and top with whipped cream if desired.

Affogato:

Place one scoop of cold vanilla gelato/ice cream in a small bowl.

Pour a hot double espresso directly over the ice cream just before serving.

Barista Preparation Tips

The 30-Second Rule: Always combine your milk and espresso within 30 seconds of pulling the shot to prevent the espresso from "dying" (losing its sweet flavor).

Groom the Milk: Tap the milk pitcher on the counter and swirl it to remove large bubbles; it should look like wet white paint.

Pre-Heat: Always rinse your cups with hot water before starting to keep the drink hot longer.

Preparation Methods for Espresso-Based Drinks

Understanding how to properly prepare each espresso-based drink is essential for creating high-quality beverages. The method of preparation determines the strength, texture, and flavor of each drink.

Espresso – Extract a Single or Double Shot Using Finely Ground Coffee

Espresso is the foundation of most espresso-based drinks. It is prepared by forcing hot water through finely ground coffee under high pressure.

Steps:

- **Grind** coffee beans to a fine consistency, similar to table salt.
- **Tamp** the ground coffee evenly into the portafilter.
- **Brew** the coffee under high pressure (9 bars) for 25–30 seconds.
- **Serve** a single shot (25–30 ml) or a double shot (50–60 ml), depending on the recipe.

Key Points:

- Single shot: 7–9 grams of coffee.
- Double shot: 14–18 grams of coffee.
- Ideal espresso should have a golden-brown crema.

Americano – Add Hot Water to Espresso

Americano is made by adding hot water to a shot of espresso, resulting in a black coffee flavor with a smooth and rich taste.

Steps:

- Brew** a single or double espresso shot.
- Add** hot water (90–95°C) to the espresso in a ratio of 1:2 (espresso:water).
- Stir** gently to mix.

Key Points:

- Americano is lighter than espresso but retains the strong coffee flavor.
- The strength can be adjusted by varying the amount of water.

Cappuccino – Combine Espresso with Steamed Milk and Milk Foam (1:1:1 Ratio)

A **Cappuccino** is made with a perfect balance of espresso, steamed milk, and foam.

Steps:

- Brew** a single or double shot of espresso.
- Steam milk** to 65–70°C, creating a thick foam.
- Combine** espresso, steamed milk, and foam in equal parts (1:1:1 ratio).
- Serve** in a small cup (150–180 ml).

Key Points:

- The foam should be dense, creamy, and stable.
- Cappuccinos should be served immediately to maintain foam texture.

Latte – Mix Espresso with More Steamed Milk and a Small Layer of Foam

A **Latte** is an espresso-based drink with more steamed milk than a cappuccino and a thin layer of milk foam.

Steps:

- Brew** a single or double shot of espresso.
- Steam milk** to 60–65°C, creating a smooth and creamy texture.
- Pour** the steamed milk over the espresso and top with a thin layer of foam.

Key Points:

- Lattes are milder in coffee taste due to the higher milk-to-espresso ratio.
- The foam should be light and smooth.

Macchiato – Add a Small Dollop of Milk Foam to Espresso

A **Macchiato** is a strong espresso with a small amount of milk foam, which softens the intensity of the espresso without overpowering it.

Steps:

- Brew a single or double shot of espresso.
- Add a small dollop of milk foam (about a teaspoon) on top of the espresso.

Key Points:

- The amount of milk foam should be minimal to preserve the strong espresso flavor.
- It can be served in a small cup or a glass.

Mocha – Blend Espresso with Chocolate Syrup and Steamed Milk

A **Mocha** is a combination of espresso, chocolate syrup, steamed milk, and sometimes whipped cream.

Steps:

- Brew a single or double shot of espresso.
- Mix the espresso with chocolate syrup (about 1–2 tablespoons).
- Steam milk to 60–65°C, creating a smooth, creamy texture.
- Combine the chocolate-espresso mixture with the steamed milk.
- Top with whipped cream or a sprinkle of cocoa powder (optional).

Key Points:

- The chocolate should be thoroughly mixed with the espresso for an even flavor.
- Mochas are typically sweeter and richer than other espresso drinks.

Flat White – Pour Micro-Foamed Milk Over Espresso, Creating a Smooth Texture

A **Flat White** is made with a strong espresso base and micro-foamed milk to create a smooth and creamy texture.

Steps:

- **Brew** a double shot of espresso.
- **Steam milk** to 60–65°C, creating microfoam (smooth and velvety texture).
- **Pour** the micro-foamed milk over the espresso, creating a uniform texture without much foam on top.

Key Points:

- The drink should have a creamy, smooth mouthfeel without excessive foam.
- Flat whites are often served in a 5–6 oz cup.

Cortado – Mix Equal Parts Espresso and Steamed Milk

A **Cortado** is a drink made by combining equal parts espresso and steamed milk, resulting in a smooth and strong coffee.

Steps:

- Brew a single shot of espresso.
- Steam milk to 60–65°C, creating a velvety texture with a small amount of foam.
- Combine the espresso and steamed milk in equal parts.

Key Points:

- Cortados are stronger than lattes but smoother than straight espresso.
- They are typically served in small glasses (4–5 oz).

Ristretto – Brew a Shorter, More Concentrated Espresso Shot

A **Ristretto** is a shorter and more concentrated version of espresso, brewed with less water but the same amount of coffee.

Steps:

- Grind coffee more finely than for a standard espresso.
- Brew the espresso with less water (about 15–20 ml instead of 25–30 ml).
- Serve the ristretto immediately after brewing.

Key Points:

- The result is a stronger, more intense espresso shot with less bitterness.
- It has a rich, syrupy texture and is served in small cups.

Lungo – Brew Espresso with More Water for a Longer Extraction

A **Lungo** is a longer espresso shot brewed with more water, resulting in a lighter and more diluted flavor.

Steps:

- Grind coffee as usual for espresso.
- Brew the espresso using more water (about 50–60 ml) for a longer extraction time (30–40 seconds).
- Serve the lungo immediately after brewing.

Key Points:

- Lungo is less concentrated than regular espresso but still has a strong coffee flavor.
- It is usually served in a larger cup (6–8 oz).

1.5 Differences between hot and cold espresso drinks

While both styles use the same espresso base, the temperature shift fundamentally changes the drinking experience and the behavior of the ingredients.

Flavor Extraction & Perception

Hot Drinks: Heat amplifies the **aroma** and **acidity** of the coffee. You will taste more of the subtle notes (floral, fruity) because heat helps volatile compounds reach your nose and palate faster.

Cold Drinks: Cold temperatures suppress bitterness and acidity. Iced drinks often taste **smoother** and more refreshing, but some of the complex aromatic nuances are lost.

Milk Science & Texture

Hot Drinks: Milk is **steamed** to 150°F–160°F. This process breaks down fats and sugars (lactose), making the milk taste naturally sweeter and creating a velvety **microfoam** that is impossible to achieve with cold milk.

Cold Drinks: Milk is used cold and does not have a natural "froth." To compensate, many modern iced drinks use **Cold Foam** (aerated cold non-fat milk) to mimic the creamy texture of a hot latte.

Preparation & Dilution

Hot Drinks: Ingredients are added to a pre-heated cup. The espresso, milk, and foam integrate quickly into a uniform mixture.

Cold Drinks: **Ice** is a core ingredient. A major challenge with cold drinks is **dilution**—as the ice melts, the coffee becomes weaker. Baristas often use a double shot or less milk in iced drinks to maintain the coffee's strength.

Visual Presentation (Layering)

Hot Drinks: Usually opaque and topped with latte art. The layers (espresso and milk) mix almost instantly.

Cold Drinks: Often served in clear glass to show **distinct layers**. Because cold liquids of different densities (syrup, milk, espresso) mix slowly, you get a beautiful "marble" effect when the espresso is poured over the cold milk.

Comparison Summary

Feature	Hot Espresso Drinks	Iced Espresso Drinks
Aroma	Intense and immediate	Subdued
Sweetness	Natural (from steamed milk)	Usually requires added syrups

Mouthfeel	Silky and warming	Crisp and refreshing
Key Variable	Milk aeration/stretch	Ice-to-liquid ratio

1.6 Common variations and specialty drinks

Beyond the classics like Lattes and Cappuccinos, these specialty beverages are popular in modern cafes for their unique flavor profiles and textures.

Flavored & Sweetened Variations

Spanish Latte (Sweetened Latte):

Composition: Espresso + Steamed Milk + Condensed Milk.

Profile: Much sweeter and creamier than a standard latte; very popular in Asia and the Middle East.

Dirty Chai Latte:

Composition: A standard Masala Chai Latte + 1 or 2 shots of Espresso.

Profile: A fusion of tea spices (cinnamon, ginger, cardamom) with the bold kick of coffee.

Flavored Lattes:

Composition: Standard Latte + 1-2 pumps of syrup (Vanilla, Caramel, or Hazelnut).

High-Caffeine & Bold Variations

The "Eye" Series (Drip Coffee + Espresso):

Red Eye: Drip coffee + 1 shot of espresso.

Black Eye: Drip coffee + 2 shots of espresso.

Dead Eye: Drip coffee + 3 shots of espresso.

Piccolo Latte:

Composition: A "restricted" latte served in a small 100ml glass (1 shot of espresso + small amount of milk).

Profile: Very coffee-forward; ideal for those who want the milk texture without diluting the espresso.

Modern & Experimental Specialty

Espresso Tonic:

Composition: Ice + Tonic Water + Espresso + Citrus garnish (usually lemon or lime).

Profile: Refreshing, bubbly, and acidic. The carbonation of the tonic highlights the citrus notes in the espresso.

Nitro Cold Brew:

Composition: Cold brew coffee infused with nitrogen gas.

Profile: Served from a tap like a stout beer; it has a naturally creamy, velvet-like head without any added dairy.

Ein spanner:

Composition: 2 shots of espresso topped with a large amount of cold, stiff whipped cream (not stirred).

Profile: Traditional Viennese coffee where you drink the hot coffee through the cold cream.

Dietary & Functional Variations**Bulletproof Coffee:**

Composition: Espresso/Black coffee + Grass-fed butter + MCT oil (blended).

Profile: High-fat, creamy, and froth-like; popular in Keto diets for sustained energy.

Plant-Based Lattes:

Composition: Espresso + Oat, Almond, or Soy milk.

Note: Oat milk is the industry favorite for its ability to foam similarly to dairy and its naturally sweet, neutral flavor.

Trend Alert: Cold Foam is the most common current specialty addition. It is made by frothing non-fat cold milk with syrups to create a thick, cloud-like topping for iced espresso drinks.

Self-Check – 3.1

Short Questions:

1. **What is the base of all espresso drinks?**
Answer:

2. **What are the ingredients of a Caffè Mocha?**
Answer:

3. **What is a Cortado composed of?**
Answer:

4. **What is the standard ratio for a Cappuccino?**
Answer:

5. **How much milk is typically in a Caffè Latte?**
Answer:

6. **What is the "Golden Ratio" for brewing an espresso shot?**
Answer:

7. **How is a Long Black prepared differently from an Americano?**
Answer:

8. **What is the "Integration Method" in a Flat White?**
Answer:

9. **How do you prepare an Affogato?**
Answer:

10. **Why is aroma stronger in hot espresso drinks?**
Answer:

Answer Key-3.1

Short Questions with Answers:

1. **What is the base of all espresso drinks?**
Answer: A concentrated shot of espresso (1–2 oz).
2. **What are the ingredients of a Caffè Mocha?**
Answer: Espresso, chocolate syrup/powder, steamed milk, and whipped cream.
3. **What is a Cortado composed of?**
Answer: Equal parts espresso and warm steamed milk (1:1 ratio).
4. **What is the standard ratio for a Cappuccino?**
Answer: 1/3 espresso, 1/3 steamed milk, and 1/3 milk foam (1:1:1).
5. **How much milk is typically in a Caffè Latte?**
Answer: 1 part espresso to 3–5 parts steamed milk.
6. **What is the "Golden Ratio" for brewing an espresso shot?**
Answer: 1:2 (e.g., 18g coffee grounds to 36g liquid espresso).
7. **How is a Long Black prepared differently from an Americano?**
Answer: In a Long Black, espresso is poured over hot water; in an Americano, water is added to espresso.
8. **What is the "Integration Method" in a Flat White?**
Answer: Slowly pouring microfoam into espresso so they mix smoothly without distinct layers.
9. **How do you prepare an Affogato?**
Answer: Pour a hot espresso shot over a scoop of vanilla ice cream.
10. **Why is aroma stronger in hot espresso drinks?**
Answer: Heat causes volatile aromatic compounds to release more quickly into the air.

Job Sheet – 3.1

Job Name: Preparing and Serving Standard Espresso-Based Beverages.

Working Procedure/Steps:

1. Wash hands and wear required PPE before starting work.
2. Check the work area and make sure it is clean, dry, and organized.
3. Ensure all equipment (espresso machine, grinder, tamper, cups) are clean and ready for use.
4. **Gather all necessary ingredients:** coffee beans, milk (if required), syrups, or flavorings (if applicable).
5. Use the coffee grinder to grind fresh coffee beans to the required fineness (typically a fine grind for espresso).
6. Measure the appropriate amount of coffee grounds (generally 18-20 grams for a double shot).
7. Place the portafilter on a clean surface.
8. Load the portafilter with the freshly ground coffee, ensuring an even distribution of grounds.
9. Lock the portafilter into the espresso machine group head.
10. Start the espresso machine and allow the water to flow through the coffee grounds, extracting the espresso.
11. The shot should take 25-30 seconds to pull. The espresso should have a rich crema on top, indicating a good extraction.
12. For beverages such as cappuccinos or lattes, steam the milk using the espresso machine's steam wand.
13. Submerge the steam wand tip just below the surface of the milk and turn on the steam.
14. Pour the brewed espresso into a preheated cup.
15. If making a milk-based beverage, pour the steamed milk into the cup, holding back the foam with a spoon, and then spoon the foam on top.
16. Check the presentation of the beverage, ensuring a clean, polished cup and a well-crafted drink.
17. Serve the beverage promptly to ensure it is at the optimal drinking temperature.

Caution:

- Ensure the espresso machine and steam wand are clean before use to avoid contamination and ensure proper functionality.
- Do not leave the espresso machine running unattended as it could overheat.
- Be cautious when handling hot equipment, especially the steam wand and espresso machine.
- Always purge the steam wand after each use to prevent milk build-up and clogging.
- Avoid over-tamping the coffee grounds, as this can lead to poor extraction and bitter flavors.

Specification Sheet– 3.1

Job Name: Preparing and Serving Standard Espresso-Based Beverages.

Required PPE:

- Gloves
- Apron
- Non-slip Shoes

Required Tools & Equipment:

- Espresso Machine
- Coffee Grinder
- Portafilter
- Tamper
- Steam Wand
- Thermometer
- Espresso Cups
- Spoon
- Clean Damp Cloth

Required Materials:

- Fresh Coffee Beans
- Milk
- Syrups/Flavorings (optional)
- Sugar (optional)
- Water

Diagrams/ Layout/ Drawing:

Espresso Extraction:	Milk Texturing (Steaming):	Assembly & Presentation:
Dose 18–20g of finely ground coffee into the portafilter. Apply 30 lbs of even pressure with the tamper. Extract for 25–30 seconds to yield 36–40g of liquid espresso. Check: Look for a thick, golden-brown crema on top.	For Latte: Aerate for 2–3 seconds; create silky microfoam. For Cappuccino: Aerate for 6–8 seconds; create thick, dry foam. For Flat White: Very light aeration; aim for a glossy, paint-like texture. Temperature Goal: 150°F – 160°F (65°C – 70°C).	Americano: Fill cup with 6 oz hot water; add 2 shots of espresso on top. Iced Latte: Fill glass with ice, add 8 oz cold milk, and pour espresso over the top. Mocha: Mix chocolate syrup with espresso before adding steamed milk.

Recipe & Ratio Reference Table:

Drink	Espresso	Milk / Water	Foam Level
Macchiato	1 Shot	None	1 tsp dollop
Cortado	1 Shot	1 oz Milk	No foam
Cappuccino	1 Shot	2 oz Milk	2 oz (Thick)
Flat White	2 Shots	4 oz Milk	Microfoam (Thin)
Caffè Latte	1 Shot	8-10 oz Milk	1 cm layer

Information Sheet – 3.2

Learning Outcome – 2: Prepare Cappuccino and Latte.

Learning Objectives: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Ingredients for cappuccino and latte.
- 2.2 Espresso shots.
- 2.3 Milk is steamed and textured.
- 2.4 Steamed milk to prepare cappuccino and latte.
- 2.5 Quality of aroma, taste, and texture.

2.1 Ingredients for cappuccino and latte.

Both cappuccino and latte are espresso-based milk drinks. They use similar ingredients but differ in ratio and texture.

Basic Ingredients

Ingredient	Purpose	Used in Cappuccino	Used in Latte
Espresso coffee	Base of the drink, provides strong coffee flavor	Yes	Yes
Fresh milk	Adds smoothness and body	Yes	Yes
Milk foam (microfoam)	Creates creamy texture and visual layer	Yes (thick foam layer)	Yes (thin foam layer)
Sugar (optional)	Adds sweetness based on customer preference	Optional	Optional
Cocoa powder / cinnamon (optional)	Used for garnish and flavor enhancement	Common	Less common

Cappuccino and latte start with the same base: espresso and milk. What changes is the milk texture and foam level. Cappuccino has more foam and a stronger coffee taste, while latte has more steamed milk and a smoother, milder flavor.

2.2 Espresso shots.

An espresso shot is a small, concentrated coffee made by forcing hot water through finely ground coffee under high pressure. It is the foundation of both cappuccino and latte.

Types of Espresso Shots

Type	Volume	Description
Single shot	~30 ml	Standard base for light coffee drinks
Double shot (Doppio)	~60 ml	Stronger, commonly used in cappuccino and latte
Ristretto	~15–20 ml	Shorter extraction, sweeter and more intense
Lungo	~60–90 ml	Longer extraction, slightly bitter

- Espresso must be freshly extracted for best flavor.
- Grind size should be fine for proper pressure extraction.
- Extraction time is typically **25–30 seconds**.
- Good espresso has balanced taste: not too bitter, not sour.
- Crema indicates quality extraction.

2.3 Milk is steamed and textured.

Steaming and texturing milk is the process of heating milk while introducing air to create a smooth, creamy foam. This step is essential for producing cappuccino and latte with proper taste, texture, and appearance.

Milk Steaming Process

- Fill the milk jug
Pour cold fresh milk into a stainless-steel jug (about one-third full).
- Purge the steam wand
Release a short burst of steam to remove water inside the wand.
- Position the steam wand
Place the tip just below the milk surface to introduce air.
- Stretching phase (air incorporation)
Allow air to enter for a few seconds to create foam.
- Texturing phase (vortex formation)
Submerge the wand slightly deeper to create a whirlpool effect. This breaks large bubbles into smooth microfoam.
- Heat to correct temperature
Stop steaming when milk reaches approximately 60–65°C.
- Finish and polish
Tap and swirl the jug to remove remaining bubbles and achieve glossy texture.

2.4 Steamed milk to prepare cappuccino and latte.

Steamed milk is the key component that transforms espresso into cappuccino and latte. After steaming and texturing, the milk is combined with espresso in specific ratios to achieve the required taste, strength, and presentation.

How Steamed Milk is Used in Preparation

- Prepare espresso base
Pour freshly extracted espresso (single or double shot) into a pre-warmed cup or glass.
- Swirl steamed milk
Gently swirl the milk jug to maintain smooth microfoam consistency.
- Pouring technique
Pour steamed milk slowly into espresso, controlling foam distribution.
- Final layering
Adjust pouring height to control foam thickness and surface finish.

2.5 Quality of aroma, taste, and texture.

The quality of cappuccino and latte depends on three key sensory factors: aroma, taste, and texture. These elements determine whether the beverage meets café standards and customer expectations.

Aroma (Smell)

Aroma is the first sensory impression of the drink. It comes mainly from freshly brewed espresso and properly steamed milk.

Taste

Taste refers to the balance between espresso strength, milk sweetness, and overall flavor harmony.

Texture (Mouthfeel)

Texture describes how the drink feels in the mouth, mainly influenced by milk steaming and foam quality.

Self-Check – 3.2

Short Questions:

1. **Question:** What are the basic ingredients of cappuccino and latte?
Answer:
2. **Question:** What is the base of both cappuccino and latte?
Answer:
3. **Question:** What is the main difference between cappuccino and latte?
Answer:
4. **Question:** What is an espresso shot?
Answer:
5. **Question:** What is a double espresso shot called?
Answer:
6. **Question:** What is the purpose of steaming milk?
Answer:
7. **Question:** What is the ideal temperature for steamed milk?
Answer:
8. **Question:** Why is milk texturing important?
Answer:
9. **Question:** How is steamed milk added to espresso?
Answer:
10. **Question:** What are the three quality factors of cappuccino and latte?
Answer:

Answer Key – 3.2

Short Questions with Answers:

1. **Question:** What are the basic ingredients of cappuccino and latte?
Answer: Espresso, fresh milk, milk foam, and optional sugar or flavoring.
2. **Question:** What is the base of both cappuccino and latte?
Answer: Espresso coffee.
3. **Question:** What is the main difference between cappuccino and latte?
Answer: Cappuccino has more foam and stronger taste; latte has more milk and smoother taste.
4. **Question:** What is an espresso shot?
Answer: A concentrated coffee made by forcing hot water through fine coffee under pressure.
5. **Question:** What is a double espresso shot called?
Answer: Doppio.
6. **Question:** What is the purpose of steaming milk?
Answer: To heat milk and create smooth, creamy microfoam.
7. **Question:** What is the ideal temperature for steamed milk?
Answer: Around 60–65°C.
8. **Question:** Why is milk texturing important?
Answer: It creates smooth foam and improves taste and mouthfeel.
9. **Question:** How is steamed milk added to espresso?
Answer: It is poured slowly to control foam and layering.
10. **Question:** What are the three quality factors of cappuccino and latte?
Answer: Aroma, taste, and texture.

Job Sheet - 3.2

Job Name: Prepare and Serve Cappuccino and Latte

Instructions:	
Read and understand the directions carefully: • Read all instructions carefully. • This task will assess your ability to prepare and serve cappuccino and latte according to standard procedures. • You will have 15 minutes to review resources. • You will have 2 hours to complete the task.	
Working Procedure:	
Step 1: Prepare Ingredients and Equipment Collect coffee beans, milk, water, cups, espresso machine, and milk pitcher. Step 2: Brew Espresso Prepare the required espresso shots following standard procedures. Step 3: Steam and Texture Milk Steam milk to the correct temperature and create smooth foam. Step 4: Prepare Cappuccino and Latte Combine espresso and steamed milk according to the required recipe. Step 5: Serve the Beverage Pour into the appropriate cup and serve neatly.	
Specific Information:	
▪ Use fresh coffee beans and milk. ▪ Follow standard recipes and presentation styles. ▪ Maintain hygiene and safety during preparation. ▪ Clean equipment after use.	
Resources Required:	
Tools and materials:	• Coffee beans • Fresh milk • Water • Espresso machine • Coffee grinder • Milk pitcher • Thermometer • Cups and saucers • Spoon and sugar packets.

Information Sheet - 3.3

Learning Outcome -3: Prepare flavored latte and café mocha.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Ingredients for flavored latte and café mocha.
- 3.2 Espresso shots following standard procedures.
- 3.3 Milk is steamed and textured.
- 3.4 Espresso, milk, and flavorings.

3.1 Ingredients for flavored latte and café mocha.

Flavored latte and café mocha are popular espresso-based beverages that combine coffee, milk, and added flavoring ingredients. They are richer and sweeter compared to standard latte and cappuccino.

Basic Ingredients

Ingredient	Purpose	Used in Flavored Latte	Used in Café Mocha
Espresso coffee	Base of the drink, provides coffee strength	Yes	Yes
Fresh milk	Creates creamy body and smooth texture	Yes	Yes
Flavored syrup (vanilla, caramel, hazelnut, etc.)	Adds specific taste and aroma	Yes	Sometimes (optional)
Chocolate syrup or cocoa powder	Provides chocolate flavor	No (optional)	Yes
Sugar (optional)	Adds extra sweetness	Optional	Optional
Whipped cream (optional)	Adds richness and topping decoration	Optional	Common
Chocolate shavings / cocoa dust	Garnish and finishing touch	No	Yes

Flavored latte focuses on adding syrup-based flavors such as vanilla, caramel, or hazelnut while keeping the milk and espresso balance smooth.

Café mocha is essentially a chocolate-based coffee drink combining espresso, milk, and cocoa or chocolate syrup.

3.2 Espresso shots following standard procedures.

Espresso preparation is the foundation for both flavored latte and café mocha. A correctly extracted espresso ensures strong aroma, balanced taste, and proper integration with milk and flavoring ingredients.

Standard Procedure for Espresso Extraction

Check and prepare the machine

- Ensure the espresso machine is clean and switched on
- Confirm correct pressure and water temperature (around 90–96°C)

Grind coffee beans

- Use fresh coffee beans
- Grind to a fine, consistent texture suitable for espresso

Dose the coffee

- Measure correct amount of ground coffee (single or double shot requirement)
- Typical dose: 7–9 g (single), 14–18 g (double)

Tamp the coffee

- Press the coffee evenly using a tamper
- Ensure flat and compact surface for uniform extraction

Lock the portafilter

- Secure it tightly into the espresso machine group head

Start extraction

- Begin brewing immediately
- Observe flow and timing

Monitor extraction time

- Standard extraction time: **25–30 seconds**
- Should produce rich espresso with golden crema

Serve immediately

- Pour espresso into cup or mixing glass without delay

3.3 Milk is steamed and textured.

Steamed and textured milk is a key component in both flavored latte and café mocha. It creates smoothness, sweetness, and creamy body that blends with espresso and flavoring ingredients.

Purpose of Steaming and Texturing Milk

- To heat milk to the correct serving temperature
- To develop smooth microfoam for better texture
- To enhance natural sweetness of milk
- To support proper mixing with espresso and flavor syrups

Differences in Texture Usage

Drink	Milk Texture Requirement
Flavored Latte	Smooth microfoam with more steamed milk, light foam
Café Mocha	Creamy milk with stable microfoam that blends with chocolate

3.4 Espresso, milk, and flavorings.

This stage focuses on combining espresso, steamed milk, and flavoring ingredients to produce balanced flavored latte and café mocha. Proper sequencing and proportion are essential for consistent taste and quality.

Standard Combination Procedure

1. Prepare espresso base

- Extract single or double espresso shot following standard procedure
- Pour into serving cup or glass

2. Add flavoring ingredients

Drink	Flavoring Component	Method of Addition
Flavored Latte	Syrup (vanilla, caramel, hazelnut, etc.)	Add syrup into cup before milk or mix into espresso
Café Mocha	Chocolate syrup or cocoa powder	Mix with espresso to dissolve properly

3. Mix espresso with flavoring

- Stir gently to ensure full dissolution
- Prevent clumping (especially cocoa powder in mocha)

4. Add steamed milk

- Pour milk slowly into espresso mixture
- Maintain control of foam distribution

5. Adjust layering (if required)

- Latte: smooth integration of milk and espresso
- Mocha: chocolate-espresso base blended with milk for rich consistency

Ratio Guidelines

Drink	Espresso	Milk	Flavoring
Flavored Latte	1–2 shots	High proportion of steamed milk	10–20 ml syrup
Café Mocha	1–2 shots	Medium to high milk content	15–30 ml chocolate syrup/cocoa

Self-Check 3.3

Short Questions:

1. **Question: What are the main ingredients of a flavored latte?**
Answer:
2. **Question: What extra ingredient is used in café mocha?**
Answer:
3. **Question: What is the purpose of espresso in flavored beverages?**
Answer:
4. **Question: How long should an espresso shot be extracted?**
Answer:
5. **Question: What temperature should milk be steamed to?**
Answer:
6. **Question: What is microfoam?**
Answer:
7. **Question: When is flavored syrup added during preparation?**
Answer:
8. **Question: What is mixed with espresso to make café mocha?**
Answer:
9. **Question: What are common syrup flavors used in flavored lattes?**
Answer:
10. **Question: What are the quality characteristics of a good flavored latte or café mocha?**
Answer:

Answer Key- 3.3

Short Questions with Answers:

1. **Question: What are the main ingredients of a flavored latte?**
Answer: Espresso, steamed milk, milk foam, and flavored syrup.
2. **Question: What extra ingredient is used in café mocha?**
Answer: Chocolate sauce or cocoa powder.
3. **Question: What is the purpose of espresso in flavored beverages?**
Answer: To provide the coffee base and flavor.
4. **Question: How long should an espresso shot be extracted?**
Answer: Approximately 25–30 seconds.
5. **Question: What temperature should milk be steamed to?**
Answer: Approximately 60–65°C.
6. **Question: What is microfoam?**
Answer: Smooth and fine milk foam created during steaming.
7. **Question: When is flavored syrup added during preparation?**
Answer: Before pouring the espresso and steamed milk.
8. **Question: What is mixed with espresso to make café mocha?**
Answer: Chocolate sauce or cocoa powder.
9. **Question: What are common syrup flavors used in flavored lattes?**
Answer: Vanilla, caramel, and hazelnut.
10. **Question: What are the quality characteristics of a good flavored latte or café mocha?**
Answer: Balanced taste, creamy texture, pleasant aroma, and attractive presentation.

Job Sheet -3.3

Job Name: Prepare and Serve Flavored Latte and Café Mocha

Instructions:	
Read and understand the directions carefully: - Read all instructions carefully. - This task will assess your ability to prepare and serve flavored latte and café mocha according to standard procedures. - You will have 15 minutes to review resources. - You will have 2 hours to complete the task.	
Working Procedure:	
Step 1: Prepare Ingredients and Equipment Collect coffee beans, milk, flavored syrup, chocolate, water, cups, and equipment. Step 2: Brew Espresso Prepare the required espresso shots following standard procedures. Step 3: Steam and Texture Milk Steam milk to the correct temperature and create smooth foam. Step 4: Add Flavoring and Chocolate Mix flavored syrup for latte or chocolate sauce/powder for café mocha. Step 5: Combine and Serve Pour espresso and steamed milk into the cup, finish neatly, and serve.	
Specific Information:	
- Use the correct amount of syrup or chocolate. - Follow standard recipes and presentation guidelines. - Maintain hygiene and safety during preparation. - Clean equipment after use.	
Resources Required:	
Tools and materials:	- Coffee beans - Fresh milk - Flavored syrup - Chocolate sauce or cocoa powder - Water - Espresso machine - Coffee grinder - Milk pitcher

Information Sheet - 3.4

Learning Outcome -4: Present beverages.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 4.1 Presentation standards, including garnishing and layering.
- 4.2 Beverage temperature and consistency.
- 4.3 Serving the prepared beverages.

4.1 Presentation standards, including garnishing and layering.

Presentation is the final stage of beverage preparation. It focuses on how the drink looks when served, ensuring it is visually appealing, hygienic, and consistent with café standards. Good presentation enhances customer satisfaction and reflects professional quality.

Standard Presentation Requirements

- Use clean, appropriate glassware or cups (latte glass, cappuccino cup, etc.)
- Ensure correct beverage temperature at serving (around 60–65°C)
- Wipe cup or glass edges before serving
- Maintain correct portion size as per standard recipe
- Serve immediately after preparation to preserve quality

Garnishing Standards

Garnishing is used to enhance aroma, taste, and visual appeal.

Beverage Type	Common Garnish	Purpose
Cappuccino	Cocoa powder or chocolate dusting	Adds aroma and visual contrast
Latte	Cinnamon powder or light cocoa dusting	Enhances mild flavor and appearance
Flavored Latte	Syrup drizzle or light topping (optional)	Highlights flavor identity
Café Mocha	Chocolate syrup, cocoa powder, whipped cream	Rich presentation and dessert appeal

Layering Standards

Layering refers to the visible separation or smooth blending of espresso, milk, and foam.

Beverage	Layering Style
Cappuccino	Distinct layers: espresso base, steamed milk, thick foam top
Latte	Smooth, blended appearance with thin foam layer
Café Mocha	Chocolate-espresso base blended with milk, optional whipped cream topping
Flavored Latte	Uniform mixture with light foam on top

4.2 Beverage temperature and consistency.

Beverage temperature and consistency are critical quality factors that directly affect taste, texture, and customer satisfaction. Proper control ensures the drink is served at its best condition, maintaining flavor balance and mouthfeel.

Beverage Temperature Standards

Correct temperature preserves aroma, taste, and texture of espresso-based drinks.

Beverage	Standard Temperature	Serving	Key Requirement
Cappuccino	60–65°C		Warm, not overheated; maintains foam stability
Latte	60–65°C		Smooth and creamy, no scalding
Flavored Latte	60–65°C		Balanced warmth to preserve syrup flavor
Café Mocha	60–65°C		Hot enough to blend chocolate and coffee evenly

Importance of Temperature Control

- Preserves natural sweetness of milk
- Prevents burnt or bitter taste in espresso
- Maintains microfoam stability
- Ensures safe and enjoyable drinking experience
- Enhances aroma release

Beverage Consistency Standards

Consistency refers to the uniformity of texture, thickness, and ingredient integration in the drink.

Consistency by Beverage Type

Beverage	Consistency Standard
Cappuccino	Light, airy foam with distinct layers
Latte	Smooth, silky, fully blended texture
Flavored Latte	Uniform mixture with even flavor distribution
Café Mocha	Rich, creamy, chocolate-coffee blend with stable body

4.3 Serving the prepared beverages.

Serving is the final step in beverage preparation where drinks are presented to the customer in a professional, hygienic, and timely manner. Proper serving ensures quality is maintained from preparation to consumption.

Serving Standards

Standard Area	Requirement
Hygiene	Clean cup, tray, and hands during service
Temperature	Served hot at 60–65°C
Presentation	Attractive appearance maintained during serving
Timing	Served immediately after preparation
Accuracy	Correct order delivered without mix-up

Beverage-Specific Serving Style

Beverage	Serving Notes
Cappuccino	Served in ceramic cup with visible foam layer and optional dusting
Latte	Served in tall glass or cup with smooth milk integration
Flavored Latte	Served with visible syrup flavor consistency and clean finish
Café Mocha	Often topped with whipped cream and chocolate garnish

Self-Check 3.4

Short Questions:

1. **Question: What is beverage presentation?**
Answer:
2. **Question: Why is presentation important?**
Answer:
3. **Question: What is the ideal serving temperature for hot beverages?**
Answer:
4. **Question: What happens if the beverage is too hot?**
Answer:
5. **Question: What is layering in beverages?**
Answer:
6. **Question: Name one common garnish used in coffee drinks.**
Answer:
7. **Question: Why is consistency important in beverages?**
Answer:
8. **Question: What should be checked before serving a drink?**
Answer:
9. **Question: How should beverages be served to customers?**
Answer:
10. **Question: Why is a napkin provided with beverages?**
Answer:

Answer Key- 3.4

Short Questions with Answers:

1. **Question: What is beverage presentation?**
Answer: It is the process of serving drinks in an attractive and professional way.
2. **Question: Why is presentation important?**
Answer: It improves visual appeal and customer satisfaction.
3. **Question: What is the ideal serving temperature for hot beverages?**
Answer: 60–65°C.
4. **Question: What happens if the beverage is too hot?**
Answer: It reduces taste quality and can burn the tongue.
5. **Question: What is layering in beverages?**
Answer: It is the separation of espresso, milk, and foam in visible layers.
6. **Question: Name one common garnish used in coffee drinks.**
Answer: Cocoa powder or cinnamon.
7. **Question: Why is consistency important in beverages?**
Answer: It ensures smooth texture and balanced taste.
8. **Question: What should be checked before serving a drink?**
Answer: Temperature, cleanliness, and presentation.
9. **Question: How should beverages be served to customers?**
Answer: Immediately and carefully using a tray.
10. **Question: Why is a napkin provided with beverages?**
Answer: For hygiene and customer convenience.

Job Sheet -3.4

Job Name: Present Prepared Hot Beverages According to Café Standards

Instructions:	
Read and understand the directions carefully: • Read all instructions carefully. • Present the prepared beverages following standard café presentation and service practices. • Ensure correct temperature, proper layering or foam quality, and attractive garnishing before serving to the customer. • You will have 15 minutes to review resources. • You will have 2 hours to complete the task.	
Working Procedure:	
Prepare for presentation • Check that the beverage is properly brewed and ready for serving • Ensure cup, glass, and serving tools are clean and appropriate Check beverage quality • Confirm correct temperature (hot, not lukewarm or overheated) • Ensure consistency is smooth with proper milk texture or foam Apply presentation standards • Add garnishing such as cocoa powder, chocolate syrup, cinnamon, or whipped cream • Maintain proper layering in café mocha or flavored latte when required • Ensure visual appeal is balanced and neat Serve the beverage • Place cup on saucer with spoon and napkin • Serve carefully using tray without spilling • Follow basic customer service etiquette during serving	
Specific Information:	
• Beverage must be served at optimal hot serving temperature • Milk foam should be fine, smooth, and creamy (microfoam) • Layering must remain visible where required (especially café mocha) • Garnishing should enhance appearance without overloading • Presentation must meet café-style professional standards	
Resources Required:	
Tools and materials:	• Espresso machine or brewed coffee • Milk and milk frothing pitcher • Cups or heat-resistant glassware • Saucers and teaspoons • Cocoa powder, chocolate syrup, cinnamon powder • Whipped cream (optional) • Tray for serving • Napkins • Thermometer (optional) • Cleaning cloth or tissue for finishing touch

Module-4

Module: Preparing non-Coffee Beverages

Unit Code: SICIP-THS-PBE-04-O

**Skills for Industry Competitiveness and Innovation Program (SICIP)
Finance Division, Ministry of Finance**

Module–4

Module Title: Preparing non-coffee beverages.

Unit Code: SICIP- THS-PBE-4-O
Hrs.

Nominal Hours: 40

Module Description: This module covers the knowledge, skills and attitude required to prepare non-coffee beverages. It specifically includes the tasks of identifying types of tea, juice and smoothies, selecting ingredients and equipment, preparing tea, juice and smoothies and presenting tea, juice and smoothies.

Learning Outcomes: After completing of this module, the trainee will be able to;

1. Identify types of tea, juice and smoothies
2. Select ingredients and equipment
3. Prepare tea, juice and smoothies
4. Present tea, juice and smoothies.

Assessment Criteria:

1. Different types of tea, juice, and smoothies are identified according to ingredients.
2. Characteristics and flavors of each beverage type are described.
3. Suitable serving styles and temperatures are recognized.
4. Ingredients for tea, juice, and smoothies are selected according to recipe requirements.
5. Quality and freshness of ingredients are checked before use.
6. Appropriate equipment and tools are selected for preparation.
7. Measurements and proportions are determined as per standard recipes.
8. Hygiene and safety practices are applied throughout preparation.
9. Equipment for beverage preparation is selected and checked for cleanliness.
10. Tea is brewed, juice is extracted, and smoothies are blended according to standard procedures.
11. Temperature and consistency of hot and cold beverages are monitored.
12. Tea, juice, and smoothies are garnished according to service standards.
13. Prepared tea, juice, and smoothies are served in appropriate cups, glasses, or containers.
14. Beverage temperature and consistency are checked before serving.
15. Cups, glasses, and serving areas are cleaned and free of spills or stains.
16. Customer preferences or service requirements are considered in presentation.
17. Beverages are arranged aesthetically for display or service.
18. Observations on presentation quality are recorded for improvement.

Information Sheet – 4.1

Learning Outcome -1: Identify types of tea, juice and smoothies

Learning Objectives: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.1 Different types of tea, juice, and smoothies.
- 1.2 Characteristics and flavors of each beverage type.
- 1.3 Suitable serving styles and temperatures.

1.1 Different types of tea, juice, and smoothies.

Tea, juice, and smoothies are widely consumed beverages in cafés, restaurants, and homes. Each beverage type differs in ingredients, preparation method, flavour, temperature, and serving style. Understanding these differences is important for correct identification and proper service.

Different Types of Tea, Juice, and Smoothies

Beverage Type	Serving Style	Temperature	Additional Notes
Tea	Hot tea served in cups or mugs	60–85°C	Commonly served as plain tea or milk tea
Tea	Iced tea served with ice cubes	Chilled	Refreshing cold version of tea
Tea	Milk tea served in cups or glasses	Hot	Creamy texture with milk added
Juice	Fresh juice served chilled in tall glasses	4–10°C	May be served with or without ice
Juice	Garnished juice served in tall glasses	4–10°C	Often decorated with fruit slices
Smoothie	Served in tall glasses or smoothie cups	0–8°C	Thick and creamy consistency
Smoothie	Garnished smoothie with fruits, nuts, or cream	0–8°C	Visually enhanced and nutrient-rich presentation

1.2 Characteristics and flavors of each beverage type are described.

Tea: Tea flavour varies depending on processing and ingredients:

- Black tea: strong, bold, slightly bitter
- Green tea: light, grassy, refreshing
- Herbal tea: aromatic, floral or spicy, caffeine-free
- Milk tea: creamy, smooth, mildly sweet or strong depending on blend

Juice: Juice flavour depends on fruit or vegetable used:

- Fruit juice: sweet and refreshing
- Citrus juice: tangy and sour
- Vegetable juice: earthy and slightly bitter
- Mixed juice: balanced flavour combination

Smoothies: Smoothies are thick blended drinks with rich textures:

- Fruit smoothies: sweet and creamy
- Green smoothies: slightly earthy but nutritious
- Dairy smoothies: rich, creamy, and filling
- Protein smoothies: thick and energy-rich

1.3 Suitable serving styles and temperatures are recognized.

Beverage Type	Serving Style	Temperature	Notes
Tea	Hot tea served in cups or mugs	60–85°C	Standard hot serving
Tea	Iced tea served with ice cubes	Chilled	Refreshing cold version
Tea	Milk tea served in cups or glasses	Hot	Creamy and commonly sweetened
Juice	Fresh juice served in tall glasses	4–10°C	May include ice depending on preference
Juice	Served chilled with or without ice	4–10°C	Often presented in tall glasses
Juice	Garnished with fruit slices	4–10°C	Enhances presentation and appeal
Smoothie	Served in tall glasses or smoothie cups	0–8°C	Thick and cold beverage
Smoothie	Served chilled with toppings	0–8°C	Often topped with fruits, nuts, or cream

Self-Check - 4.1

Short Questions:

1. **Question: What are the main beverage types covered in this lesson?**

Answer:

2. **Question: What are some common types of tea?**

Answer:

3. **Question: What are common types of juice?**

Answer:

4. **Question: What are smoothies made from?**

Answer:

5. **Question: What is a key characteristic of tea?**

Answer: It has a warm, aromatic flavor with varying strength.

6. **Question: What is the main feature of juice?**

Answer:

7. **Question: What is the texture of a smoothie?**

Answer:

8. **Question: What is the typical serving temperature for tea?**

Answer:

9. **Question: What is the serving temperature for juice?**

Answer:

10. **Question: How are smoothies usually served?**

Answer:

Answer Key - 4.1

Short Questions Answers:

1. **Question: What are the main beverage types covered in this lesson?**

Answer: Tea, juice, and smoothies.

2. **Question: What are some common types of tea?**

Answer: Black tea, green tea, milk tea, and herbal tea.

3. **Question: What are common types of juice?**

Answer: Fresh juice, packaged juice, and mixed fruit juice.

4. **Question: What are smoothies made from?**

Answer: Blended fruits, milk or yogurt, and ice.

5. **Question: What is a key characteristic of tea?**

Answer: It has a warm, aromatic flavor with varying strength.

6. **Question: What is the main feature of juice?**

Answer: It is fresh, fruity, and usually served chilled.

7. **Question: What is the texture of a smoothie?**

Answer: Thick, creamy, and smooth.

8. **Question: What is the typical serving temperature for tea?**

Answer: Hot, usually 60–85°C.

9. **Question: What is the serving temperature for juice?**

Answer: Chilled, usually 4–10°C.

10. **Question: How are smoothies usually served?**

Answer: Cold or chilled in tall glasses.

Information Sheet – 4.2

Learning Outcome-2: Select ingredients and equipment.

Learning Objectives: After completing this information sheet, learners will be able to explain, define and interpret the following contents:

Contents:

- 2.1 Ingredients for tea, juice, and smoothies.
- 2.2 Quality and freshness of ingredients.
- 2.3 Appropriate equipment and tools.
- 2.4 Measurements and proportions.

2.1 Ingredients for tea, juice, and smoothies.

Different beverages require different base ingredients. Selecting correct ingredients is essential for achieving expected taste, aroma, and nutritional value.

Tea ingredients:

- Tea leaves or tea bags (black tea, green tea, herbal tea)
- Hot water
- Milk (for milk tea variants)
- Sugar or sweetener
- Optional flavoring (ginger, cardamom, lemon)

Juice ingredients:

- Fresh fruits (orange, mango, apple, pineapple, etc.)
- Clean water or ice (if required)
- Sugar or honey (optional)
- Lemon juice (for taste balance or preservation)

Smoothie ingredients:

- Fresh fruits (banana, mango, berries, etc.)
- Milk, yogurt, or juice base
- Ice cubes
- Sweeteners (honey, sugar, syrup)
- Optional add-ons (oats, nuts, chia seeds)

2.2 Quality and freshness of ingredients.

Ingredient quality directly affects taste, safety, and nutritional value.

Key quality indicators:

- Fruits should be ripe, firm, and free from spoilage
- Tea leaves should be dry, aromatic, and free from moisture or dust
- Milk must be fresh, properly stored, and within expiry date
- No visible mold, discoloration, or foul smell in any ingredient
- Ingredients should be stored at correct temperature and hygienic conditions

Importance of freshness:

- Improves natural flavor and aroma
- Ensures food safety and reduces contamination risk
- Enhances nutritional value
- Produces consistent beverage quality

2.3 Appropriate equipment and tools.

Correct tools ensure efficiency, hygiene, and consistency in preparation.

Category		Equipment / Tools
Tea Preparation Equipment		Kettle or boiler
		Tea strainer
		Saucepan or tea pot
		Measuring spoon
		Cups or mugs
Juice Preparation Equipment		Juicer or blender
		Knife and cutting board
		Strainer (optional)
		Measuring jug
		Serving glasses
Smoothie Preparation Equipment		Blender
		Measuring cups/spoons
		Ice crusher (if required)
		Serving glasses
		Straw and garnish tools
General Tools		Weighing scale
		Thermometer (optional for temperature control)
		Clean cloths and sanitizing tools

2.4 Measurements and proportions.

Accurate measurement ensures consistent taste, texture, and quality across all beverages.

Tea standard proportions (example):

- Water: 200–250 ml
- Tea leaves: 2–3 grams (or 1 tea bag)
- Milk: 30–50 ml (for milk tea)
- Sugar: 5–10 grams (as per taste)

Juice standard proportions (example):

- Fruit: 150–250 grams
- Water or ice: 50–100 ml (if needed)
- Sweetener: 5–15 grams (optional)

Smoothie standard proportions (example):

- Fruit: 150–200 grams
- Milk/yogurt: 100–150 ml
- Ice: 3–5 cubes
- Sweetener: 10–15 grams

Key measurement principles:

- Follow recipe standard to ensure consistency
- Avoid overuse of sweeteners or additives
- Maintain balance between liquid and solid ingredients
- Use standard measuring tools for accuracy
- Adjust proportion only based on customer requirement

Self-Check – 4.2

Short Questions:

1. **Question: What are the main ingredients used in tea preparation?**

Answer:

2. **Question: What are common ingredients used in juice?**

Answer:

3. **Question: What are basic ingredients for smoothies?**

Answer:

4. **Question: Why is ingredient freshness important?**

Answer:

5. **Question: What is the effect of low-quality ingredients?**

Answer:

6. **Question: Name one tool used in tea or juice preparation.**

Answer:

7. **Question: Why are proper tools important in beverage preparation?**

Answer:

8. **Question: Why are measurements important in beverage preparation?**

Answer:

9. **Question: What happens if proportions are not followed correctly?**

Answer:

10. **Question: What is commonly used to measure ingredients?**

Answer:

Answer Key- 4.2

Short Questions with Answers:

1. **Question: What are the main ingredients used in tea preparation?**

Answer: Tea leaves, water, milk, and sugar (optional).

2. **Question: What are common ingredients used in juice?**

Answer: Fresh fruits, water, sugar or honey (optional), and ice.

3. **Question: What are basic ingredients for smoothies?**

Answer: Fruits, milk or yogurt, ice, and sweetener (optional).

4. **Question: Why is ingredient freshness important?**

Answer: It ensures good taste, aroma, and nutritional value.

5. **Question: What is the effect of low-quality ingredients?**

Answer: It reduces taste, safety, and overall beverage quality.

6. **Question: Name one tool used in tea or juice preparation.**

Answer: Kettle, blender, or juicer.

7. **Question: Why are proper tools important in beverage preparation?**

Answer: They ensure efficiency, safety, and consistent quality.

8. **Question: Why are measurements important in beverage preparation?**

Answer: To maintain correct taste, balance, and consistency.

9. **Question: What happens if proportions are not followed correctly?**

Answer: The drink may become too strong, too weak, or unbalanced.

10. **Question: What is commonly used to measure ingredients?**

Answer: Measuring cups, spoons, and weighing scales.

Job Sheet – 4.2

Job Name: Ingredient Selection, Quality Control, Tools & Measurement.

Instructions:	
Read and understand the directions carefully: ▪ This practical demonstration is based on the performance criteria related to preparation of tea, juice, and smoothies. ▪ This assessment activity will measure your knowledge and practical skills in selecting ingredients, using tools, and applying correct measurements. ▪ You will have 15 minutes to familiarize yourself with ingredients, tools, and workspace. ▪ You will have 2 hours to complete the full preparation and demonstration.	
Working Procedure:	
▪ Select ingredients – Choose appropriate ingredients for tea, juice, and smoothies based on recipe requirements. ▪ Check quality and freshness – Inspect fruits, milk, tea leaves, and other ingredients to ensure they are fresh, clean, and safe for use. ▪ Prepare equipment and tools – Arrange juicer, blender, kettle, knives, cutting board, measuring cups, and serving glasses. ▪ Measure ingredients accurately – Use standard measuring tools to ensure correct proportions for each beverage type. ▪ Prepare beverages – Follow standard preparation methods for tea brewing, juice extraction, and smoothie blending. ▪ Check consistency and quality – Ensure taste, texture, and appearance meet expected standards. ▪ Serve appropriately – Present each beverage in suitable glassware with proper temperature and presentation style.	
Specific Information:	
▪ Tea ingredients may include tea leaves, milk, sugar, water, and optional spices. ▪ Juice ingredients include fresh fruits, water, ice, and sweeteners if required. ▪ Smoothie ingredients include fruits, milk/yogurt, ice, and flavor enhancers. ▪ Only fresh and hygienic ingredients must be used; avoid overripe or spoiled items. ▪ Equipment must be clean, functional, and suitable for each beverage type. ▪ Standard measurement accuracy must be maintained (no random estimation)	
Resources Required:	
Tools and materials:	• Kettle or tea pot • Juicer or blender • Measuring cups and spoons • Glasses or cups for serving • Serving tray • Spoon and stirrer • Napkins • Tea leaves / tea bags • Fresh milk • Sugar or sweetener • Fresh fruits (banana, mango, apple, orange, etc.)

Information Sheet – 4.3

Learning Outcome -3: Prepare tea, juice, and smoothies.

Learning Objectives: After completing this information sheet, learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Hygiene and safety practices.
- 3.2 Brew the tea
- 3.3 Extract juice
- 3.4 Blend the smoothies
- 3.5 Garnishing tea, juice, and smoothies to service standards.

3.1 Hygiene and safety practices.

Hygiene and safety are the foundation of all beverage preparation. Poor hygiene can contaminate beverages and cause foodborne illness.

Personal Hygiene

Practice

- Wash hands with soap before and after handling ingredients
- Wear clean apron and hairnet
- Avoid touching face, hair, or phone while working
- Keep fingernails short and clean
- Do not work when sick (especially with colds or stomach illness)

Why It Matters

- Prevents contamination and keeps beverages safe
- Keeps hair, dust, and dirt out of drinks
- Reduces transfer of germs to ingredients and tools
- Prevents bacteria buildup under nails
- Protects customers from infection and foodborne illness

Equipment and Workspace Safety

- Always clean and sanitize all equipment before and after use (blenders, juicers, teapots, cups).
- Use separate cutting boards for fruits to avoid cross-contamination.
- Ensure electrical equipment (blenders, juicers) is dry before plugging in.
- Handle hot water and steam carefully to avoid burns.
- Store perishable ingredients (fruits, milk, yogurt) in the refrigerator at or below 5°C.
- Dispose of food waste promptly and keep the work area clean.

3.2 Brew the tea

Tea brewing is a simple but precise process. The quality of the brew depends on water temperature, steeping time, and the type of tea used.

Types of Tea Commonly Prepared

Tea Type	Color	Flavor
Black Tea	Dark amber	Strong and bold
Green Tea	Light yellow-green	Mild and grassy
Herbal Tea	Varies	Fruity or floral
Milk Tea	Creamy brown	Rich and sweet

Steps to Brew Tea:

Action

Boil water to the correct temperature (Black tea: ~95–100°C; Green tea: ~70–80°C)

Warm the teapot by rinsing it with hot water, then discard the water

Measure the tea — use 1 teaspoon of loose-leaf tea or 1 tea bag per cup

Pour hot water over the tea leaves or bag

Steep (rest) for the correct time (Black: 3–5 mins; Green: 1–3 mins; Herbal: 5–7 mins)

Remove the tea bag or strain loose leaves

Serve immediately in a clean, pre-warmed cup

3.3 Extract juice

Juice extraction is the process of removing liquid from fruits or vegetables while preserving flavor, nutrients, and color.

Types of Juice Extraction Methods

Method	Equipment Used	Best For
Manual Squeezing	Hand juicer / citrus press	Citrus fruits (lemon, orange, lime)
Electric Juicing	Electric juicer / centrifugal juicer	Apples, carrots, beets, celery
Blending and Straining	Blender + fine strainer / cheesecloth	Watermelon, pineapple, cucumber

Steps to Extract Juice:

Action

Select fresh fruits — check for ripeness, no mold or bruising

Wash all fruits thoroughly under clean running water

Peel, de-seed, and cut fruits into manageable pieces

Feed fruit into the juicer or place in blender with a small amount of water

Strain the juice through a fine strainer to remove pulp (if required)

Taste and adjust — add a small amount of natural sweetener if needed

Pour into a clean, chilled glass and serve immediately

3.4 Blend the smoothies

A smoothie is a thick, blended beverage made from fruits, vegetables, dairy or non-dairy liquids, and optional add-ins. Unlike juice, **smoothies retain the fiber** of the ingredients.

Common Smoothie Ingredients

Category	Examples
Fruits	Banana, mango, strawberry, blueberry, pineapple
Vegetables	Spinach, kale, cucumber, carrot
Liquid Base	Milk, almond milk, yogurt, coconut water, fruit juice
Add-ins (optional)	Honey, chia seeds, oats, protein powder, ice

Steps to Blend a Smoothie:

Action

Wash and prepare all fruits and vegetables

Cut into small pieces for easier blending

Add liquid base first into the blender (this protects the blade)

Add soft ingredients (yogurt, banana) next

Add harder or frozen ingredients (ice, frozen fruits) last

Secure the lid firmly and blend on low speed first, then increase to high

Blend for 30–60 seconds or until the mixture is smooth and creamy

Check consistency — add more liquid if too thick; add more fruit or ice if too thin

Pour into a chilled glass and serve immediately

3.5 Garnishing tea, juice, and smoothies to service standards.

Garnishing improves the **visual appeal and presentation** of beverages. A well-garnished drink shows professionalism and enhances the customer's experience.

Principles of Garnishing

- Garnish should be edible and food-safe.
- It should complement the flavor and color of the beverage.
- It must be clean, fresh, and neatly placed.
- Garnish should not overpower the drink's appearance.
- Use garnishes that are appropriate to the beverage type.

Garnishing Ideas by Beverage Type

Beverage	Suitable Garnish
Tea	Lemon slice, mint sprig, cinnamon stick, honey drizzle
Fruit Juice	Fruit slice on the rim, mint leaf, fruit skewer, thin citrus wheel
Smoothies	Fresh fruit on top, chia seeds, granola sprinkle, mint leaf, coconut flakes

Standard Garnishing Procedure

Action

Prepare garnish before the beverage is ready (pre-cut fruit slices, wash herbs)

Ensure garnish is fresh — no wilted herbs or bruised fruit

Apply garnish neatly — place on the rim, inside the glass, or on top of the drink

Check presentation — ensure the glass is clean, no drips or smudges on the sides

Serve promptly — garnished beverages should be served immediately to maintain appearance

Self-Check - 4.3

Short Questions:

1. **Question: Why are hygiene and safety practices important when preparing tea, juice, and smoothies?**

Answer:

2. **Question: Name two personal hygiene practices a food handler must follow before preparing beverages.**

Answer:

3. **Question: What is meant by brewing tea?**

Answer:

4. **Question: What factors affect the quality of brewed tea?**

Answer:

5. **Question: What is meant by extracting juice?**

Answer:

6. **Question: Name two common methods used to extract juice.**

Answer:

7. **Question: What is a smoothie?**

Answer:

Answer Key – 4.3

Short Questions with Answers:

- 1. Question: Why are hygiene and safety practices important when preparing tea, juice, and smoothies?**

Answer: Hygiene and safety practices prevent contamination, ensure food safety, and protect the health of customers.

- 2. Question: Name two personal hygiene practices a food handler must follow before preparing beverages.**

Answer: Washing hands thoroughly and wearing clean protective clothing such as an apron and gloves

- 3. Question: What is meant by brewing tea?**

Answer: Brewing tea is the process of steeping tea leaves or tea bags in hot water for a specific time to extract flavor, color, and aroma.

- 4. Question: What factors affect the quality of brewed tea?**

Answer: Water temperature, steeping time, quality of tea leaves, and the quantity of tea used affect the quality of brewed tea.

- 5. Question: What is meant by extracting juice?**

Answer: Extracting juice means separating the liquid content from fruits or vegetables using a juicer, squeezer, or blender to produce fresh juice.

- 6. Question: Name two common methods used to extract juice.**

Answer: Using a citrus squeezer for citrus fruits and an electric juicer for hard fruits and vegetables.

- 7. Question: What is a smoothie?**

Answer: A smoothie is a thick blended beverage made from fruits, vegetables, or both, often combined with milk, yogurt, or juice.

Job Sheet – 4.3

Task Name: Prepare Juice.

Instructions:

Read and understand the directions carefully:

- This practical demonstration is based on the performance criteria related to the preparation of hot and cold beverages — specifically tea, juice, and smoothies.
- This assessment activity will be used to measure your underpinning knowledge and practical skills in beverage preparation and presentation.
- You will have fifteen (15) minutes to familiarise yourself with the resources, equipment, and ingredients to be used.
- You have two (2) hours to complete this demonstration.

Working Procedure:

Apply Hygiene and Safety Practices:

- Wash hands thoroughly using the correct hand-washing technique before handling any ingredient or equipment.
- Put on the required Personal Protective Equipment (PPE): apron and hair restraint/cap.
- Sanitise all work surfaces, equipment, and utensils before and after use.
- Check the safety condition of electrical equipment (blender, kettle) before switching on.
- Store ingredients at correct temperatures (e.g., refrigerate fresh fruits, juices, and dairy items).
- Dispose of waste properly and keep the workspace clean throughout the task.

Extract the Juice:

- Select fresh, ripe fruits suitable for the juice being prepared (e.g., orange, pineapple, watermelon).
- Wash all fruits thoroughly under clean running water before cutting.
- Peel, cut, and prepare the fruit according to the juice type and equipment being used.
- Operate the juicer or citrus press correctly and safely, following the manufacturer's instructions.
- Extract the juice and strain if required to remove seeds and pulp as per service standard.
- Adjust taste with water, sugar syrup, or salt as appropriate; avoid excessive sweeteners.

Specific Information:

- Ensure all hygiene and safety measures are strictly observed at all stages of the preparation process.
- Use only fresh, clean, and approved ingredients; check expiry dates before use.
- Maintain accuracy in measurement of ingredients — use measuring cups, spoons, or a kitchen scale as required.
- Garnishing must reflect the establishment's service standard — consistency and presentation quality will be assessed.
- Record all steps completed and submit the task sheet along with the finished beverages to the Trainer for evaluation.

Resources Required:

Tools and equipment:	• Electric juicer or citrus press • Cutting board and chef's knife • Measuring cups and measuring spoons • Mixing spoon / stirring rod • Serving glassware (juice glasses) • Straws, cocktail picks, and garnish tongs
Ingredients:	• Fresh fruits (e.g., oranges, pineapple, watermelon, mango, banana, strawberry) • Sugar, honey, or sugar syrup • Ice cubes • Drinking water (filtered / boiled)

Information Sheet- 4.4

Learning Outcome-4: Present tea, juice, and smoothies.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 4.1 Appropriate cups, glasses, or containers.
- 4.2 Beverage temperature and consistency.
- 4.3 Customer preferences.
- 4.4 Observations on presentation quality.

4.1 Appropriate cups, glasses, or containers.

Selecting the correct serving vessel is the first step in professional beverage presentation. The right container enhances the appearance of the drink, maintains its quality, and meets customer expectations.

Selection Guide by Beverage Type

Beverage	Recommended Vessel	Key Features
Hot Tea	Teacup with saucer	Ceramic or porcelain; retains heat; elegant
Iced Tea	Tall glass (highball)	Clear glass; shows color; allows ice
Fresh Juice	Juice glass (short tumbler)	Clear; small to medium size; clean appearance
Smoothie	Wide-mouth glass or mason jar	Thick enough for viscous drinks; allows garnish
Herbal / Specialty Tea	Teapot + matching cup	Presentation value; portion control

Key Rules for Container Selection

- Always use clean, chip-free, and spotless vessels.
- Match the container size to the portion served - avoid overfilling or underfilling.
- Use transparent glass for juices and smoothies to display natural color.
- Handle cups and glasses from the base or handle only - never touch the rim.
- Ensure vessels are pre-warmed for hot beverages and pre-chilled for cold ones when required.

4.2 Beverage temperature and consistency.

Temperature and consistency directly affect the **taste, safety, and acceptability** of beverages. Serving at the correct temperature is a fundamental quality standard in food and beverage service.

Temperature Standards

Beverage	Ideal Temperature	Serving	Key Points
Hot Tea	85°C – 95°C		Serve immediately; use pre-warmed cup
Iced Tea	4°C – 8°C		Serve with ice; use chilled glass
Fresh Juice	6°C – 10°C		Serve cold; avoid ice dilution
Smoothie	4°C – 8°C		Serve chilled; avoid separation

Understanding Consistency

Consistency refers to the texture and thickness of a beverage.

Beverage	Expected Consistency	Common Problem
Tea	Clear and smooth	Cloudy or over-brewed
Juice	Slightly pulpy or clear	Too thick or separated
Smoothie	Thick and creamy	Too thin (watery) or too lumpy

4.3 Customer preferences.

A key principle in competency-based food and beverage service is responding to individual customer needs. Beverages must be prepared and presented based on what each customer actually wants.

Common Customer Preferences to Consider

Preference Area	Examples
Sweetness	No sugar / less sugar / extra sugar / honey instead of sugar
Temperature	Hot / warm / cold / extra ice / no ice
Milk or cream	With milk / without milk / plant-based milk (oat, soy, almond)
Portion size	Small / regular / large
Garnish	With lemon / mint leaves / no garnish
Dietary needs	Diabetic-friendly / vegan / low-calorie
Flavor variations	Fruit choices for smoothies; tea type (green, black, herbal)

4.4 Observations on presentation quality.

Presentation quality refers to how the beverage looks when it reaches the customer. A well-presented drink creates a positive first impression and reflects professional service standards.

Key Elements of Good Presentation

Element	What to Check
Cleanliness	No fingerprints, stains, or chips on the glass or cup
Color	Natural, appealing color — not dull or discolored
Garnish	Appropriate, fresh, and neatly placed (e.g., lemon slice, mint sprig)
Fill level	Correct portion — not overfilled or underfilled
Serving accessories	Correct placement of saucer, teaspoon, straw, or napkin
Tray presentation	Neat, stable, and organized before delivery
Temperature on arrival	Hot drinks hot; cold drinks cold when served to the customer

Common Presentation Errors to Avoid

- ❌ Fingerprints or smudges on the glass
- ❌ Drips or spills on the saucer or tray
- ❌ Wilted or unsuitable garnish
- ❌ Wrong glass or cup used for the beverage
- ❌ Beverage served at incorrect temperature
- ❌ Straw or teaspoon placed incorrectly
- ❌ Overfilled cups causing spillage during service

Self-Check – 4.4

Short Questions:

1. **Question:** Why are hygiene and safety practices important when preparing tea, juice, and smoothies?
Answer:
2. **Question:** Name two personal hygiene practices a food handler must follow before preparing beverages.
Answer:
3. **Question:** What is meant by brewing tea?
Answer:
4. **Question:** What factors affect the quality of brewed tea?
Answer:
5. **Question:** What is meant by extracting juice?
Answer:
6. **Question:** Name two common methods used to extract juice.
Answer:
7. **Question:** What is a smoothie?
Answer:
8. **Question:** What is the purpose of blending when making smoothies?
Answer:

Answer Key – 4.4

Short Questions Answers:

1. **Question:** Why are hygiene and safety practices important when preparing tea, juice, and smoothies?
Answer: Hygiene and safety practices prevent contamination, ensure food safety, and protect the health of customers.
2. **Question:** Name two personal hygiene practices a food handler must follow before preparing beverages.
Answer: Washing hands thoroughly and wearing clean protective clothing such as an apron and gloves.
3. **Question:** What is meant by brewing tea?
Answer: Brewing tea is the process of steeping tea leaves or tea bags in hot water for a specific time to extract flavor, color, and aroma.
4. **Question:** What factors affect the quality of brewed tea?
Answer: Water temperature, steeping time, quality of tea leaves, and the quantity of tea used affect the quality of brewed tea.
5. **Question:** What is meant by extracting juice?
Answer: Extracting juice means separating the liquid content from fruits or vegetables using a juicer, squeezer, or blender to produce fresh juice.
6. **Question:** Name two common methods used to extract juice.
Answer: Using a citrus squeezer for citrus fruits and an electric juicer for hard fruits and vegetables.
7. **Question:** What is a smoothie?
Answer: A smoothie is a thick blended beverage made from fruits, vegetables, or both, often combined with milk, yogurt, or juice.
8. **Question:** What is the purpose of blending when making smoothies?
Answer: Blending combines all ingredients into a smooth, uniform mixture and improves texture, consistency, and taste.

Module-5

Module: Providing Customer Service in Beverage Operation

Unit Code: SICIP-THS-PBE-05-O

**Skills for Industry Competitiveness and Innovation Program (SICIP)
Finance Division, Ministry of Finance**

Module -5

Module Title: Providing Customer Service in Beverage Operation.

Unit code: SICIP- THS-PBE -05-0

Nominal hours: 20 Hrs.

Module Description: This module covers the knowledge, skills and attitude required to provide customer service in beverage operation. It specifically includes the tasks of greeting and communicating with customers, taking and confirming beverages orders, handling customer complaints, and providing product information and suggestions.

Learning Outcomes: After completing this module, the trainees will be able to:

1. Greet and communicate with customers
2. Take and confirm beverages orders
3. Handle customer complaints
4. Provide product information and suggestions.

Assessment Criteria:

1. Customers are greeted politely upon arrival.
2. Customer needs and preferences are identified through effective communication.
3. Information about beverages and services is provided clearly and accurately.
4. Questions and requests from customers are listened to and addressed appropriately.
5. Professional and courteous language and tone are maintained throughout interaction.
6. Customer feedback and concerns are recorded and communicated to relevant personnel.
7. Beverage orders are received accurately from customers.
8. Orders are confirmed to ensure correctness and clarity.
9. Special requests or modifications are recorded and verified.
10. Order details are communicated to the preparation team promptly.
11. Customer preferences and allergies are noted and considered.
12. Records of orders are maintained for reference and service tracking.
13. Any discrepancies in orders are identified and resolved before preparation.
14. Customer complaints are received and acknowledged promptly.
15. Issues are listened to carefully and recorded accurately.
16. Causes of complaints are identified and analyzed.
17. Appropriate solutions or corrective actions are applied to resolve issues.
18. Feedback and resolutions are communicated to customers politely and clearly.
19. Complaints and actions taken are documented for future reference.
20. Product details are identified and explained.
21. Customers are provided with clear and accurate information about available beverages.
22. Recommendations and suggestions are given based on customer preferences.
23. Specialty or promotional beverages are highlighted to customers.
24. Customer questions regarding products are answered politely and accurately.
25. Product information and suggestions are recorded when required for reference.

Information Sheet- 5.1

Learning Outcome-1: Greet and communicate with customers.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.1 Customer needs and preferences.
- 1.2 Information about beverages and services.
- 1.3 Questions and requests from customers.
- 1.4 Professional and courteous language and tone.
- 1.5 Customer feedback and concerns.

1. Customer needs and preferences.

Understanding what customers need and prefer is the first step in delivering excellent service. Every customer is different, so it is important to pay close attention and respond accordingly.

What Are Customer Needs?

Customer needs are the things a customer wants or requires when they visit a beverage establishment. These may include:

- A specific drink or food item
- Quick and efficient service
- A clean and comfortable environment
- Accurate information about the menu
- Special accommodations (e.g., allergies, dietary restrictions)

What Are Customer Preferences?

Preferences are personal choices that may vary from customer to customer. Common examples include:

- Hot or cold beverage
- Sugar level (e.g., less sweet, no sugar)
- Milk type (e.g., full cream, skim, oat milk)
- Cup size (small, medium, large)
- Seating area (indoor, outdoor, quiet section)

How to Identify Customer Needs and Preferences

- Observe the customer as they approach.
- Greet them warmly and make eye contact.
- Listen carefully when they speak.
- Ask open-ended or clarifying questions if needed.
- Confirm the order before preparing it.

2. Information about beverages and services.

To communicate effectively with customers, you must have accurate and up-to-date knowledge of the beverages and services offered. This is called product knowledge.

Why Product Knowledge Is Important

- Helps you answer customer questions confidently
- Enables you to make suitable recommendations
- Reduces order mistakes
- Improves customer satisfaction and trust

What You Should Know about Beverages

Category	Examples of Information to Know
Drink Types	Hot drinks (coffee, tea), cold drinks (juices, smoothies, iced beverages)
Ingredients	Main components, milk options, syrups, sweeteners
Preparation Method	Brewed, blended, shaken, steamed
Customization Options	Size, sweetness, temperature, toppings, extras
Allergen Information	Dairy, gluten, nuts, or any ingredients that may cause reactions
Pricing	Cost per item, combo deals, promotions

Information about Services

In addition to beverages, customers may ask about services such as:

- Takeaway or dine-in options
- Delivery availability
- Loyalty programs or reward cards
- Wi-Fi access and other amenities
- Operating hours and reservation policies

3. Questions and requests from customers.

Customers may ask questions or make special requests at any time. Handling these correctly ensures smooth service and a positive experience.

Common Types of Customer Questions

- What is in this drink?
- Can I have this without sugar?
- Do you have any non-dairy options?
- How long will it take?
- What would you recommend?

Common Types of Customer Requests

- Extra shot of espresso
- Less ice or extra ice
- A specific cup size not on the standard menu
- Allergen-free preparation
- Separate billing

How to Handle Questions and Requests

- Listen carefully without interrupting the customer.
- Clarify if you are unsure what is being asked.
- Provide accurate and honest information.
- If a request cannot be fulfilled, explain politely and offer an alternative.
- Confirm the request before proceeding.

4. Professional and courteous language and tone.

The way you speak to customers is just as important as what you say. Using the right language and tone builds trust and creates a welcoming environment.

Key Principles of Professional Communication

- **Speak clearly:** Use simple, easy-to-understand words.
- **Be polite:** Always use courtesy words such as "please", "thank you", and "excuse me".
- **Be positive:** Use positive language even when saying no.
- **Be attentive:** Show that you are listening by nodding and maintaining eye contact.
- **Be calm:** Remain composed even in stressful situations.

Say This / Avoid This

Say This	Avoid This
Good morning! How may I help you?	What do you want?
I am sorry for the wait. Your order will be ready shortly.	It is not ready yet.
Certainly, I will check that for you.	I do not know.
Would you prefer hot or cold?	Hot or cold?
Thank you for your patience.	You will just have to wait.
I understand your concern. Let me help you.	That is not my problem.

Non-Verbal Communication

Communication is not only through words. Your body language also sends a message:

- Smile genuinely when greeting customers
- Maintain appropriate eye contact
- Avoid crossing your arms or turning away while speaking
- Stand upright and face the customer directly
- Nod to show you understand

5. Customer feedback and concerns.

Customer feedback is valuable information about the quality of your service and products. Handling concerns properly can turn a negative experience into a positive one.

Types of Customer Feedback

Term	Meaning
Positive Feedback	Compliments or expressions of satisfaction from the customer (e.g., "The coffee was excellent!")
Constructive Feedback	Suggestions for improvement given in a helpful way (e.g., "The wait time was a bit long.")
Complaints	Expressions of dissatisfaction that need to be addressed promptly (e.g., "My drink is wrong.")

Steps for Handling Customer Concerns

- Listen: Let the customer speak without interrupting.
- Acknowledge: Show that you understand their concern. (e.g., "I understand, and I am sorry for the inconvenience.")
- Apologize: Offer a sincere and professional apology.
- Take Action: Correct the issue promptly (replace the drink, inform a supervisor, offer a discount if appropriate).
- Follow Up: Confirm that the customer is satisfied after the issue is resolved.

Self - Check - 5.1

Short Questions:

1. **Question:** What are customer needs and preferences in beverage service?
Answer:
2. **Question:** Why is it important to identify customer needs and preferences before serving?
Answer:
3. **Question:** What is meant by providing information about beverages and services?
Answer:
4. **Question:** Why should a server be knowledgeable about beverages and services?
Answer:
5. **Question:** What is meant by responding to questions and requests from customers?
Answer:
6. **Question:** What should a server do when a customer makes a special request?
Answer:
7. **Question:** What is meant by using professional and courteous language and tone?
Answer:
8. **Question:** Give two examples of professional and courteous language used in beverage service.
Answer:

Answer Key - 5.1

Short Questions with Answer:

1. **Question:** What are customer needs and preferences in beverage service?
Answer: Customer needs and preferences are the specific requirements, choices, and expectations a customer has regarding the type, taste, temperature, or ingredients of a beverage.
2. **Question:** Why is it important to identify customer needs and preferences before serving?
Answer: Identifying customer needs and preferences ensures the correct beverage is prepared and delivered, leading to customer satisfaction and quality service.
3. **Question:** What is meant by providing information about beverages and services?
Answer: It means clearly explaining to the customer the available beverage options, ingredients, preparation methods, prices, and any special features of the service.
4. **Question:** Why should a server be knowledgeable about beverages and services?
Answer: Product knowledge helps the server answer customer questions accurately, make appropriate recommendations, and build customer confidence in the service.
5. **Question:** What is meant by responding to questions and requests from customers?
Answer: It means listening carefully to what the customer asks and providing clear, accurate, and helpful answers or actions in a timely manner.
6. **Question:** What should a server do when a customer makes a special request?
Answer: The server should listen attentively, confirm the request clearly, and make every effort to fulfill it according to service standards and availability.
7. **Question:** What is meant by using professional and courteous language and tone?
Answer: It means communicating with customers using polite, respectful, and appropriate words and a friendly tone that reflects professionalism and good service standards.
8. **Question:** Give two examples of professional and courteous language used in beverage service.
Answer: Saying "May I take your order, please?" and "Thank you for your patience" are examples of professional and courteous language.

Information Sheet- 5.2

Learning Outcome-2: Take and confirm beverage orders.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Beverage orders from customers.
- 2.2 Orders are confirmed.
- 2.3 Special requests or modifications.
- 2.4 Customer preferences and allergies.
- 2.5 Any discrepancies in orders.

2.1 Beverage orders from customers.

Taking a beverage order means receiving and recording exactly what a customer wants. Accuracy at this stage prevents mistakes during preparation.

Essential information to capture in every order:

Information	Example
Beverage name	Latte, green tea, fresh orange juice
Size	Small, Regular, Large
Temperature	Hot, iced, or blended
Sweetness level	No sugar, less sweet, normal, extra sweet
Milk or base type	Full cream, skim, oat, soy, almond
Add-ons or toppings	Extra shot, whipped cream, boba pearls
Quantity	One cup, two cups
Dine-in or takeaway	For here or to go

Steps for taking a beverage order:

- Greet the customer — Welcome them and signal readiness to take the order.
- Listen carefully — Give full attention without interrupting.
- Ask clarifying questions — Politely ask about any unclear detail.
- Record the order — Write down or enter it accurately immediately.
- Repeat and confirm — Read back before processing.

2.2 Orders are confirmed.

Order confirmation means repeating the complete order back to the customer to ensure every detail is correct before preparation begins.

Why confirmation matters:

- Prevents mistakes before the drink is made
- Gives the customer a chance to correct errors
- Shows professionalism and care
- Reduces waste of time and materials

How to confirm an order:

- Summarise all items and their specifications.
- Mention the total number of drinks.
- Include any special modifications or dietary notes.
- Ask: "Is that correct?" or "Does everything sound right?"
- Proceed only after the customer confirms.

2.3 Special requests or modifications.

A modification is any change to a standard beverage based on the customer's personal preference. These must be recorded clearly and communicated to the preparation team.

Common types of modifications:

Type	Examples
Sweetness adjustment	"Less sugar" / "No sugar" / "Extra syrup"
Temperature change	"Extra hot" / "Light ice" / "Warm, not too hot"
Ingredient substitution	"Oat milk instead of dairy" / "No whipped cream"
Size or portion change	"Double shot" / "Half portion"
Topping additions	"With caramel drizzle" / "Add bob"

Handling a request that cannot be fulfilled:

- Acknowledge: "I understand you would like that."
- Explain briefly: "Unfortunately, we do not carry oat milk at this time."
- Offer an alternative: "We do have almond milk or skim milk. Would either work for you?"

2.4 Customer preferences and allergies.

Identifying allergies and dietary restrictions is a critical safety responsibility. An error here can cause serious harm.

Common allergens in a beverage context:

Allergen	Found In
Dairy / Milk	Regular milk, cream, whipped cream, some syrups
Nuts	Almond milk, hazelnut syrup, nut-based toppings
Soy	Soy milk, some flavoured syrups
Gluten	Some barley-based or malt beverages
Caffeine	Coffee, black tea, energy-based drinks

2.5 Any discrepancies in orders.

An order discrepancy is any difference between what the customer ordered and what was prepared or served.

Common causes:

- Order was not recorded accurately
- Confirmation step was skipped
- Modification was not communicated to preparation staff
- Miscommunication between team members

Types of discrepancies:

Type	Example
Wrong item	Customer ordered flat white, received cappuccino
Wrong size	Customer ordered large, received regular
Missing modification	Drink was made sweet when no sugar was requested
Wrong quantity	Two drinks ordered, one delivered
Allergen error	Dairy milk used instead of oat milk

How to handle a discrepancy:

- Stay calm and listen — Allow the customer to explain without interruption.
- Acknowledge the error — Accept responsibility without making excuses.
- Apologise sincerely — "I am very sorry about that."
- Correct the order — Remake or replace the beverage promptly.
- Confirm before re-serving — Verify the corrected item meets the original request.
- Follow up — Check that the customer is satisfied after the correction.

Self -Check - 5.2

Short Questions:

1. **Question:** What is meant by taking beverage orders from customers?
 Answer:

2. **Question:** Why is it important to take beverage orders accurately?
 Answer:

3. **Question:** What is meant by confirming orders with customers?
 Answer:

4. **Question:** Why is order confirmation important in beverage service?
 Answer:

5. **Question:** What is meant by special requests or modifications in beverage orders?
 Answer:

6. **Question:** How should a server handle special requests or modifications from customers?
 Answer:

7. **Question:** What are customer preferences in the context of beverage ordering?
 Answer:

8. **Question:** Why is it important to ask about customer allergies when taking beverage orders?
 Answer:

Answer Key – 5.2

Short Questions with Answer:

1. **Question:** What is meant by taking beverage orders from customers?
Answer: Taking beverage orders means accurately receiving and recording the customer's choice of drink, including type, size, and any specific requirements.
2. **Question:** Why is it important to take beverage orders accurately?
Answer: Accurate order taking prevents mistakes, reduces waste, ensures customer satisfaction, and maintains smooth service operations.
3. **Question:** What is meant by confirming orders with customers?
Answer: Confirming orders means repeating the customer's order back to them to verify that all details are correct before sending it for preparation.
4. **Question:** Why is order confirmation important in beverage service?
Answer: Order confirmation prevents errors, ensures the customer receives exactly what they requested, and reduces the chance of complaints or remakes.
5. **Question:** What is meant by special requests or modifications in beverage orders?
Answer: Special requests or modifications are specific changes a customer asks for in a beverage, such as less sugar, extra ice, a different milk type, or a specific serving temperature.
6. **Question:** How should a server handle special requests or modifications from customers?
Answer: The server should listen carefully, note the modification accurately, confirm it with the customer, and communicate it clearly to the person preparing the beverage.
7. **Question:** What are customer preferences in the context of beverage ordering?
Answer: Customer preferences are the personal choices a customer has regarding taste, sweetness level, temperature, ingredients, or portion size of a beverage.
8. **Question:** Why is it important to ask about customer allergies when taking beverage orders?
Answer: Asking about allergies ensures customer safety by preventing the use of ingredients that may cause allergic reactions or health problems.

Job Sheet - 5.2

Job name: Take Beverage Orders

Instructions:

Read and understand the directions carefully:

- This practical demonstration is based on the performance criteria related to taking beverage orders.
- This assessment activity will be used to measure your underpinning knowledge and practical order-taking skills in a beverage service environment.
- You will have fifteen (15) minutes to familiarize yourself with the resources, menu, and order forms to be used.
- You have two (2) hours to complete this demonstration.

Working Procedure:

Receive Beverage Orders (2.1)

- Greet the customer politely and professionally.
- Present the menu and listen carefully to the order.
- Record order details clearly (name, size, quantity, additions).
- Repeat the order to confirm accuracy.

Confirm Orders (2.2)

- Read back the full order clearly.
- Confirm drink type, size, temperature, and extras.
- Get final customer approval.
- Inform waiting time and thank the customer.

Handle Special Requests (2.3)

- Listen carefully to special instructions.
- Clarify if anything is unclear.
- Record requests clearly in the system or order pad.
- Inform preparation staff and confirm with customer.

Identify Preferences & Allergies (2.4)

- Ask about allergies or dietary needs.
- Record all allergy information accurately.
- Check menu ingredients for risks.
- Suggest safe alternatives if needed.
- Alert the preparation team immediately.

Resolve Order Issues (2.5)

- Check prepared drink against order before serving.
- Fix any mistakes immediately.
- Apologize politely if error occurs.
- Deliver corrected order and confirm satisfaction.
- Record the issue for improvement.

Submit Results

- Submit order records to the trainer.
- Demonstrate order-taking in role play.
- Explain each step clearly.
- Provide a short-written summary.

Specific Information:

- Always maintain a courteous, patient, and professional manner when interacting with customers throughout the order-taking process.
- Ensure that all orders are recorded legibly and accurately-illegible or incomplete records will result in errors at the preparation stage.
- Special requests and allergy information must be communicated to the preparation team immediately and without delay-these are critical to customer safety.
- Do not assume or guess a customer's preference; always ask and confirm explicitly before finalising the order.
- Any allergy or dietary requirement must be treated as a food safety priority-follow the establishment's allergen management policy at all times.
- In the event of a discrepancy, remain calm, apologise professionally, and resolve the issue without delay-do not blame other team members in front of the customer.
- Record all steps completed during the demonstration and submit the completed order sheet and task documentation to the Trainer for evaluation.

Resources Required:**Tools and Materials:**

- Beverage menu (printed or digital)
- Order pads / docket books with carbon copy
- Pens / pencils (including coloured markers for allergy flagging)
- Point-of-Sale (POS) system or tablet (if applicable)
- Allergen information reference chart / ingredients list
- Service tray
- Beverage samples or props (for role-play demonstration)
- Incident / service discrepancy log sheet

Information sheet- 5.3

Learning Outcome-3: Handle customer complaints.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Customer complaints.
- 3.2 Causes of complaints.
- 3.3 Appropriate solutions or corrective actions.
- 3.4 Feedback and resolutions.

3.1 Customer complaints.

A customer complaint is an expression of dissatisfaction made by a customer about a product, service, or experience that did not meet their expectation.

Complaints are a normal part of any service environment. When handled correctly, they are a valuable opportunity to improve service quality and strengthen customer trust.

Types of Customer Complaints

Type of Complaint	Description	Example
Product Complaint	Dissatisfaction with the beverage itself	"My coffee is cold." / "This drink is too sweet."
Service Complaint	Dissatisfaction with how service was delivered	"The staff was rude." / "No one attended to me."
Wait Time Complaint	Frustration over delays	"I have been waiting too long for my order."
Order Complaint	Incorrect or incomplete order	"This is not what I ordered."
Environment Complaint	Issues with the physical space	"The table is dirty." / "It is too noisy here."
Billing Complaint	Errors or concerns about payment	"I was charged the wrong amount."

3.2 Causes of complaints.

Understanding why complaints happen helps prevent them from occurring repeatedly. Most complaints in a beverage service environment fall into the following categories.

Common Causes of Customer Complaints

Poor Product Quality

- Incorrect preparation of beverages
- Wrong temperature (too hot, too cold, not iced enough)
- Incorrect sweetness level or wrong ingredients used
- Beverage does not match the description on the menu

Incorrect Orders

- Wrong item served
- Missing modifications or special requests
- Wrong size or quantity delivered
- Allergen error — wrong ingredient used despite being informed

Slow or Poor Service

- Long waiting times without explanation
- Staff not attending to customers promptly
- Orders forgotten or misplaced
- Staff appearing uninterested or inattentive

Unprofessional Staff Behavior

- Rude or dismissive tone when speaking to customers
- Ignoring customers or making them feel unwelcome
- Poor personal hygiene or appearance
- Lack of knowledge about the menu when asked

Hygiene and Environment Issues

- Dirty cups, utensils, or serving equipment
- Unclean tables, floors, or counter areas
- Poor ventilation or unpleasant odors in the establishment

Billing and Pricing Errors

- Customer charged incorrectly
- Promotions or discounts not applied
- Receipt does not match the order

3.3 Appropriate solutions or corrective actions.

When a complaint is received, the response must be prompt, professional, and focused on resolving the issue to the customer's satisfaction.

The LEARN Approach to Handling Complaints

Step	Action	What to Say / Do
L - Listen	Give full attention to the customer	Do not interrupt. Maintain eye contact and a calm expression.
E - Empathize	Acknowledge the customer's feelings	"I completely understand how you feel."
A - Apologize	Offer a sincere apology	"I am truly sorry for the inconvenience."
R - Resolve	Take action to fix the problem	Replace the drink, correct the bill, or escalate to a supervisor.
N - Notify	Inform the team and follow up	Report the issue and check that the customer is satisfied.

3.4 Feedback and resolutions.

Once a complaint has been handled, the process is not complete until the resolution has been confirmed and the feedback has been properly recorded and communicated.

Confirming the Resolution

After taking corrective action, always check that the customer is satisfied:

- *"I hope that is much better for you. Is there anything else I can help you with?"*
- *"Thank you for your patience. I want to make sure you are completely satisfied."*
- *"Please let me know if there is anything else we can do for you today."*

Never assume the issue is resolved simply because an action was taken. The customer must confirm they are satisfied.

Types of Feedback

- *Verbal Feedback — Directly expressed by the customer during or after the service*
- *Written Feedback — Submitted through comment cards, online reviews, or surveys*
- *Indirect Feedback — Observed through customer behavior, such as not returning or recommending others not to visit*

Self-check -5.3

Short Questions:

1. **Question:** What is a customer complaint in beverage service?

Answer:

2. **Question:** Why is it important to handle customer complaints properly?

Answer:

3. **Question:** Name two common types of customer complaints in beverage service.

Answer:

4. **Question:** What are the common causes of customer complaints in beverage service?

Answer:

5. **Question:** How should a server respond when a customer raises a complaint?

Answer:

6. **Question:** What is meant by appropriate solutions or corrective actions in handling complaints?

Answer:

7. **Question:** Why is it important to offer corrective action promptly when a complaint is raised?

Answer:

8. **Question:** What is meant by customer feedback in complaint handling?

Answer:

Answer Key – 5.3

Short Questions with Answer:

1. **Question:** What is a customer complaint in beverage service?

Answer: A customer complaint is an expression of dissatisfaction by a customer regarding the quality of a beverage, service, or overall experience that did not meet their expectations.

2. **Question:** Why is it important to handle customer complaints properly?

Answer: Proper handling of complaints maintains customer trust, protects the reputation of the establishment, and provides an opportunity to improve service quality.

3. **Question:** Name two common types of customer complaints in beverage service.

Answer: Complaints about incorrect beverage orders and complaints about poor beverage temperature or quality.

4. **Question:** What are the common causes of customer complaints in beverage service?

Answer: Common causes include incorrect orders, poor beverage quality, slow service, improper temperature, unclean equipment, and failure to meet customer preferences.

5. **Question:** How should a server respond when a customer raises a complaint?

Answer: The server should listen calmly, acknowledge the complaint, apologize sincerely, and take immediate corrective action to resolve the issue professionally.

6. **Question:** What is meant by appropriate solutions or corrective actions in handling complaints?

Answer: Appropriate solutions are the steps taken to fix the problem, such as replacing a beverage, offering a discount, or escalating the issue to a supervisor if necessary.

7. **Question:** Why is it important to offer corrective action promptly when a complaint is raised?

Answer: Prompt corrective action shows the customer that their concern is valued, helps restore satisfaction, and prevents further dissatisfaction or escalation.

8. **Question:** What is meant by customer feedback in complaint handling?

Answer: Customer feedback is the information or opinion shared by the customer after a complaint is addressed, indicating whether the solution provided was satisfactory.

Information sheet- 5.4

Learning Outcome-4: Provide product information and suggestions.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 4.1 Product details.
- 4.2 Recommendations and suggestions.
- 4.3 Specialty or promotional beverages.

4.1 Product details.

Product details refer to the specific information about each beverage offered by the establishment. A staff member who knows the products well can serve customers confidently, answer questions accurately, and help customers make informed choices.

This knowledge is called product knowledge-and it is one of the most essential skills in beverage service.

Why Product Knowledge Is Important

- Customers trust staff who can explain what they are ordering
- It reduces order mistakes caused by misunderstanding
- It enables staff to make suitable recommendations
- It increases customer satisfaction and confidence in the establishment
- It supports upselling and promotional efforts

Beverage Name and Description

Every item on the menu should be known by name and described clearly. Staff should be able to explain what a beverage is without needing to read the menu.

Beverage	Basic Description
Espresso	A small, strong shot of concentrated coffee brewed under pressure
Latte	Espresso combined with steamed milk and a thin layer of milk foam
Cappuccino	Equal parts espresso, steamed milk, and thick milk foam
Americano	Espresso diluted with hot water, producing a milder flavor
Cold Brew	Coffee steeped in cold water for several hours, producing a smooth and less acidic drink
Matcha Latte	Ground green tea powder combined with steamed or cold milk
Smoothie	Blended fruit or vegetables, often combined with yogurt, milk, or juice

4.2 Recommendations and suggestions.

Making a recommendation means suggesting a beverage that suits the customer's needs, preferences, or mood. A good recommendation shows that the staff member is attentive, knowledgeable, and genuinely interested in giving the customer the best experience.

What Is a Recommendation?

A recommendation is a personal suggestion offered by a staff member based on what the customer has expressed, asked for, or appeared to need. It is not about pushing the most expensive item - it is about matching the right product to the right customer.

Phrases for Making Recommendations

- *"Based on what you enjoy, I think you would love our..."*
- *"A popular choice for that is our..."*
- *"If you enjoy strong coffee, I would suggest..."*
- *"Many of our customers who like that also enjoy..."*
- *"We have a new item that I think you might like..."*

4.3 Specialty or promotional beverages.

Specialty and promotional beverages are items that require special attention when communicating with customers. These include signature drinks, limited-edition offerings, and items that are part of a current promotion or campaign.

What Are Specialty Beverages?

Specialty beverages are unique drinks that are distinctive to the establishment or crafted with premium, rare, or specially sourced ingredients. They often represent the identity and quality of the brand.

Feature	Description
Unique recipe	Made with a specific combination not found on the standard menu
Premium ingredients	Uses high-quality, imported, or artisanal components
Special preparation	Requires a specific technique, longer preparation time, or special equipment
Signature identity	Closely associated with the establishment's brand or reputation

What Are Promotional Beverages?

Promotional beverages are items offered for a limited time, at a special price, or as part of a marketing campaign. They are designed to attract new customers, reward loyal ones, or introduce new products.

Type	Description	Example
Seasonal special	Available only during a specific season or holiday	Christmas spiced latte, Ramadan date smoothie
New product launch	A newly introduced item being promoted	"Try our newest matcha frappe - just launched this week."
Discounted bundle	A combination offered at a reduced price	"Any drink plus a pastry for a special price today."
Limited edition	Available for a fixed short period	"This flavor is only available until the end of the month."
Happy hour offer	A promotion available during specific hours	"All iced beverages are at a reduced price from 2 PM to 5 PM."

Self-check - 5.4

Short Questions:

1. **Question:** What is meant by product details in beverage service?

Answer:

2. **Question:** Why is it important for a server to know product details?

Answer:

3. **Question:** What information should a server provide when describing a beverage to a customer?

Answer:

4. **Question:** What is meant by recommendations and suggestions in beverage service?

Answer:

5. **Question:** Why should a server make recommendations to customers?

Answer:

6. **Question:** What factors should a server consider before making a beverage recommendation?

Answer:

7. **Question:** What is a specialty beverage?

Answer:

8. **Question:** What is a promotional beverage?

Answer:

Answer Key – 5.4

Short Questions with Answer:

1. **Question:** What is meant by product details in beverage service?

Answer: Product details refer to information about a beverage such as its ingredients, preparation method, flavor, size, and price.

2. **Question:** Why is it important for a server to know product details?

Answer: Knowing product details helps the server answer customer questions accurately and recommend suitable beverages confidently.

3. **Question:** What information should a server provide when describing a beverage to a customer?

Answer: A server should provide information about the ingredients, taste, temperature, size options, and price of the beverage.

4. **Question:** What is meant by recommendations and suggestions in beverage service?

Answer: Recommendations and suggestions mean advising customers on suitable beverage choices based on their preferences, taste, or occasion.

5. **Question:** Why should a server make recommendations to customers?

Answer: Making recommendations helps customers make informed choices, enhances their experience, and may increase sales for the establishment.

6. **Question:** What factors should a server consider before making a beverage recommendation?

Answer: The server should consider the customer's taste preferences, dietary needs, allergies, and the occasion or time of day.

7. **Question:** What is a specialty beverage?

Answer: A specialty beverage is a uniquely prepared drink that features special ingredients, preparation techniques, or presentation that sets it apart from regular menu items.

8. **Question:** What is a promotional beverage?

Answer: A promotional beverage is a drink that is offered at a special price, featured as a limited offer, or highlighted to attract customer attention and increase sales.

Module-6

Module: Developing Entrepreneurship in Food Industries

Unit Code: SICIP- THS-PBE -06-O

**Skills for Industry Competitiveness and Innovation Program (SICIP)
Finance Division, Ministry of Finance**

Module -6

Module Title: Developing Entrepreneurship in Food Industries.

Unit code: SICIP- THS-PBE -06-0

Nominal hours: 40 Hrs.

Module Description: This module covers the knowledge, skills and attitudes required to develop entrepreneurship in food industries. It specifically includes the tasks of preparing for work, preparing documents, performing financial management, setting up establishment and managing product sourcing and sales.

Learning Outcomes: After completing this module, the trainees will be able to:

1. Prepare for work
2. Prepare documents
3. Perform financial management
4. Setup establishment
5. Manage product sourcing and sales.

Assessment Criteria:

1. Basic knowledge on entrepreneurship is described.
2. Steps of feasibility study are described and carried out.
3. Detailed Business plan is prepared.
4. Business registration documents are identified.
5. List of tools, equipment and supplies are prepared.
6. Marketing plan is developed and described.
7. Sources of fund is identified.
8. Credit facilities including bank loans is identified.
9. Re-financing scheme is described.
10. Infrastructure is developed or rented/ leased.
11. Furniture, tools and equipment are procured and set up.
12. Staff recruitment is carried out.
13. Types of sourcing are identified and described.
14. Types of suppliers are identified and described.
15. Business management system is implemented.
16. Cost management and sales management system are identified and implemented.

Information sheet- 6.1

Learning Outcome-1: Prepare for work.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.1 Basic knowledge on entrepreneurship.
- 1.2 Steps of feasibility study.
- 1.3 Detailed Business plan is prepared.

1.1 Basic knowledge on entrepreneurship

Entrepreneurship is the process of identifying opportunities, taking risks, and creating value by starting and managing a business. It plays a crucial role in driving economic growth, innovation, and job creation.

Definition of Entrepreneurship

Entrepreneurship refers to the process of identifying, creating, and pursuing opportunities to bring about innovation and value through the establishment and management of a business. An entrepreneur is an individual who takes the initiative to start and operate a new venture, often taking on financial risks in the hope of making a profit. Entrepreneurship involves creativity, problem-solving, and strategic thinking to identify market needs, develop solutions, and take risks to turn ideas into tangible businesses.

Importance of Entrepreneurship:

- **Economic Growth:** Entrepreneurs contribute to the economy by introducing new products and services, creating jobs, and increasing the overall productivity of a nation.
- **Innovation:** Entrepreneurs bring fresh ideas, which drive technological advancements and improve existing products or services.
- **Job Creation:** By starting businesses, entrepreneurs provide employment opportunities and contribute to the livelihood of many individuals.

Characteristics of an Entrepreneur

Entrepreneurs possess unique characteristics that help them navigate challenges and succeed in their ventures. These traits include:

- **Innovation:** The ability to develop new ideas or improve existing products or services.
- **Risk-taking:** Entrepreneurs take calculated risks in order to reap rewards. They are willing to face uncertainties in business operations.
- **Vision:** Successful entrepreneurs have a clear vision of their business goals and know how to work towards them with determination and focus.
- **Leadership:** They lead by example, inspire others, and manage teams effectively to achieve the business's goals.

- **Resilience:** Entrepreneurs can overcome setbacks, adapt to change, and keep going despite challenges.
- **Adaptability:** Entrepreneurs are flexible and open to change, allowing them to adapt their strategies in response to new market demands.
- **Decision-making:** Entrepreneurs need to make quick, informed decisions that can have a significant impact on their business.
- **Persistence:** The ability to stay committed to the business venture even when faced with difficulties.

Types of Business

Businesses can be classified into different types based on their operations, size, and target market. Here are some common types of businesses:

- **Sole Proprietorship:**
This is a business owned and operated by a single individual. The entrepreneur has full control over decision-making but also bears all the risks and liabilities.
- **Partnership:**
A partnership involves two or more individuals who share ownership and responsibilities for the business. Profits, losses, and decision-making are usually shared according to the partnership agreement.
- **Limited Liability Company (LLC):**
An LLC is a hybrid structure that combines the flexibility of a partnership with the liability protection of a corporation. The owners (members) are protected from personal liability for the business's debts.
- **Corporation:**
A corporation is a legal entity separate from its owners, with its own rights and responsibilities. Corporations can raise capital by issuing stocks, and shareholders are typically not personally liable for business debts.
- **Cooperative:**
A cooperative (co-op) is a business owned and operated by a group of individuals for their mutual benefit. Profits are shared among members, and the business is generally focused on providing services or goods to its members.
- **Franchise:**
A franchise is a business model in which an entrepreneur (the franchisee) buys the right to operate a business using the brand, products, and support of an established company (the franchisor).
- **Non-Profit Organization:**
Non-profit businesses are organizations that operate for purposes other than profit generation, such as charitable, educational, or social goals. They are typically funded through donations, grants, or memberships.
- **Online Business:**
Online businesses operate primarily through digital platforms, providing goods or services via the internet. E-commerce, digital marketing, and online consulting are some examples of this type of business.

1.2 Steps of feasibility study

A feasibility study is an essential process in entrepreneurship, helping business owners make informed decisions about pursuing their ideas. By carefully assessing market demand, technical requirements, financial viability, and legal considerations, entrepreneurs can identify challenges and opportunities before making significant investments in their ventures.

Below are the steps to carry out a comprehensive feasibility study:

Conducting Feasibility Study and Market Analysis

Preliminary Analysis (Strengths and Weaknesses)

Objective: Conduct an internal assessment of the business idea to evaluate its strengths and weaknesses.

Strengths:

- Identify what gives your business idea a competitive edge.
- These could include unique products, a strong team, intellectual property, or existing industry experience.
- Assess the skills and resources available that would help the business succeed.

Weaknesses:

- Determine areas that may hinder success, such as a lack of funding, insufficient knowledge, or an unproven market.
- Consider any internal limitations or operational challenges that may require attention.

Activities:

- Perform a **SWOT analysis** (Strengths, Weaknesses, Opportunities, Threats).
- Evaluate your team, resources, and initial strategies to identify potential obstacles or gaps in the plan.

Market Survey

Objective: Collect relevant data from the market to better understand customer needs and preferences.

Activities:

- Conduct **surveys, focus groups, and interviews** with potential customers to gauge interest in your product or service.
- Analyze competitor offerings, pricing strategies, and customer satisfaction levels.
- Evaluate the market size, demand trends, and potential for growth.

Key Data to Gather:

- Target customer demographics (age, gender, income, location).
- Pain points or problems customers face, which your business can address.
- Customer willingness to pay for your product or service.

Defining Organizational Structure

Objective: Establish a clear structure for your business, outlining roles, responsibilities, and reporting relationships.

Activities:

- **Determine Key Roles:** Identify positions required for the business, such as management, operations, marketing, and finance.
- **Define Responsibilities:** Assign tasks and duties for each position to ensure clear accountability.
- **Develop Reporting Hierarchy:** Create an organizational chart that illustrates the reporting lines between staff members.

Organizational Structure Options:

- **Flat Structure:** Suitable for small businesses where roles are more flexible.
- **Hierarchical Structure:** Better for larger organizations with defined roles and multiple levels of management.

Financial Assessment

Objective: Analyze the financial viability of the business idea, assessing startup costs, funding needs, and expected revenues.

Activities:

- **Estimate Startup Costs:** Identify all initial costs (e.g., equipment, inventory, legal fees, office space).
- **Revenue Projections:** Forecast sales based on market survey data, pricing strategy, and demand.
- **Cash Flow:** Analyze expected cash inflows and outflows to ensure the business can meet its financial obligations.
- **Funding Needs:** Determine whether external funding (loans, investors) is needed to launch the business.

Key Financial Statements to Prepare:

- **Income Statement:** For forecasting profit and loss.
- **Balance Sheet:** To show assets, liabilities, and owner equity.
- **Cash Flow Statement:** To project cash coming in and going out of the business.

Identifying Opportunities and Threats

Objective: Identify external factors that could affect the success of the business, both positively (opportunities) and negatively (threats).

Opportunities:

- New market trends, technology advancements, or regulatory changes that could benefit the business.
- Changes in customer behavior or preferences that align with your product or service offering.
- Underserved markets or gaps in the market that your business can capitalize on.

Threats:

- Competition from established businesses or new entrants.
- Economic downturns, changes in laws or regulations that could negatively impact the business.
- Technological changes that make your product or service obsolete.

Activities:

- Complete a **SWOT analysis** focusing on external factors influencing your business idea.

Go or No-Go Decision

Objective: After completing the feasibility study and assessing strengths, weaknesses, opportunities, and threats, make an informed decision on whether to proceed with the business.

Go Decision:

- If the market research shows strong demand, financial projections are positive, and the team is capable of executing the plan, you may decide to move forward.

No-Go Decision:

- If there are significant weaknesses in the plan (e.g., insufficient funding, high competition, lack of market demand), it may be better to reconsider or pivot the idea.

Activities:

- Review all findings from the feasibility study, market survey, financial assessment, and SWOT analysis.
- If the analysis is favorable, proceed to the next steps of business planning, such as securing funding, registering the business, and setting up operations.
- If the analysis suggests the idea is not feasible, consider refining the business concept or exploring new opportunities.

1.3 Detailed Business plan

A **Business Plan** is a comprehensive document that outlines a business's goals, the strategy to achieve those goals, and the resources needed. It serves as a roadmap for the business and is essential for securing funding, guiding operations, and measuring progress. Below is a detailed guide to preparing a business plan.

Executive Summary

Purpose: Provide a brief overview of the entire business plan.

Key Components:

- Business name and location
- Business concept (what the business does)
- Vision and mission statement
- Summary of products or services offered
- Target market
- Key financial highlights (e.g., revenue projections, funding needs)
- Short-term and long-term goals of the business

Business Description

Purpose: Describe the business in detail, including its industry, structure, and goals.

Key Components:

- **Business Model:** Explain how the business will make money (e.g., product sales, service fees, subscription-based).
- **Industry Overview:** Discuss the industry in which the business operates, including trends and growth potential.
- **Company Structure:** Describe the legal structure (sole proprietorship, partnership, LLC, corporation) and ownership details.
- **Mission and Vision:** Clarify the company's mission (purpose) and vision (future goals).

Market Research and Analysis

Purpose: Analyze the target market, customer needs, competition, and market trends.

Key Components:

- **Target Market:** Identify the primary customers (age, gender, income, location, etc.).
- **Customer Needs:** What problem does the business solve for the customer?
- **Market Size and Growth:** Evaluate the potential size of the market and its future growth.
- **Competitive Analysis:** Identify key competitors, their strengths and weaknesses, and how your business will compete.
- **Market Trends:** Analyze trends that may impact your industry and market (e.g., technology, economic conditions).

Organization and Management

Purpose: Define the organizational structure and key management team.

Key Components:

- **Organizational Chart:** Visual representation of the business's structure and reporting hierarchy.
- **Management Team:** Introduce the leadership team, their qualifications, roles, and responsibilities.
- **Advisors and Partners:** List any external advisors, board members, or strategic partners who support the business.

Products or Services Offered

Purpose: Describe the products or services your business provides.

Key Components:

- **Product/Service Description:** Provide detailed descriptions of your products or services, highlighting their features and benefits.
- **Unique Selling Proposition (USP):** Explain what makes your product or service unique and why customers will prefer it.
- **Pricing Strategy:** Outline how you plan to price your product or service, and justify why this pricing strategy works.
- **Lifecycle:** If applicable, describe the stages of the product/service lifecycle and plans for updates or improvements.

Marketing and Sales Strategy

Purpose: Define how the business will attract and retain customers.

Key Components:

- **Marketing Strategy:** Outline the marketing channels (e.g., digital marketing, social media, traditional advertising) and tactics you will use to reach your target market.
- **Sales Strategy:** Describe how you will generate sales, including sales processes and customer relationship management.
- **Customer Retention:** Explain strategies to retain customers, such as loyalty programs, follow-up services, or customer support.
- **Promotions:** Highlight any special promotions or offers that will attract customers initially.

Operational Plan

Purpose: Detail how the business will be run on a day-to-day basis.

Key Components:

- **Production:** If your business involves manufacturing or service delivery, explain the production process.
- **Suppliers and Vendors:** Identify key suppliers, the materials they provide, and their role in your operations.
- **Facilities:** Describe the business's physical location(s), equipment, and technology used in operations.
- **Staffing Needs:** Define the number of employees, roles, and any recruitment or training requirements.
- **Technology:** Describe any technology (software, hardware, systems) that will support business operations.

Financial Plan

Purpose: Present the financial projections and funding requirements for the business.

Key Components:

- **Startup Costs:** List the initial costs required to start the business, such as equipment, licenses, inventory, and marketing.
- **Revenue Projections:** Estimate the sales and income over the next 3-5 years.
- **Profit and Loss Statement:** Project the business's expected income, expenses, and profit margins.
- **Cash Flow Statement:** Forecast the movement of money into and out of the business.
- **Break-even Analysis:** Determine when the business will start making a profit.
- **Funding Requirements:** Specify how much capital is needed to start or expand the business, and how it will be used.
- **Exit Strategy:** If applicable, outline a plan for selling the business or transitioning ownership in the future.

Appendices

Purpose: Provide any supporting documents or additional information that helps substantiate the business plan.

Key Components:

- **Resumes of Key Management:** Provide detailed resumes of the business's management team.
- **Legal Documents:** Include any legal documents, licenses, permits, or intellectual property.
- **Market Research Data:** Attach any surveys, research reports, or customer feedback data.
- **Product Photos or Prototypes:** Include images or descriptions of products or services.

Self-check - 6.1

Short Questions:

1. **What is entrepreneurship?**
Answer:

2. **What are the key traits of an entrepreneur?**
Answer:

3. **What is the importance of a feasibility study in entrepreneurship?**
Answer:

4. **Name the three types of feasibility studies.**
Answer:

5. **What is a business plan?**
Answer:

6. **What are the components of a business plan?**
Answer:

7. **Explain the first step in conducting a feasibility study.**
Answer:

8. **Why is it important to detail the financial projections in a business plan?**
Answer:

Answer Key – 6.1

Short Questions with Answer:

1. **What is entrepreneurship?**

Answer: Entrepreneurship is the process of starting, managing, and growing a new business, typically to solve a problem or fulfill a market need.

2. **What are the key traits of an entrepreneur?**

Answer: Key traits include risk-taking, innovation, leadership, resilience, and vision.

3. **What is the importance of a feasibility study in entrepreneurship?**

Answer: A feasibility study helps to assess the potential success of a business idea by evaluating its viability in terms of market demand, competition, financial viability, and technical feasibility.

4. **Name the three types of feasibility studies.**

Answer: Market feasibility, technical feasibility, and financial feasibility.

5. **What is a business plan?**

Answer: A business plan is a formal document outlining the goals, strategies, financial projections, and operational plan for a new business.

6. **What are the components of a business plan?**

Answer: Executive summary, business description, market analysis, organizational structure, product line, marketing and sales strategies, and financial projections.

7. **Explain the first step in conducting a feasibility study.**

Answer: The first step is to conduct a market analysis, which includes researching the target audience, competitors, and market trends.

8. **Why is it important to detail the financial projections in a business plan?**

Answer: Financial projections help to estimate the business's potential profitability and assess the funding requirements, which are critical for attracting investors or securing loans.

Job sheet- 6.1

Job Name: Preparing Detailed Business Plan

Working Procedure/Steps:

1. Wear required PPE before starting work.
2. Gather necessary documents and data related to the business concept.
3. Conduct market research to assess potential demand, competition, and customer base.
4. Analyze industry trends and market conditions.
5. Establish the business's core offerings, structure, and how it will generate revenue.
6. Create financial projections, including start-up costs, operational costs, and revenue forecasts.
7. Prepare cash flow statements, income statements, and balance sheets for the business plan.
8. Define marketing and sales strategies to promote the business and attract customers.
9. Plan marketing channels, budgets, and timelines.
10. Outline the operational processes necessary to deliver the products or services, including supplier relationships, production, and delivery processes.
11. Detail human resource requirements and operational workflow.
12. Identify potential business risks and outline strategies for mitigating them.
13. Compile all research, strategy, and financial data into a structured and professional business plan format.

Caution:

1. Ensure accuracy in financial forecasts and market analysis.
2. Avoid assumptions without supporting data or research.
3. Double-check all figures and data inputs to avoid discrepancies.
4. Keep the language clear, concise, and free from jargon.
5. Review the final plan with a business mentor or advisor before presenting it to potential investors or partners.

Specification sheet- 6.1

Job Name: Preparing Detailed Business Plan

Required PPE:

- Business attire
- Personal protective equipment

Required Tools & Equipment:

- Computer with word processing software
- Spreadsheet software
- Research tools
- Printer

Required Materials:

- Market research reports
- Financial data
- Templates for business plan sections

Diagrams/ Layout/ Drawing:

- Financial tables (cash flow, income statements, balance sheets)
- Charts for market analysis (bar graphs, pie charts, etc.)
- Operational flowcharts (if applicable)

Information sheet- 6.2

Learning Outcome-2: Prepare documents.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Business registration documents.
- 2.2 List of tools, equipment and supplies.
- 2.3 Marketing plan.

2.1 Business registration documents

Before operating a Barista and Beverage outlet, ensure that all necessary licenses and registrations, including Trade License, VAT registration, Tax Identification Number, and other relevant permits, are acquired to ensure legal compliance. Each license or document serves a unique purpose and ensures that the business is operating legally within the framework set by local authorities.

Trade License

A **Trade License** is a legal requirement for businesses operating in Bangladesh. It ensures that a business is registered with the local government authorities and is authorized to operate within a specific location.

Key Points:

Issuing Authority: The local City Corporation or Municipal Corporation.

Purpose: A trade license certifies that the business complies with local regulations and standards for health, safety, and zoning.

Documents Required:

- Completed application form.
- Proof of business premises (e.g., lease agreement or ownership documents).
- National ID or passport of the business owner.
- Passport-sized photographs of the business owner.
- Business plan and details of the business activity.
- Payment of required fees.

Process: Submit the required documents to the local authority, pay the applicable fee, and obtain the license after verification.

VAT (Value Added Tax)

In Bangladesh, businesses that generate a certain level of revenue must register for **VAT** to comply with the VAT Act. VAT is a consumption tax placed on goods and services sold by registered businesses.

Key Points:

Threshold for Registration: If a business has an annual turnover of over BDT 30 lakh it must register for VAT.

Issuing Authority: National Board of Revenue (NBR)

Documents Required:

- Completed VAT registration application form.
- Proof of business registration (e.g., Trade License).
- Tax Identification Number (TIN)
- Proof of address (e.g., utility bill or lease agreement).
- Business details (nature of business and estimated turnover).

Process: Apply online through the NBR website or visit the local VAT office to register. After submission and verification, the business will receive a VAT registration certificate.

Tax

Businesses in Bangladesh are required to be registered for **Tax** purposes with the **National Board of Revenue (NBR)**. This registration ensures that businesses fulfill their tax obligations, including income tax and other applicable taxes.

Key Points:

Tax Identification Number (TIN): A unique identification number provided by the NBR to businesses for tax-related purposes.

Documents Required:

- Completed TIN application form.
- Copy of the Trade License.
- National ID or passport of the business owner.
- Proof of business address.

Process: Visit the NBR office or apply online for TIN registration. Once verified, a TIN certificate will be issued.

Tax Filing: Businesses are required to file annual income tax returns, based on their profits. Regular tax filings will be required, including VAT (if applicable) and corporate income tax returns.

License Requirement as Per Business Nature

Depending on the nature of the business, additional licenses or permits may be required for a Barista and Beverage outlet. For example:

Health and Safety License:

- Required to ensure that the outlet meets hygiene and food safety standards. Issued by the **Health Department** or **Food Safety Authority**.
- Inspections may be conducted to verify cleanliness, proper food storage, and sanitary conditions.

Fire Safety Certificate:

- A certificate from the **Fire Service and Civil Defense** to ensure that the business premises are equipped with fire safety measures (e.g., fire extinguishers, smoke alarms).

Music and Entertainment License:

- If the outlet plans to have live music or any form of entertainment, a **Music and Entertainment License** may be required.

Signboard License:

- If you plan to install a large signboard for the outlet, you must apply for a **Signboard License** from the local municipal authority.

Liquor License (if applicable):

- If you intend to serve alcohol, a **Liquor License** is necessary, as per the licensing regulations.

2.2 List of tools, equipment and supplies are prepared.

To develop a successful entrepreneurship venture in the Barista and Beverage industry, it is essential to invest in the right tools, equipment, and supplies. The items listed above ensure smooth operations, maintain high standards of quality and service, and help create a positive customer experience.

Coffee Equipment

- **Espresso Machine:** Essential for brewing espresso, which is the base for most coffee drinks.
- **Coffee Grinder:** A burr grinder is preferred for consistent grind size to ensure quality extraction.
- **Coffee Tamper:** Used to compact the ground coffee in the portafilter to ensure even extraction.
- **Milk Frother/Steamer:** Used to steam and froth milk for beverages like lattes and cappuccinos.
- **Drip Coffee Maker:** For brewing larger quantities of coffee in a short time, especially for customers preferring drip coffee.
- **Cold Brew Coffee Maker:** A specialized device for brewing cold brew coffee.

Blending and Juicing Equipment

- **Blender:** Essential for making smoothies, milkshakes, and blended iced beverages.
- **Juicer:** For preparing fresh fruit juices and smoothies, especially in a health-conscious market.
- **Ice Machine:** Produces ice for cold beverages, smoothies, and iced coffee drinks.

Furnishings and Décor

- **Furniture:** Comfortable chairs, tables, and couches that encourage customers to relax and stay longer.
- **Countertop:** For the barista station to prepare drinks.
- **Display Shelves and Racks:** For displaying products like coffee beans, mugs, or merchandise.
- **Signage:** Clear and attractive signs to guide customers and promote beverages or specials.
- **Lighting:** Proper lighting to create a welcoming ambiance.

Cleaning Supplies

- **Dishwasher:** Essential for cleaning cups, glasses, and other kitchenware quickly and efficiently.
- **Cleaning Cloths and Brushes:** For cleaning coffee machines, blenders, and general kitchen areas.
- **Sanitizing Solution:** To maintain hygiene standards, especially for surfaces and equipment that come into contact with food and beverages.
- **Trash Bins and Recycling Containers:** For waste management and maintaining cleanliness in the outlet.
- **Floor Cleaner and Mop:** To keep the floor clean and hygienic.

Miscellaneous Supplies

- **Coffee Cups, Lids, and Sleeves:** For serving beverages, both in-store and take-away.
- **Straws, Stir Sticks, and Napkins:** Essential for customer convenience.
- **Take-out Containers and Bags:** For packing drinks and food for take-out orders.
- **Disposable Gloves:** For hygienic handling of food and beverages.
- **Customer Feedback Cards:** To gather feedback and improve service quality.

2.3 Marketing plan

The marketing plan for The Brew Hub focuses on creating a strong brand presence, offering high-quality beverages, and delivering excellent customer service. By leveraging social media, influencer partnerships, and in-store promotions, we aim to build a loyal customer base and become a leading coffee destination in Dhaka. Continuous feedback and adaptation to customer needs will ensure that The Brew Hub remains a popular choice for coffee lovers.

Market Research

Before developing the marketing plan, it is essential to understand the target market and competitive landscape.

Target Market:

- **Primary Audience:** Young professionals, students, and coffee enthusiasts aged 18-35 years.
- **Secondary Audience:** Families, tourists, and casual coffee drinkers who value quality beverages and a comfortable atmosphere.

Market Trends:

- Growing demand for premium coffee and specialty drinks.
- Increasing interest in health-conscious beverages, including organic teas and smoothies.
- A shift towards online ordering and delivery services.

Competitive Analysis:

- Local and international coffee chains dominate the market.
- However, The Brew Hub differentiates itself with personalized service, high-quality ingredients, and a cozy ambiance.

Marketing Goals and Objectives

Short-Term Goals:

- Establish brand recognition within the first 6 months.
- Achieve a customer base of 500 regular customers within 3 months.
- Generate 30% of sales through delivery and take-away options.

Long-Term Goals:

- Expand into multiple locations within 2-3 years.
- Build a loyal customer base that drives repeat visits and word-of-mouth marketing.
- Become the top-rated coffee shop in Dhaka for premium beverages.

Marketing Strategy

Product Strategy

Menu Development:

- Offer a variety of high-quality beverages like espresso, lattes, cappuccinos, iced coffee, and smoothies.
- Introduce seasonal and limited-edition drinks to create excitement (e.g., holiday-themed beverages).
- Include a selection of healthy and low-calorie drinks to cater to health-conscious customers.

Quality:

- Focus on high-quality coffee beans, organic teas, and fresh ingredients for smoothies and snacks.
- Partner with local suppliers to ensure product quality and freshness.

Pricing Strategy

Competitive Pricing:

- Price the products competitively with a focus on offering value. For example, premium drinks at affordable prices compared to competitors like international coffee chains.
- Introduce value-for-money combos (e.g., coffee and a pastry at a discounted price).

Loyalty Program:

- Offer a loyalty card where customers get a free drink after purchasing 10 drinks. This will encourage repeat business and create a sense of customer appreciation.

Self-check - 6.2

Short Questions:

1. **What are business registration documents?**
Answer:
2. **Why is it important to register a business?**
Answer:
3. **What are some common types of business registration documents?**
Answer:
4. **What is the role of a business license?**
Answer:
5. **What tools and equipment are typically required for setting up a new business?**
Answer:
6. **Why is it necessary to prepare a list of tools and equipment for a business?**
Answer:
7. **What is a marketing plan?**
Answer:
8. **Why is it important for businesses to have a marketing plan?**
Answer:

Answer Key – 6.2

Short Questions with Answer:

1. **What are business registration documents?**

Answer: Business registration documents include official paperwork that validates a business's legal existence, such as the certificate of incorporation, business licenses, permits, tax registration, and partnership agreements.

2. **Why is it important to register a business?**

Answer: Registering a business ensures legal recognition, protection of the company name, tax compliance, and the ability to enter into contracts and obtain financing.

3. **What are some common types of business registration documents?**

Answer: Common types include the Certificate of Incorporation, Employer Identification Number (EIN), state business license, and partnership or operating agreements.

4. **What is the role of a business license?**

Answer: A business license authorizes a business to operate legally within a specific jurisdiction and ensures compliance with local laws and regulations.

5. **What tools and equipment are typically required for setting up a new business?**

Answer: Tools and equipment can include office supplies, machinery, computers, software, and industry-specific equipment.

6. **Why is it necessary to prepare a list of tools and equipment for a business?**

Answer: A list of tools and equipment is crucial for planning operations, budgeting, and ensuring the necessary resources are available to provide services or produce goods.

7. **What is a marketing plan?**

Answer: A marketing plan is a comprehensive document that outlines marketing strategies, target audience, promotional tactics, and sales goals to attract customers and achieve business growth.

8. **Why is it important for businesses to have a marketing plan?**

Answer: A marketing plan is important for guiding promotional activities, ensuring consistent messaging, and achieving business objectives through focused and strategic efforts.

Job sheet- 6.2

Job Name: Develop Marketing Plan

Working Procedure/Steps:

1. Wear personal protective equipment (PPE) as required.
2. Gather all necessary data and information about the business, including its products/services, current market conditions, and any previous marketing efforts.
3. Conduct thorough market research to understand the target audience, their needs, and purchasing behavior.
4. Analyze competitors and their marketing strategies to identify opportunities and threats in the market.
5. Define Marketing Objectives
6. Develop Marketing Strategies:
 - a. **Branding Strategy:** Define the brand identity (logo, messaging, tone, etc.) and how it will resonate with the target audience.
 - b. **Pricing Strategy:** Develop a pricing model (penetration, premium, competitive pricing) based on market research and business objectives.
 - c. **Promotional Strategy:** Decide on the best promotional channels (online ads, email marketing, social media, content marketing) and tactics to achieve marketing goals.
 - d. **Social Media Strategy:** Plan the content strategy, platform selection, and posting frequency to engage with the target audience effectively.
 - e. **Content Strategy:** Plan blog posts, videos, webinars, and other content to educate, entertain, and convert potential customers.
7. Allocate the marketing budget across various channels.
8. Develop a detailed timeline for implementing the marketing plan, breaking down tasks into short-term (monthly) and long-term (quarterly or annual) objectives.
9. Set up a system to track the performance of marketing efforts.

Caution:

1. **Accuracy in Data Collection:** Ensure that the market research data and customer insights are accurate and up-to-date. Relying on outdated or incorrect information can skew the entire marketing plan.
2. **Avoid Overextension of Budget:** Be cautious not to overspend in one area (e.g., paid ads) while neglecting other important strategies (e.g., content marketing or public relations).
3. **Monitor Competitors Continuously:** The competitive landscape may change over time, so keep an eye on competitor strategies and adjust your marketing plan accordingly.
4. **Maintain Brand Consistency:** Ensure that all marketing materials and strategies align with the brand's core values and messaging to avoid confusion among the audience.

Specification sheet- 6.2

Job Name: Develop Marketing Plan

Required PPE:

- Business Attire

Required Tools & Equipment:

- Computer
- Internet Access
- Spreadsheet Software
- Word Processing Software
- Presentation Software

Required Materials:

- Market Research Reports
- Financial Documents
- Branding Assets
- Advertising Platforms
- Survey Tools

Diagrams/ Layout/ Drawing:

SWOT Analysis Chart: To visualize the strengths, weaknesses, opportunities, and threats of the business and competitors.

Market Segmentation Diagram: A visual breakdown of the different customer segments targeted by the business.

Budget Allocation Chart: A pie chart or table that outlines how the marketing budget will be distributed across different channels.

Gantt Chart: A timeline for marketing activities and tasks to be completed over time.

Information sheet- 6.3

Learning Outcome-3: Perform financial management.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Sources of fund.
- 3.2 Credit facilities including bank loans is identified.
- 3.3 Re-financing scheme is described.

3.1 Sources of fund

To develop and manage a successful barista and beverage outlet, it is essential to carefully evaluate and choose from various sources of funds. Depending on the business's stage, scale, and growth potential, entrepreneurs can use personal savings, bank loans, microfinance, or more sophisticated options like venture capital and crowdfunding. Identifying the most suitable funding sources will depend on the specific needs, financial goals, and risk tolerance of the business owner.

Personal Savings

Description: Personal savings involve using the entrepreneur's own money to fund the business. This is a common source of funding for small businesses, especially in the early stages.

Family and Friends

Description: Borrowing money from family and friends is another option. This could involve loans or equity investment from those who believe in the entrepreneur's vision.

Bank Loans

Description: Bank loans are a traditional source of funding, where the business borrows a specific amount of money to be repaid with interest over a set period.

Microfinance Institutions (MFIs)

Description: Microfinance institutions offer small loans to entrepreneurs, particularly in developing countries, who may not have access to traditional banking services.

Government Grants and Subsidies

Description: Governments may provide grants, subsidies, or incentives to support small businesses, especially in certain sectors or for specific business activities (e.g., environmental sustainability, innovation).

3.2 Credit facilities including bank loans

Credit facilities are financial arrangements provided by banks and other financial institutions to businesses or individuals, allowing them to borrow funds for operational or investment purposes. The options range from traditional bank loans and overdrafts to equipment financing and trade credit, each serving different business needs. Entrepreneurs should evaluate their specific requirements, repayment capabilities, and risk appetite before deciding on the best sources of funds to ensure long-term financial health and growth.

Bank Loans

Bank loans are a common source of funding for small businesses, including coffee shops and beverage outlets. These loans involve borrowing a specific amount of money from a bank, which is then repaid with interest over a set period.

Overdraft Facilities

An overdraft is a type of credit facility provided by banks that allows businesses to withdraw more money from their current accounts than the available balance, up to a pre-agreed limit.

- **Use:** Ideal for managing short-term cash flow gaps, such as covering payroll, paying suppliers, or managing temporary financial shortfalls.
- **Repayment:** The overdraft balance is usually repaid when the account holder deposits money into the account. Interest is charged on the amount overdrawn.
- **Advantages:** Provides flexibility to manage unexpected expenses, with interest charged only on the amount used.

Working Capital Loans

A working capital loan is a short-term loan provided to businesses to cover day-to-day operations rather than long-term investments.

- **Use:** This loan is ideal for covering operational expenses such as rent, wages, inventory, and utilities.
- **Repayment:** Typically, working capital loans have shorter repayment periods, often within one year.
- **Advantages:** Can be used to smooth cash flow and ensure the business can meet its operational requirements even during lean periods.
- **Interest Rate:** Higher than long-term loans due to its short-term nature.

3.3 Re-financing scheme

A **refinancing scheme** is a financial arrangement where a business or individual replaces an existing debt with a new one, typically with different terms. The main goal of refinancing is to improve the financial conditions of the borrower by securing better interest rates, extending the repayment period, or modifying other loan terms. It can also provide an opportunity to consolidate debt or obtain additional funds for business growth.

However, it's essential to carefully assess the long-term impact, including costs and risks, to ensure that refinancing aligns with the business's financial goals and capabilities.

Types of Refinancing Schemes

Loan Refinancing:

This involves replacing an existing loan with a new one from a different lender or a different loan product offered by the same lender.

Debt Consolidation:

Debt consolidation combines multiple loans into one single loan. This simplifies the management of debt and often results in a lower interest rate.

Cash-Out Refinancing:

Cash-out refinancing allows a borrower to take out a new loan for more than the amount owed on the existing loan, with the difference paid to the borrower in cash. This is typically done on property-secured loans (like mortgages) but can also apply to business loans with assets as collateral.

Self-check - 6.3

Short Questions:

1. **What are the different sources of funds for a business?**
Answer:
2. **Why is identifying the sources of funds crucial for a business?**
Answer:
3. **What is a bank loan, and how can it support a business?**
Answer:
4. **What factors should be considered when choosing a source of funding?**
Answer:
5. **What are credit facilities in the context of business financing?**
Answer:
6. **How do credit facilities work for businesses?**
Answer:
7. **What is refinancing, and when might a business use it?**
Answer:
8. **What are the benefits of using a refinancing scheme for a business?**
Answer:

Answer Key – 6.3

Short Questions with Answer:

1. **What are the different sources of funds for a business?**

Answer: Sources of funds include personal savings, bank loans, investor funding, grants, crowdfunding, venture capital, and government subsidies.

2. **Why is identifying the sources of funds crucial for a business?**

Answer: Identifying sources of funds ensures that a business has the necessary capital to cover startup costs, operational expenses, and growth initiatives.

3. **What is a bank loan, and how can it support a business?**

Answer: A bank loan is a sum of money borrowed from a financial institution that must be repaid with interest. It helps businesses cover short-term or long-term expenses.

4. **What factors should be considered when choosing a source of funding?**

Answer: Factors include the business's financial health, repayment terms, interest rates, the amount of control desired over the business, and the level of risk.

5. **What are credit facilities in the context of business financing?**

Answer: Credit facilities are arrangements with a financial institution allowing businesses to borrow money up to a specified limit to meet short-term or operational needs.

6. **How do credit facilities work for businesses?**

Answer: Credit facilities work by offering businesses access to a set credit limit, which they can borrow from as needed and repay over time with interest.

7. **What is refinancing, and when might a business use it?**

Answer: Refinancing is the process of replacing an existing debt with a new one, typically with more favorable terms. Businesses may use refinancing to lower interest rates or extend repayment periods.

8. **What are the benefits of using a refinancing scheme for a business?**

Answer: Benefits of refinancing include reducing monthly payments, lowering interest rates, consolidating multiple debts, and improving cash flow.

Task Sheet- 6.3

Task Name: Identify sources of fund and describe advantages and disadvantages of each funding source.

Instructions:			
Read and understand the directions carefully: - this practical demonstration is based on the performance criteria from all or some of the units of competency in Professional Barista and Beverage Preparations. - this assessment activity will be used to measure your underpinning knowledge and skills - you will have fifteen (15) minutes to familiarize yourself with the resources to be used - you have one (1) hour to complete this demonstration.			
Procedure:			
- Observe and wear personal protective equipment (PPE) as required for the task to be performed. - Read the specification information provided. - Collect all materials needed to complete the task. - Perform the task within the given time. - Observe and follow all health and safety (OHS) requirements at all times.			
Specification Information:			
- Collect required materials, tools and equipment for the job. - Read the training materials carefully before starting. - Review the business plan or financial requirements to determine the exact amount of funding needed. - Research Available Funding Sources. - Identify the advantages and disadvantages of each funding source, including interest rates, repayment schedules, equity ownership, and control over the business. - Write the required information and put into the blank column. - Submit the completed worksheet to the Trainer.			
Drawing/ Diagram/ Worksheet:			
Worksheet: (Please use extra sheet as required)			
Sl.No.	Description/Items (List sources of fund)	Activities (Write down the advantages and disadvantages)	
Resources Required:			
Tools:		- The worksheet - Notebook and pen/pencil - Computer/Internet Access - Word Processor - Spreadsheet Software - Presentation Software - Bank Loan Calculator	
Equipment:		N/A	
Machinery:		N/A	

Materials:	• The training materials • The theoretical notes • Market Research Data • Business Plan or Financial Plan • Government Funding Guides/Grants Information • Investor Pitch Deck • Crowdfunding Platforms Information • Funding Application Forms and Templates • Funding Resource Directories
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Information sheet- 6.4

Learning Outcome-4: Setup establishment.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 4.1 Development of Infrastructure
- 4.2 Set up furniture, tools and equipment.
- 4.3 Staff recruitment

4.1 Development of Infrastructure

When setting up an establishment, one of the first critical decisions is to either develop your own infrastructure or rent/lease a facility. This decision will depend on several factors including budget, timeline, long-term goals, and the nature of the business.

Here's a breakdown of the two options:

Develop Infrastructure:

Advantages:

- Customization: You have complete control over the design, layout, and specifications of the infrastructure to fit your needs.
- Long-term Investment: Building your own property can be a profitable long-term investment if the business succeeds.
- Control: You have full control over the operations and the condition of the property.

Disadvantages:

- High Initial Cost: Developing infrastructure can require significant capital investment.
- Long Lead Time: Construction may take time, delaying the start of operations.
- Ongoing Maintenance: You are responsible for the ongoing maintenance and upgrades.

Rent/Lease Infrastructure:

Advantages:

- Lower Initial Cost: Renting or leasing requires less capital upfront compared to developing your own infrastructure.
- Flexibility: Leasing allows flexibility to relocate if your business needs change.
- Shorter Setup Time: The infrastructure is already in place, so you can start your operations more quickly.

Disadvantages:

- Limited Control: You may not be able to modify the space to your exact needs.
- Long-Term Expense: Lease payments can add up over time, especially if the lease is long-term.
- Dependency: You rely on the landlord for maintenance, and may face restrictions or changes in lease terms.

4.2 Set up furniture, tools and equipment

Once you've established the infrastructure for your business, the next step is to procure and set up the necessary furniture, tools, and equipment that are essential for smooth operation. This process requires careful planning to ensure that your workspace is functional, efficient, and aligns with your business goals.

Steps for Procuring and Setting Up Furniture, Tools, and Equipment:

Identify Business Needs:

Furniture: Depending on your business type, you'll need office furniture, storage units, seating arrangements, or specialized items like workstations, conference tables, etc.

Tools: Tools are required for hands-on operations, manufacturing, or service delivery. Identify which tools are necessary for your business and the tasks they will help with.

Equipment: This includes machinery, technology, and office devices such as computers, printers, industrial machines, or retail systems.

Research and Select Suppliers:

Choose suppliers who offer quality products at competitive prices. Research different brands, read reviews, and compare options.

For specialized equipment or tools, make sure the supplier provides proper support, warranty, and maintenance services.

Budgeting:

Create a detailed budget that includes costs for purchasing furniture, tools, and equipment. Consider the long-term investment and operational costs.

Factor in hidden costs such as delivery, setup, and installation.

Ensure Compatibility:

Make sure the tools, equipment, and furniture are compatible with the business environment. For example, office furniture should align with ergonomic standards, and machinery should fit the workspace without causing congestion.

Set Up Workspace:

Furniture Setup: Arrange furniture in a way that maximizes space and ensures workflow efficiency. This includes placing desks, chairs, meeting tables, and storage solutions in appropriate areas.

Tools and Equipment Setup: Properly install and set up tools and equipment in their designated spaces. Make sure that equipment is placed for easy access and efficiency. For machinery, ensure proper electrical connections, ventilation, and safety compliance.

Safety and Compliance: Follow any legal regulations regarding the setup of machinery and equipment. Ensure safety standards are met, including fire safety, electrical installations, and hazard warnings.

By carefully procuring and setting up the right furniture, tools, and equipment, you will ensure your establishment runs smoothly and efficiently from day one.

4.3 Staff recruitment

Staff recruitment is a crucial process in establishing a successful business. The recruitment phase ensures that you have the right team with the necessary skills, qualifications, and values to contribute to the organization's growth and success. Here's a detailed guide on how to carry out staff recruitment:

Self-check - 6.4

Short Questions:

1. **What is the process for developing infrastructure for a business?**

Answer:

2. **Why is it important to assess whether to rent or develop infrastructure for a business?**

Answer:

3. **What types of furniture, tools, and equipment are typically procured for a new business?**

Answer:

4. **What is the importance of procuring the right furniture, tools, and equipment?**

Answer:

5. **How does staff recruitment contribute to the success of a business?**

Answer:

6. **What are the key factors to consider during staff recruitment?**

Answer:

7. **How should the process of setting up furniture, tools, and equipment be organized?**

Answer:

8. **What role does a clear recruitment strategy play in staff recruitment?**

Answer:

Answer Key – 6.4

Short Questions with Answer:

1. **What is the process for developing infrastructure for a business?**
Answer: The process includes planning the necessary facilities, either building new infrastructure or renting/ leasing an existing space that meets the business's needs.
2. **Why is it important to assess whether to rent or develop infrastructure for a business?**
Answer: Assessing the best option helps to optimize costs, align with business goals, and ensure the infrastructure supports the business operations effectively.
3. **What types of furniture, tools, and equipment are typically procured for a new business?**
Answer: These include office furniture, technology (computers, printers), manufacturing or service tools, machinery, and specialized equipment based on the business type.
4. **What is the importance of procuring the right furniture, tools, and equipment?**
Answer: The right tools and equipment ensure efficient operations, meet regulatory requirements, and contribute to the business's ability to provide quality products or services.
5. **How does staff recruitment contribute to the success of a business?**
Answer: Staff recruitment ensures that the business hires skilled and competent individuals who can contribute to achieving the business's goals and maintaining smooth operations.
6. **What are the key factors to consider during staff recruitment?**
Answer: Key factors include job requirements, required qualifications and experience, company culture fit, and the ability to perform necessary tasks effectively.
7. **How should the process of setting up furniture, tools, and equipment be organized?**
Answer: It should be organized in a systematic manner, starting with procurement, followed by installation, testing, and ensuring the setup supports the workflow of business operations.
8. **What role does a clear recruitment strategy play in staff recruitment?**
Answer: A clear strategy ensures that recruitment efforts align with the company's needs, attracts qualified candidates, and facilitates a smooth hiring process.

Task Sheet- 6.4

Task Name: List and describe the steps of staff recruitments.

Instructions:		
Read and understand the directions carefully: - this practical demonstration is based on the performance criteria from all or some of the units of competency in Professional Barista and Beverage Preparations. - this assessment activity will be used to measure your underpinning knowledge and skills - you will have fifteen (15) minutes to familiarize yourself with the resources to be used - you have one (1) hour to complete this demonstration.		
Procedure:		
- Observe and wear personal protective equipment (PPE) as required for the task to be performed. - Read the specification information provided. - Collect all materials needed to complete the task. - Perform the task within the given time. - Observe and follow all health and safety (OHS) requirements at all times.		
Specification Information:		
- Collect required materials, tools and equipment for the job. - Read the training materials carefully before starting. - Start by reviewing the company's staffing needs, such as new roles, vacant positions, or expansion-related hiring. - Conduct a Job Analysis: Identify the specific tasks, skills, experience, and qualifications required for the job. - Choose appropriate channels for advertising the job opening. - Gather all incoming applications from the job ad and sort them accordingly. - Plan and Schedule Interviews: Organize structured interviews (in-person, phone, or video) and ensure each candidate is asked similar questions to compare their responses. - Write the required information and put into the blank column. - Submit the completed worksheet to the Trainer.		
Drawing/ Diagram/ Worksheet:		
Worksheet: (Please use extra sheet as required)		
Sl.No.	Description/Items (List Steps)	Activities (Describe each step)
Resources Required:		
Tools:	- The worksheet - Notebook and pen/pencil - Computer with Internet Access - Word Processor - Email/Communication Tools - Interview Evaluation Forms	

	• Job Boards/Recruitment Software
Equipment:	N/A
Machinery:	N/A
Materials:	• The training materials • The theoretical notes • Job Description Templates • Candidate Screening Criteria • Interview Questionnaire • Reference Check Form • Offer Letter Template

Information sheet- 6.5

Learning Outcome-5: Manage product sourcing and sales.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 5.1 Identification of types of sourcing
- 5.2 Identification of types of suppliers
- 5.3 Business management system
- 5.4 Cost management and sales management system

5.1 Identification of types of sourcing

Product sourcing refers to the process of finding and acquiring goods or materials needed for your business. It is a critical part of the supply chain and plays a key role in determining the quality, cost, and availability of products. Different types of sourcing strategies can be used depending on your business needs, budget, and goals.

Here are the main types of sourcing:

Direct Sourcing:

In direct sourcing, a business buys products directly from the manufacturer or producer without the involvement of intermediaries such as wholesalers or distributors.

Indirect Sourcing:

Indirect sourcing involves purchasing products through intermediaries such as wholesalers, agents, or third-party distributors. The products are sourced from these middlemen who then sell them to the end business.

Private Label Sourcing:

Private label sourcing refers to buying products that are manufactured by a third party and rebranding them under your business's own name. The products are generally sold exclusively through your business.

Low-Cost Sourcing:

Low-cost sourcing refers to the practice of procuring goods or services from suppliers or manufacturers that offer products at a lower cost compared to others. This often involves sourcing from regions or countries where labor and manufacturing costs are significantly lower.

Local Sourcing:

Local sourcing involves obtaining products or materials from suppliers within the same country or region. The focus is on supporting local businesses and minimizing the geographical distance between the supplier and the business.

Global Sourcing:

Global sourcing involves procuring goods and materials from suppliers worldwide. Companies source from multiple countries to take advantage of various benefits such as lower costs, specialized products, or the ability to diversify their supplier base.

In-Country Sourcing:

In-country sourcing refers to obtaining products, materials, or services from suppliers that are based within the same country as the business itself, without going international. This model is a step up from local sourcing, as it includes sourcing from other regions within the same country.

5.2 Identification of types of suppliers

In managing product sourcing and sales, understanding the types of suppliers you can work with is critical for ensuring the efficiency, quality, and reliability of your supply chain. Different suppliers offer different services, products, and benefits, depending on their role and the needs of your business.

Here's an overview of the primary types of suppliers:**Manufacturers (Direct Suppliers):**

Manufacturers produce goods from raw materials and are the original producers of a product. They sell these products directly to businesses or wholesalers.

Wholesalers:

Wholesalers purchase goods in bulk from manufacturers or other suppliers and then sell them in smaller quantities to retailers or businesses. They act as intermediaries in the supply chain.

Distributors:

Distributors are similar to wholesalers, but they usually have an exclusive agreement with manufacturers to distribute their products in a specific region or market.

Retailers:

Retailers sell products directly to the consumer and may purchase products from wholesalers, manufacturers, or distributors. However, they also act as suppliers in cases where businesses buy goods for resale or stock in stores.

Online Marketplaces (e.g., Amazon, Alibaba):

Online marketplaces are platforms where suppliers, including manufacturers, wholesalers, and distributors, list their products for sale to businesses or consumers. Examples include Alibaba, Amazon, and eBay.

Service Providers:

Service providers supply businesses with services rather than physical products. These can include marketing agencies, logistics firms, software providers, and other service-oriented businesses.

Private Label Suppliers:

Private label suppliers produce goods that are branded and sold under another company's name. Businesses can then sell these products as their own, often with customized branding and packaging.

5.3 Business management system

Implementing a Business Management System (BMS) is essential for streamlining business processes, improving efficiency, and ensuring that all aspects of product sourcing and sales are well-managed. A BMS integrates various business functions such as procurement, inventory management, sales, finance, customer service, and human resources into one cohesive platform, allowing businesses to operate smoothly and achieve their goals.

Steps to Implement a Business Management System (BMS)

Define Business Requirements:

Identify Key Functions: Understand the specific business functions that need to be supported by the system. These might include inventory management, order processing, customer relationship management (CRM), financial accounting, HR, and procurement.

Set Clear Objectives: Define the goals of the BMS implementation. For example, increasing efficiency, reducing operational costs, improving customer satisfaction, or providing real-time data insights.

Assess Current Systems: Review any existing systems in place, such as manual processes or software, and identify gaps or areas for improvement.

Benefits of Implementing a Business Management System (BMS)

Improved Efficiency: Automation of routine tasks and streamlined workflows help reduce operational inefficiencies and human errors.

Better Decision-Making: Access to real-time data and advanced reporting tools allows management to make more informed decisions.

Enhanced Collaboration: Integration of different business functions fosters collaboration across departments, ensuring a more cohesive work environment.

Scalability: A BMS can grow with your business, allowing you to add more users, products, and features as needed.

Cost Savings: By optimizing processes and reducing waste, businesses can lower operational costs.

5.4 Cost management and sales management system

Effective management of costs and sales is essential for the sustainability and profitability of any business. By implementing robust systems for cost management and sales management, businesses can ensure that they are operating efficiently, maximizing revenue, and maintaining healthy profit margins.

Here's a guide to identifying and implementing both cost management and sales management systems:

Cost Management System:

A Cost Management System (CMS) helps businesses monitor, control, and reduce their operational costs. It allows for better budgeting, forecasting, and resource allocation. A well-implemented CMS helps businesses optimize their expenses, improve profitability, and identify cost-saving opportunities.

Sales Management System:

A Sales Management System (SMS) enables businesses to manage the entire sales process, from lead generation to post-sale customer support. It helps streamline sales activities, track sales performance, and ensure effective conversion of prospects into customers.

Different channels Sales Management System

Different channels of sales, such as **E-commerce**, **F-commerce**, and **Direct Sales**, each require a unique approach to manage and track customer interactions, orders, and conversions.

Key Benefits of Implementing Cost Management and Sales Management Systems

Enhanced Efficiency: Both systems automate and streamline key processes, allowing teams to focus on higher-value tasks.

Better Financial Control: Cost management ensures that business operations remain within budget and optimize resource use, while sales management focuses on driving revenue.

Increased Profitability: A well-implemented CMS helps reduce costs, while a Sales Management System drives more sales and optimizes conversion rates, contributing directly to higher profits.

Data-Driven Decisions: Both systems offer valuable insights through reports and dashboards, enabling better decision-making at all levels of the business.

Improved Customer Satisfaction: Sales systems that track customer interactions lead to better service and follow-up, fostering long-term customer relationships.

Self-check - 6.5

Short Questions:

1. **What are the different types of sourcing in business?**

Answer:

2. **Why is sourcing important for a business?**

Answer:

3. **What are the main types of supplier's businesses interact with?**

Answer:

4. **How do suppliers impact business operations?**

Answer:

5. **What is a business management system (BMS)?**

Answer:

6. **Why is it essential to implement a business management system?**

Answer:

7. **What is the role of cost management in business?**

Answer:

8. **Why are sales management systems important?**

Answer:

Answer Key – 6.5

Short Questions with Answer:

1. **What are the different types of sourcing in business?**

Answer: Types of sourcing include **local sourcing**, **global sourcing**, **low-cost sourcing**, and **strategic sourcing**, each involving different levels of supplier selection based on location, cost, and business needs.

2. **Why is sourcing important for a business?**

Answer: Sourcing is crucial for acquiring raw materials, products, or services efficiently and cost-effectively, which directly impacts product quality, cost competitiveness, and operational efficiency.

3. **What are the main types of supplier's businesses interacting with?**

Answer: The main types of suppliers include **raw material suppliers**, **manufacturers**, **distributors**, and **service providers**, each catering to different needs of a business.

4. **How do suppliers impact business operations?**

Answer: Suppliers impact business operations by providing the necessary materials or services that the business relies on, affecting production schedules, cost control, and overall quality.

5. **What is a business management system (BMS)?**

Answer: A business management system is a framework used to manage and streamline business processes, improving decision-making, productivity, and performance in alignment with business goals.

6. **Why is it essential to implement a business management system?**

Answer: Implementing a BMS helps businesses organize operations, track performance, and enhance communication, ensuring consistency and alignment with long-term strategic objectives.

7. **What is the role of cost management in business?**

Answer: Cost management involves planning and controlling a company's budget to ensure operations are conducted within financial constraints while maximizing profitability.

8. **Why are sales management systems important?**

Answer: Sales management systems help track customer relationships, manage sales processes, and optimize revenue, ensuring that sales goals are met efficiently.

Task Sheet- 6.5

Task Name: List and describe types of sourcing.

Instructions:		
Read and understand the directions carefully: - this practical demonstration is based on the performance criteria from all or some of the units of competency in Professional Barista and Beverage Preparations. - this assessment activity will be used to measure your underpinning knowledge and skills - you will have fifteen (15) minutes to familiarize yourself with the resources to be used - you have one (1) hour to complete this demonstration.		
Procedure:		
- Observe and wear personal protective equipment (PPE) as required for the task to be performed. - Read the specification information provided. - Collect all materials needed to complete the task. - Perform the task within the given time. - Observe and follow all health and safety (OHS) requirements at all times.		
Specification Information:		
- Collect required materials, tools and equipment for the job. - Read the training materials carefully before starting. - Begin by understanding what sourcing is and its importance in procurement and supply chain management. - Identify Different Types of Sourcing - Describe Each Type of Sourcing - Prepare a well-structured report or presentation that clearly outlines and describes the different types of sourcing. - Write the required information and put into the blank column. - Submit the completed worksheet to the Trainer.		
Drawing/ Diagram/ Worksheet:		
Worksheet: (Please use extra sheet as required)		
Sl.No.	Description/Items (List sourcing)	Activities (Describe each sourcing)
Resources Required:		

Tools:	• The worksheet • Notebook and pen/pencil • Computer with Internet Access • Word Processor • Spreadsheet Software • Presentation Software • Sourcing Guidelines/Resources
Equipment:	N/A
Machinery:	N/A
Materials:	• The training materials • The theoretical notes • Sourcing Articles/Reports • Case Studies • Industry Data • Procurement Guidelines