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| | Unit ID: 299 |
| Domain | FOOD AND BEVERAGE SERVICE |
| Title: | Prepare and serve non-alcoholic cold drinks in a hospitality establishment |
| Level: 3 | Credits: 4 |

Purpose

This unit standard specifies the competency required to prepare and serve non-alcoholic cold drinks in a hospitality establishment. People credited with this unit standard are able to: take guest beverage orders; prepare and serve non-alcoholic cold drinks; and clean and maintain beverage equipment.

Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the end user in the assessment activity may be the assessor, there must be documented evidence of multiple occasions where the candidate has provided services for 'guests' who have the expectations of a paying guest.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield. Of significant relevance is:

- Unit 51 *Demonstrate general cleaning techniques for premises and equipment in a hospitality establishment.*

4. The establishment's policies and procedures relating to lost and found property are adhered to.

5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

6. Glossary
- *Non-alcoholic drinks* may include but are not limited to varieties of iced tea, iced coffee, milkshakes, flavoured milks, smoothies, iced chocolate, juices, cordials and syrups, waters, soft drinks, non-alcoholic cocktails, freshly squeezed juices, health drinks, fruit whips, frappe, and children's specialty drinks. It does not include hot beverages such as tea, coffee and hot chocolate.
 - The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
 - *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 - *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - Financial Intelligence Act No 3 of 2007
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Take quest beverage orders

Range

Beverage information includes but is not limited to ingredients, origin, price, special promotions, flavour and suitable alternatives.

Promotion includes but is not limited to product information, up-selling and add-ons.

Performance Criteria

- 1.1 Guests are provided with beverage information and beverages are promoted in line with establishment procedures.
- 1.2 Guest beverage requirements are identified, recorded and processed in line with establishment procedures.

Element 2: Prepare and serve non-alcoholic cold drinks

Range

Serviceware may include but is not limited to glassware, trays, service linen, order systems.

Guest requests may include but are not limited to strength, taste, temperature and appearance.

Performance Criteria

- 2.1 Name and style of drink is identified in response to guest request in line with establishment procedures.
- 2.2 Required ingredients and equipment are selected and assembled in line with establishment procedures.
- 2.3 Drinks are prepared correctly, using appropriate methods in line with standard recipes, guest requests and required timeframe in line with establishment procedures.
- 2.4 Drinks are garnished where appropriate and presented in appropriate crockery or glassware in line with establishment procedures.
- 2.5 Beverage accounts are presented and processed in line with establishment procedures.
- 2.6 Any payments are processed in accordance with establishment procedures.
- 2.7 Serviceware is used safely and kept clean and ready for use in line with establishment procedures.

Element 3: Clean and maintain beverage equipment

Range

Beverage equipment may include but is not limited to juicers, blenders, mixers, fridges.

Performance Criteria

- 3.1 Beverage equipment is cleaned and maintained regularly in line with manufacturer's specifications and establishment cleaning and maintenance schedules.
- 3.2 Faults with beverage equipment are identified promptly and reported to appropriate person.

Registration Data

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| Subfield: | Hospitality and Tourism |
| Date first registered: | 29 March 2007 |
| Date this version registered: | 15 November 2012 |
| Anticipated review: | 2017 |
| Body responsible for review: | Namibia Training Authority |