



**Australian Government**

# **SITHFAB038 Plan and monitor espresso coffee service**

**Release: 1**

## SITHFAB038 Plan and monitor espresso coffee service

### Modification History

Not applicable.

### Application

This unit describes the performance outcomes, skills and knowledge required to coordinate operational aspects of espresso coffee service for an outlet. It requires the ability to develop menus, provide specialist advice to customers and staff, monitor the overall quality of espresso beverages, and maintain equipment.

The unit applies to any hospitality organisation that serves espresso coffee beverages, including cafes, restaurants, bars, clubs, function and event venues.

It applies to senior personnel who operate independently or with limited guidance from others and who have substantial specialist knowledge of coffee, its history and presentation.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Competency Field

Food and Beverage

### Unit Sector

Hospitality

### Elements and Performance Criteria

#### ELEMENTS

*Elements describe the essential outcomes*

1. Plan coffee beverage service.

#### PERFORMANCE CRITERIA

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

- 1.1. Develop coffee beverage menus taking into consideration profit requirements, market focus, demographics and customer preferences.
- 1.2. Select suppliers and roasters and make purchases according to budget and quality.

- 1.3. Liaise with suppliers and roasters to ensure coffee service meets organisational quality standards.
2. Provide specialist advice on espresso coffee beverages.
  - 2.1. Develop and update knowledge of types of coffee beverages.
  - 2.2. Respond to customer questions about espresso coffee beverages.
  - 2.3. Provide accurate information to staff on coffee beans, ground coffee and espresso coffee beverages.
  - 2.4. Promote coffee beverage appreciation at appropriate opportunities.
  - 2.5. Develop and display accurate customer information on espresso coffee beverages.
3. Monitor quality of coffee beverages.
  - 3.1. Identify desirable characteristics of superior espresso coffee beverages.
  - 3.2. Evaluate coffee beans to ensure freshness.
  - 3.3. Monitor grind and dose to ensure quality and consistency of espresso extraction.
  - 3.4. Monitor environmental variations affecting dose and adjust the grind and dose accordingly.
  - 3.5. Evaluate espresso coffee beverage quality and diagnose faults and problems in quality of coffee beans, ground coffee and coffee beverages.
  - 3.6. Monitor coffee extractions and service to ensure quality and consistency.
  - 3.7. Assess texture and temperature of milk served.
  - 3.8. Seek and follow-up feedback on coffee beverage quality from customers and staff.
  - 3.9. Ensure ingredients and accompaniments are stored appropriately in suitable containers and conditions.
  - 3.10. Ensure coffee beverages are presented correctly and attractively with suitable accompaniments.
4. Monitor and maintain equipment.
  - 4.1. Monitor espresso coffee machine and other equipment for efficiency and reliability of operation.
  - 4.2. Monitor temperature and water pressure.
  - 4.3. Develop environmentally sound cleaning, maintenance, waste disposal and recycling practices.
  - 4.4. Identify need for new equipment and service-ware taking into account relevant considerations and evaluate options.
  - 4.5. Identify situations requiring use of specialist service technicians.
  - 4.6. Schedule service calls and replacement of worn parts at appropriate times.

## Foundation Skills

*Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.*

### DESCRIPTION

#### SKILLS

- Reading skills to:
- interpret:
    - detailed supplier product information
    - promotional material
    - reviews about coffee beans, ground coffee and coffee beverages
    - cleaning and maintenance procedures for espresso coffee machines and grinders
  - research information on current and emerging coffee service trends and customer preferences.
- Writing skills to:
- write comprehensive and creatively expressed menus to promote sales.
- Oral communication skills to:
- explain coffee beverage items and their characteristics to customers.
- Numeracy skills to:
- calculate and monitor temperature and water pressure for espresso machines
  - calculate quantities and costs for stock orders.
- Learning skills to:
- continuously source information on current and emerging coffee service trends and synthesise this information for menu updates.
- Problem-solving skills to:
- diagnose problems and faults in coffee beans, ground coffee and coffee beverages and make adjustments to ensure quality coffee beverages.
- Planning and organising skills to:
- schedule the regular servicing of espresso machines.
- Self-management skills to:
- take responsibility for espresso service management and quality outputs.
- Technology skills to:
- use espresso machines and monitor their efficiency and reliability.

## Unit Mapping Information

Supersedes and is equivalent to SITHFAB019 Plan and monitor espresso coffee service.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>