

Unit Title:	Introduction To Barista Skills
Unit Level:	Entry 3
Unit Credit Value:	2
GLH:	20
LASER Unit Code:	WJH964
Ofqual Unit Code:	M/651/3701

This unit aims to provide learners with the basic skills and knowledge required to prepare and serve a variety of hot and cold drinks. Learners will develop an understanding of the equipment and techniques used in a barista role and the importance of customer service in a café setting.

This unit has 5 learning outcomes.

Learning Outcome (The Learner will):		Assessment Criteria (The Learner can):	
1.	Know about the role of a barista in a café setting.	1.1	Identify the main responsibilities of a barista.
		1.2	Give examples of the personal skills and qualities needed in the role of a barista.
		1.3	List a range of drinks commonly made by a barista to include: <ul style="list-style-type: none"> • A style of coffee • A cold drink
		1.4	State why good customer service is important in the role of a barista.
2.	Know about barista equipment and stock items used to make hot and cold drinks.	2.1	Identify key equipment used by a barista.
		2.2	List the main stock items used by a barista to make hot and cold drinks.
		2.3	State why it is important to care for and maintain barista equipment.
3.	Be able to safely prepare and serve a range of hot and cold drinks.	3.1	Demonstrate correct preparation of drinks using appropriate stock items to include: <ul style="list-style-type: none"> • A style of coffee • A cold drink
		3.2	Demonstrate how to safely operate key barista equipment, to include correct use of personal protective equipment (PPE).
		3.3	Serve drinks in a polite and professional manner.
4.	Understand principles of good customer service in a café setting.	4.1	State how to greet and take orders from customers in a polite and professional manner.
		4.2	State how to deal with customer complaints effectively.
		4.3	State effective communication skills with customers, including customer preferences and any allergies.

5	Know about basic health and safety in a café setting.	5.1	Identify potential health and safety hazards in a café setting.
		5.2	State basic procedures for ensuring food safety and hygiene when preparing and serving hot and cold drinks.
		5.3	Give an example of personal protective equipment (PPE) used in a café setting.
		5.4	State the importance of cleanliness, personal hygiene and good presentation in a café setting.

Additional Information:
Assessment Guidance:

Practical Demonstrations: Learners should demonstrate ability to prepare and serve hot and cold beverages using the appropriate equipment.

Eg Coffee styles:

- Espresso
- Macchiato
- Americano
- Cappuccino
- Latte
- Flat white
- Mocha

Other drinks:

- Tea
- Milk-based beverages
- Cold beverages: frappes, iced teas/coffees, fruit coolers, fruit juices, smoothies.

Observation: The assessor should observe the learner in a simulated or real-work environment to assess practical skills and customer interaction.

Suggested Resources:

Espresso machines, grinders, milk frothers.

Stock items e.g. different types of coffee beans, milk, non-dairy alternatives, syrups.

Cleaning supplies and PPE.

Sample menus for practice.

Allergy information.