

Unit Title:	Introduction to Barista Skills
Unit Level:	Level 2
Unit Credit Value:	2
GLH:	20
LASER Unit Code:	WJH966
Ofqual Unit Code:	T/651/3703

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.	Understand the role of a barista in a café setting.	1.1	Identify the main responsibilities of a barista.
		1.2	Describe the personal skills and qualities needed in the role of a barista.
		1.3	Describe a range of drinks commonly made by a barista to include: <ul style="list-style-type: none"> • Different coffee styles • Other milk-based drinks • Non dairy alternatives • Cold drinks
		1.4	Describe why good customer service is important in the role of a barista.
2.	Understand barista equipment and stock items used to make hot and cold drinks.	2.1	Describe key equipment used by a barista.
		2.2	Describe the main stock items used by a barista to make hot and cold drinks.
		2.3	Describe how to care for and maintain barista equipment.
		2.4	Describe different types of coffee beans and their characteristics.
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"> • Different styles of coffee • Milk-based drinks • Non dairy alternatives • Cold drinks
		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.	Be able to demonstrate good customer service in a café setting.	4.1	Greet and take orders from customers in a polite and professional manner.
		4.2	Handle customer complaints and feedback professionally.
		4.3	Demonstrate effective communication skills with customers, including customer preferences and any allergies.
		4.4	Apply techniques to promote additional products and services to customers.
5	Understand basic health and safety in a café setting.	5.1	Describe potential health and safety hazards in a cafe setting.
		5.2	Describe basic procedures for ensuring food safety and hygiene when preparing and serving hot and cold drinks.
		5.3	Give three examples of personal protective equipment (PPE) used in a café setting.
		5.4	Describe the importance of cleanliness, personal hygiene and good presentation in a café setting.

Additional Information:
Assessment Guidance:

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

E.g.

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