

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Introduction to Barista Skills

Unit Reference Number: T/615/9451

Level: Entry Level Three (3)

Credit Value: Three (3)

Minimum Guided Learning Hours: 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about products and ingredients related to a barista role	1.1 List different products related to a barista role
	1.2 List the ingredients required to make one of the identified products
	1.3 Give an example of safe storage of ingredients
2. Be able to make products for customers	2.1 Demonstrate cleaning equipment before and after use
	2.2 Demonstrate the brewing/production process for a barista product
	2.3 Demonstrate the correct way to present and serve the products
	2.4 Demonstrate disposing of waste safely and hygienically
	2.5 Give an example of a responsibility relating to health and safety and food hygiene for a) Employers b) Employees
3. Know about customer service	3.1 State the benefits to organisations of providing excellent customer service
	3.2 Give a minimum of 2 examples of how to provide excellent customer service