

## Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Introduction to Barista Skills

**Unit Reference Number:** A/615/8530

**Level:** Level One (1)

**Credit Value:** Two (2)

**Minimum Guided Learning Hours:** 16

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the products and ingredients related to a barista role	1.1 Identify different products related to a barista role
	1.2 Identify the ingredients required to produce the required products
	1.3 Outline how to store and handle products and ingredients
2. Be able to make products for customers	2.1 Demonstrate checks to equipment before use
	2.2 Demonstrate cleaning equipment before and after use
	2.3 Demonstrate the brewing/production process relevant to the equipment used for a minimum of 3 different products.
	2.4 Demonstrate the correct way to present and serve different products
	2.5 Demonstrate disposing of waste safely and hygienically
	2.6 State the main responsibilities relating to health and safety and food hygiene for a) Employers b) Employees

3. Understand the importance of customer service in the barista role	3.1	Outline the benefits to organisations of providing excellent customer service
	3.2	Outline ways to provide excellent customer service