

**U005101****Prepare and clear area for drinks service in licensed premises**

Unit Descriptor:

This unit describes the competence required to prepare and clear an area for drinks service in a licensed premises.

**The unit describes the essential abilities of:**

- Ensuring that the service area is clean
- Ensuring that service equipment is clean and ready for use
- Ensuring that drinks stocks and accompaniments are stored, replenished and disposed of correctly.

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

- |                                       |  |
|---------------------------------------|--|
| 1. Prepare customer and service areas | <p>1.1 <b>Stocks for drinks service</b> are stored, rotated and replenished to the required levels.</p> <p>1.2 <b>Drink accompaniments</b> are prepared and stored ready for service.</p> <p>1.3 <b>Service equipment and electrical equipment</b> required for service are clean, free from damage and ready for use.</p> <p>1.4 <b>Signage and promotional material</b> are accurate, clean and free from damage and displayed correctly.</p> <p>1.5 <b>Customer and service areas</b> are checked and are clean, tidy and ready for service.</p> <p>1.6 Service areas are checked and secured from unauthorized access.</p> <p>1.7 <b>Unsuspected situations</b> are dealt with effectively and the appropriate people informed where necessary</p> |
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2. Clear customer and service areas
- 1.8 All work is carried out in an organised and efficient manner in accordance with safety and health regulations and organisational procedures.
  - 2.1 **Drinks stocks** and **drink accompaniments** are stored and replenished or disposed of in line with appropriate organizational procedures.
  - 2.2 **Service equipment** is clean and stored correctly.
  - 2.3 **Electrical equipment** and machines are turned off in line with appropriate organisational/manufacturer procedures.
  - 2.4 **Customer and service areas** are tidy, free from rubbish and ready for cleaning.
  - 2.5 **Customer and service areas** are secured from unauthorised access.
  - 2.6 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary
  - 2.7 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Prepare customer and service area****A. Stocks for drinks service:** *(Also applies to Element 2)*

- (i) bottled beers
- (ii) wines
- (iii) spirits
- (iv) soft drinks
- (v) minerals/juices
- (vi) hot drinks
- (vii) sundry items
- (viii) liqueurs

**B. Drink accompaniment:** *(Also applies to Element 2)*

- (i) ice
- (ii) decorative items for drinks
- (iii) food garnishes for drinks
- (iv) accompaniments for hot beverages

**C. Service equipment:** *(Also applies to Element 2)*

- (i) bottle openers/cork screws
- (ii) optics
- (iii) measures/pourers
- (iv) glassware (glasses, ashtrays)
- (v) drip trays and drip mats
- (vi) ice buckets and ice scoops
- (vii) knives and chopping boards
- (viii) coasters and drink mats

**D. Electrical equipment:** *(Also applies to Element 2)*

- (i) refrigerated units
- (ii) glass washers
- (iii) blender
- (iv) ice machine

**E. Signage and promotional material:**

- (i) drinks menu
- (ii) promotional displays

**F. Customer and service areas:** *(Also applies to Element 2)*

- (i) counters and shelves
- (ii) floors
- (iii) waste bins and bottle containers
- (iv) tables and chairs

**G. Unexpected situations:** *(Also applies to Element 2)*

- (i) equipment faults
- (ii) breakages of stock

**H. Legal requirements:** *(Also applies to Element 2)*

- (i) current relevant legislation relating to safe and hygienic working practices when preparing customer and service areas.

**UNDERPINNING KNOWLEDGE AND SKILLS****Working Practices**

1. Why constant stock of drink and accompaniments must be maintained.
2. Why stocks of drinks must be rotated.
3. Why correct storage procedures must be followed for food and drink stocks.

**Health and Safety**

4. Why glassware should be cleaned at correct temperature.

**Food and Hygiene**

5. When it is appropriate to remove left over drinks, condiments and accompaniments from the table.
6. What is the correct way of handling left-over food items, condiments and accompaniments when clearing service area.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

**Element 1: Prepare customer and service areas**

Totally through performance evidence in the form of observation and/or by performance evidence in the form of observation to cover performance criteria 1 to 6 and a minimum of:

- 7 items from the range of A
- 3 item from the range of B
- 7 items from the range of C
- 2 items from the range of D
- 1 item from the range of E
- All items from the range of F

Evidence should cover all relevant electrical equipment

**Element 2: Clear customer and service area**

Totally through performance evidence in the form of observation and/or by performance evidence in the form of observation to cover performance criteria 1 to 5 and a minimum of:

- 7 items from the range of A
- 3 item from the range of B
- 7 items from the range of C
- 1 item from the range of D
- All items from the range of E

*The following applies to Elements 1 and 2:*

By supplementary evidence in the form of questioning, and/or personal statement and/or witness testimony to cover the rest of the range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

**(2) Methods of Assessment**

**Performance Evidence** for this unit could include:

- Observation reports by your assessor on how you prepare and clear customer and service areas.

**Supplementary evidence** for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you prepare and clear customer and service areas.
- Witness testimony from those to whom you report on how you prepare and clear customer and service area.

**Knowledge and understanding evidence** for this unit could include:

- Answers to questions given to you by your assessor.

**(3) Context of Assessment**

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement;
- Simulation is **not** allowed for any performance evidence within this unit.