

Checklist for Workplace Assessor to Evaluate Work Experience Competency

The below section is to be completed by the student services at the Australian College of Training in Hospitality

Name of Student:

Student ID:

Name of Hotel:

Date Worked:

Name of Caller:

Designation of Caller:

Date & Time Called:

.....
 Verification of caller

.....
 Student Signature

SITHFAB005 Prepare and serve espresso coffee

| Elements | Performance criteria describe the performance needed to demonstrate competency of the elements. | Student must demonstrate Competency in each Element C or NYC (Box) |
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| 1. Organise coffee workstation. | 1.1. Complete mise en place for coffee service to enable efficient work flow and easy access to ingredients, equipment, and service-ware. 1.2. Place ingredients in correct containers and conditions to maintain freshness. 1.3. Prepare espresso machine and grinder for service according to manufacturer instructions. | <input style="width: 60px; height: 30px; border: 1px solid black;" type="checkbox"/> |
| 2. Select and grind coffee beans. | 2.1. Select coffee beans and grind to appropriate particle size according to relevant factors. 2.2. Complete test extractions before service to ensure correct particle size of grind, and assess and adjust | <input style="width: 60px; height: 30px; border: 1px solid black;" type="checkbox"/> |

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| | <p>according to relevant factors.</p> <p>2.3.Adjust grind regularly throughout the service period according to relevant factors.</p> <p>2.4.Monitor efficiency of grinder for correct dose and grind during use, and resolve or report issues.</p> <p>2.5.Clean grinder as required during or after the service period.</p> | |
| 3. Advise customers and take espresso coffee orders. | <p>3.1.Provide information and recommendations about types of coffee beverages and accompaniments.</p> <p>3.2.Identify customer preferences and take orders.</p> | <input type="checkbox"/> |
| 4. Extract and monitor quality of espresso. | <p>4.1.Select and prepare appropriate service-ware.</p> <p>4.2.Select correct filter basket and clean, dry and dose it with required amount of ground coffee.</p> <p>4.3.Tamp ground coffee to make even and level cake.</p> <p>4.4.Flush group head before attaching group handle to extract espresso.</p> <p>4.5.Monitor quality of extraction during service period and make adjustments.</p> <p>4.6.Monitor efficiency of espresso machine during service, and resolve or report issues.</p> | <input type="checkbox"/> |
| 5. Undertake milk texturing process. | <p>5.1.Select cold milk and appropriate milk foaming jug to fulfil customer orders.</p> <p>5.2.Purge the steam wand every time before texturing.</p> <p>5.3.Texture milk according to type of milk and coffee beverage.</p> <p>5.4.Visually and aurally monitor and adjust the texture and temperature.</p> <p>5.5.Clean the steam wand on the outside and purge every time after texturing.</p> <p>5.6.Combine foam and milk through swirling, ensuring even consistency.</p> | <input type="checkbox"/> |

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| | 5.7.Pour milk immediately after swirling, according to the coffee beverage. | |
| 6. Serve espresso coffee beverages. | 6.1.Present coffee beverages attractively and without drips and spills. 6.2.Serve coffee beverages promptly at the required temperature and with appropriate accompaniments. 6.3.Minimise waste to maximise profitability of beverages produced. | <input style="width: 50px; height: 30px;" type="checkbox"/> |
| 7. Clean espresso equipment. | 7.1.Clean espresso machine and equipment thoroughly and safely according to organisational procedures and manufacturer instructions. 7.2.Maintain water filtration system according to organisational procedures. 7.3.Refer faults and maintenance issues requiring technical specialists to supervisor. 7.4.Use energy and water resources efficiently when preparing coffee beverages and cleaning to reduce negative environmental impacts. | <input style="width: 50px; height: 30px;" type="checkbox"/> |

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| The below section is to be completed by the workplace assessor |
| <p>Name of Workplace Assessor:</p> <p>Student Name:</p> <p>Date Worked:</p> <p>Name of Hotel:</p> <p>..... Signature of Workplace Assessor</p> <p>Date:</p> |