



STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

I563-001-2:2017

**BARISTA SERVICES
PERKHIDMATAN BARISTA
LEVEL 2**



**Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia**



Department of Skills Development (DSD)
Ministry of Human Resources

62530 PUTRAJAYA, MALAYSIA

**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)**

FOR

**BARISTA SERVICES
LEVEL 2**

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GLOSSARY & ABBREVIATION

GLOSSARY

Barista	Italian term for skilful and experienced espresso bar operator
Café Food Safety And Hygiene Practice	Sets of rules and practices in café that must be adhered to when a person need to have in contact with food and beverage handling.
Café Standard Operating Procedure	Sets of instructions which describes the working procedures in detail the way that a café worker should perform a given task at café outlet
Coffee Bar Equipment	Equipment that is required for coffee preparation in a café outlet
Coffee Bar Equipment Calibration	To check the readings of coffee bar equipment and instrument with those of a standard in order to check the instrument's accuracy. This also includes parameter adjustment so that the beverages produced meet the café beverage quality standards.
Coffee Bar Equipment Maintenance	The routine of cleaning, maintaining and sanitation of coffee bar equipment to ensure they are performing a productive and effective functioning.
Coffee Brewing	Any method of making coffee beverage from fresh water and roasted coffee grounds.
Coffee Dose	Amount of coffee used in a serving.
Coffee Ground	Coffee beans after grinding.
Coffee Tamping	The technique to tamp finely ground coffee using a tamper in order to produce consistent beverage.
Filter basket	A perforated stainless steel receptacle used to hold the coffee grounds when brewing coffee
Group	A cylindrical receptacle on a coffee machine into which the portafilter clamps
Latte Art	Creative designs made on the surface of a brewed coffee, using detailed skills in pouring milk usually with the aid of toothpicks, chocolate syrup or chocolate sprinkles
Milk Texturing	The process of heating and frothing the milk with steam wand as part of beverage drink
Mise en place	All the supplies of beverage ingredients and accompaniments.
Portafilter	A removable device with a plastic handle that contains a metal coffee filter and clamps on the group head of a coffee machine
Steaming Pitcher	A stainless steel container used in conjunction with the steam wand to make frothed milk
Steam Wand	A pipe stem on coffee machine used to provide steam for frothing milk
Tamper	A device used to compress coffee inside a filter basket before the beginning of brewing operations

ABBREVIATION

FEFO	First Expiry First Out
MSCA	Malaysia Specialty Coffee Association
SCAA	Specialty Coffee Association of America
SCAE	Specialty Coffee Association of Europe
SOP	Standard Operating Procedures

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR; BARISTA SERVICES LEVEL 2

1. INTRODUCTION

Barista services are part of the food and beverage sector, primarily engaged in preparing coffee based beverages to customer order, for immediate consumption on and off the premises. The barista services scope is not just constantly progressing over time, but it is also contributing towards social change of any community. Coffee shop nowadays is a public place where most of the social activities happen not only in Malaysian context but also internationally.

By definition, barista is a person who is skilled in preparing and serving espresso-based coffee drinks. Baristas act as the frontliners in café industry, as their job scopes cover beverages preparation, good workspace management and customer service skills (National Careers Service UK, n.d.)¹. They are the subject matter expert in espresso-based coffee beverages, having to know different coffee bean roast types and have the ability to create different levels of extraction based on their customer's requirement and expectation. Due to the fussy nature of the coffee beans, hence having the capability to create a good quality espresso-based coffee drink is indeed a truly skilled task.

1.1 Occupation Overview

Baristas usually work in a coffee shop, be it a large café chain shops or individually own café. In Malaysia, growing number of coffee shops has created demand for more professional baristas. There is a positive growth rate of number of coffee shops at 7% per annum in major cities in Asia i.e. Klang Valley, Jakarta, Singapore (Danial Radzmi, 2014)². Beyond taking orders and preparing the drink, baristas are also expected to assist customers in selecting beverages, bean types and provide suggestions. Hence a strong knowledge about espresso-based coffee drink offerings with customer preferences is important in order to provide the best recommendations to the customer. It is no doubt that a good baristas is paramount in the success of any coffeehouse or coffee establishments as a customer will return for the great service and most importantly of all, a perfectly brewed coffee.

¹ National Careers Service UK, Job profiles: Barista, n.d.
<https://nationalcareersservice.direct.gov.uk/advice/planning/jobprofiles/Pages/barista.aspx>

² Danial Radzmi, The Business Insider Malaysia, The Growing Market of Small Coffee Shops In Asia, February 24, 2014.
<http://www.businessinsider.my/the-growing-market-of-small-coffee-shops-in-asia/#s9gR0vRCZrOHJObc.97>

1.2 Justification and Rationale of NOSS development

There is an increasing demand for a qualified and professional barista to grace the ever increasing demands of coffee shops and café; be it from large chain store to individually own. The demands not only cover locally but internationally on a daily basis. The NOSS document can be used as a guideline and reference by training centres to conduct and simulate training for this Barista Services covering both the soft skills and technical skills requirements. This will ensure that any individual that has undergone the training, as required by this NOSS, will be able to perform every task and job scope competently.

In summary, a good baristas must possess a combination of both soft skills and technical skills in order to successfully become a professional barista and ultimately shape the future of the café and the coffee industry as a whole.

1.3 Authority and Regulatory/Statutory Body Related to Industry

The personnel who works in food and beverage industry must follow all the requirements as specified in the Malaysia Food Act 1983.

1.4 Occupational Pre-requisite

The minimum requirements for those interested pursuing career in this occupation are healthy and physically fit to carry out duties at work. A person with creativity will be an added advantage to excel in this industry. The person undertaking a career in barista services must be good at making beverage arts. Good communication skills in understanding beverage order requirement by customers are essential.

2. OCCUPATIONAL STRUCTURE (OS)

SECTOR	(I) ACCOMMODATION AND FOOD SERVICES ACTIVITIES
SUB-SECTOR	(56) FOOD AND BEVERAGES SERVICES ACTIVITIES
AREA	COFFEE BAR SERVICES
LEVEL 5	CAFÉ OUTLET MANAGER
LEVEL 4	SENIOR BARISTA
LEVEL 3	BARISTA
LEVEL 2	JUNIOR BARISTA
LEVEL 1	NO LEVEL

Figure 2.1: Occupational Structure (OS) for Barista Services Level 2

3. OCCUPATIONAL AREA STRUCTURE (OAS)

SECTOR	(I) ACCOMMODATION AND FOOD SERVICES ACTIVITIES
SUB-SECTOR	(56) FOOD AND BEVERAGES SERVICES ACTIVITIES
AREA	COFFEE BAR SERVICES
LEVEL 5	COFFEE BAR MANAGEMENT
LEVEL 4	COFFEE BAR OPERATION CONTROL
LEVEL 3	BARISTA SERVICES SUPERVISION
LEVEL 2	BARISTA SERVICES
LEVEL 1	NO LEVEL

Figure 3.1: Occupational Area Structure (OAS) for Barista Services Level 2

4. DEFINITION OF COMPETENCY LEVELS

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

- Level 1: Competent in performing a range of varied work activities, most of which are routine and predictable.
- Level 2: Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
- Level 3: Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
- Level 4: Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
- Level 5: Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

5. AWARD OF CERTIFICATE

The Director General shall award, to any person upon completing successfully the NOSS program following skills level qualifications as stipulated under the National Skills Development Act, 652:

- Malaysia Skills Certificate / Sijil Kemahiran Malaysia (SKM) Level 1, 2 or 3
- Malaysia Skills Diploma / Diploma Kemahiran Malaysia (DKM) Level 4
- Malaysia Skills Advanced Diploma / Diploma Lanjutan Kemahiran Malaysia (DLKM) Level 5
- Statement of Achievement / Penyata Pencapaian (PC)

6. JOB COMPETENCIES

The Barista Services Level 2 personnel is competent in performing the following core competencies:

- a. Coffee Bar Customer Services
- b. Café Outlet Occupational Safety, Food Safety and Hygiene Operation
- c. Coffee Bar Workstation Preparation
- d. Coffee Brewing and Milk Preparation
- e. Coffee Bar Stock Handling

7. WORKING CONDITIONS

Junior Barista works mostly in café or individually owned coffee shops, but may also work in restaurants, bars or any other food and drink service establishment. The workplace is usually in an air-conditioned area, relatively busy and may be noisy due to the customer crowd and sounds emitting from the beverage or food preparation equipment.

A Junior Barista requires certain level of skills in preparing beverages which can only be achieved through training and these skills are not easy to replicate. A Junior Barista needs to have a good understanding of the beverages made and at the same time provides the best customer service. Junior Barista must also have the ability to multitask as they are expected to take orders from customers and prepare the drinks accordingly. In addition to this, they will also need to be attentive listening to customer orders and prepare it correctly to the exact specifications.

The Junior Barista work schedule is typically in shifts, which includes early mornings, late nights, weekends and public holidays. Some form of physical requirements will also be involved whereby the barista will need to be on their feet most of the time and often carry heavy trays of dishes and glassware. During busy or peak hours, they are required to serve customers quickly and efficiently.

8. EMPLOYMENT PROSPECTS

8.1 Malaysian Market

Barista job opportunities and prospects in Malaysia have been overwhelming and encouraging. This is due to the knowledge of coffee and café culture, especially in terms of variety and quality has been on a gradual rise in Malaysia, coupled with a strong Western influence. Customers are increasingly in demand for a more sophisticated coffee taste and functions.

8.1.1 Employment Opportunities

A barista can grow from being a part of service crew towards managerial level. Upon completion of NOSS Barista Services Level 2, the personnel may further pursue his or her career as Café Owner, Coffee Roaster, Green Coffee Buyer and Barista Trainer.

Barista job opportunities and prospects in international arena is also very promising. ICO (2014) believed that East and Southeast Asia remains “consumption in East and Southeast Asia remains one of the most dynamic and high potential markets for future coffee demand.”³ Based on ICO’s research on East and Southeast Asia coffee consumption, although the region accounted only 14% of world coffee consumption, the positive growth in number of share would raise the number of coffee consumption to 28-30 million bags of coffee by 2020 (2014).

8.1.2 List of Industries

List of industry sector that employs competent barista personnel;

- Cafes
- Hotels
- Restaurants
- Offices
- Events
- Education and Training
- Etc.

9. CAREER ADVANCEMENT

As for career advancement, most competent barista learn their craft on the job. They usually begin as a Junior Barista and learn new skills over time and experience. However, further certification may increase their chances of career advancement. With the additional formal training/certification, the experienced Junior Barista can advance to become a Barista, then Senior Barista and eventually progress to the Café Outlet Manager. They can enrol as part of their Continuous Professional Development (CPD) and be recognised among industry practitioners.

³ International Coffee Organization, Coffee consumption in East and Southeast Asia: 1990 – 2012, pg. 14, 27 February 2014. <http://www.ico.org/news/icc-112-4e-consumption-asia.pdf>

Specialty Coffee Association of America (SCAA) and Specialty Coffee Association of Europe (SCAE) are the World Coffee Events (WCE) Parent Organisations. WCE is the premier producer of events for the coffee community worldwide.⁴ This barista skills training is structured based on SCAE Barista Skills Certification, whereby at the end of this training the candidates will be certified with SCAE Barista Skills Foundation. The certification will be able to help the participants for future development as this certification has three different levels (Foundation, Intermediate & Professional). Participants will also be given some exposure to other modules by SCAE i.e. Green Coffee, Roasting, Sensory Skills and Brewing.⁵

10. SOURCES OF ADDITIONAL INFORMATION

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

- a. Ministry of Tourism and Culture Malaysia (MOTAC)
No. 2, Tower 1, Jalan P5/6, Presint 5,
62200 Putrajaya, Malaysia.
Telephone: +60380008000
Fax:+60388917100
Website: www.motac.gov.my
Email:info@motac.gov.my
- b. Ministry of Health Malaysia (MOH)
Food Safety and Quality Division
Aras 4, Menara Prisma
No. 26, Jalan Persiaran Perdana, Presint 3
Pusat Pentadbiran Kerajaan Persekutuan
62675 Wilayah Persekutuan Putrajaya, Malaysia.
Telephone: +6038885 0797
Fax: +6038885 0790
Website: www.fsq.moh.gov.my
- c. Malaysia Specialty Coffee Association (MSCA)
E-1-32, Jalan PJU 1A/3,
47301 Petaling Jaya, Malaysia
Telephone:+60378428550
Website: www.msca.org.my
Email: hello@msca.org.my

⁴ World Coffee Events: About SCAA & SCAE <http://www.worldcoffeeeevents.org/about-wce/>

⁵ SCAE Coffee Diploma System <http://www.scae.com/training-and-education/coffee-diploma-system>

- d. ASEAN Coffee Federation (ACF)
 1 Maritime Square,
 #09-43, Harbour Front Centre,
 099253 Singapore
 Telephone: +6562788666
 Fax: +6562784077
 Website:www.aseancoffee.org
 Email:sec@aseancoffee.org
- e. Specialty Coffee Association of Europe (SCAE)
 Oak Lodge Farm,
 Leighams Road, Bicknacre,
 Chelmsford, Essex,
 CM3 4HF, United Kingdom
 Telephone: +44 (0) 1245 426060
 Fax: +44 (0) 1245 426080
 Website:www.scae.com
 Email:membership@scae.com
- f. Specialty Coffee Association of America (SCAA)
 117 W. 4th Street,
 Suite 300 Santa Ana,
 California 92701 United States of America
 Telephone:+15626244100
 Website: www.scaaeducation.org
 Email: info@scaa.org

11. ACKNOWLEDGEMENT

The Director General of Department of Skills Development (DSD) would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard, especially members of Standard Technical Evaluation Committee (STEC) for validated this document;

NO	NAME	ORGANISATION
1	Saeed Mohammad Taufique	Café Owner MYL & LYF Sdn Bhd
2	Mirwan Badri bin Ahmad Badri	Café Owner Sprezzatura Sdn Bhd
3	Loo Hsien Yuen	Café Owner The Coffee Pirates Sdn Bhd Malaysia Barista Championship Winner 2013 and 2015
4	Wang Jun Wei	Senior Barista Moonlight Cake House Sdn Bhd

12. NOSS DEVELOPMENT COMMITTEE MEMBERS

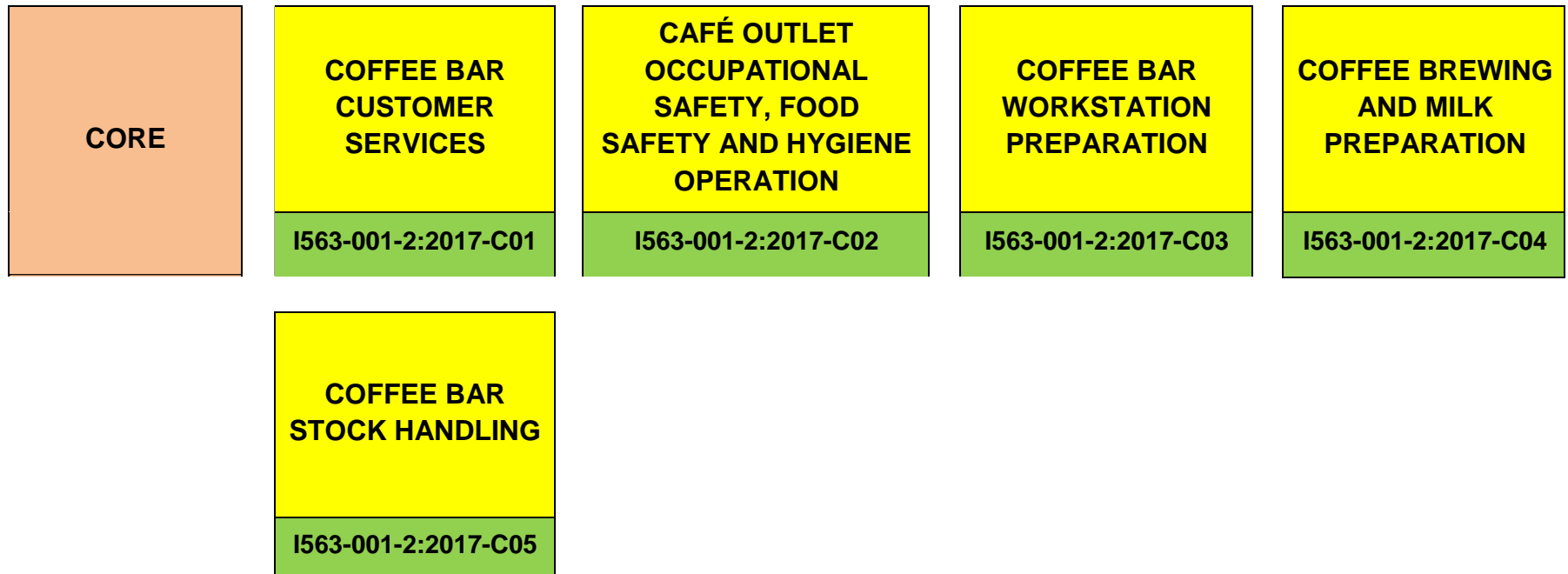
BARISTA SERVICES (LEVEL 2)		
1	Afiq Ammar Khan Bin Nasir Khan	Barista Trainer Barista Guild Asia Sdn Bhd
2	Anuar Zamani Bin Abu Seman	Product & Training Manager Coffex Coffee (M) Sdn Bhd
3	Kamal Pasha B. Hashim	Operation Manager PAR food & Beverage Sdn Bhd (Coffee Bean & Tea Leaf)
4	Tan Chuan Yee	Technical Advisor Kays Brothers
5	Daniel Liew Ming Chze	Academic Director Barista Guild Asia Sdn Bhd
6	David Leong Weng Wai	Director Barista Guild Asia Sdn Bhd
7	Jamiyah Binti Hashim	Senior Barista Vitality Boost Sdn Bhd
8	Yip Leong Sum	Coffee Roaster Beans Depot
9	Nurul Asfahani Bt Haji Zulkifli	Barista Assistant Manager Dellmax Holdings Sdn Bhd
10	Rabiahtuladawiah Binti Abdul Wahab	Barista Assistant Manager Dellmax Holdings Sdn Bhd
FACILITATOR		
11	Zaira Hidayah Mohd Arshad	Facilitator International Islamic Research Academy (I-IRA) Sdn Bhd

STANDARD CONTENT
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
BARISTA SERVICES
LEVEL 2

13. COMPETENCY PROFILE CHART (CPC)

SECTOR	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
SUB SECTOR	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES		
JOB AREA	COFFEE BAR SERVICES		
NOSS TITLE	BARISTA SERVICES		
JOB LEVEL	TWO (2)	NOSS CODE	I563-001-2:2017

←————— COMPETENCY UNIT —————→



14. COMPETENCY PROFILE (CP)

SECTOR	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
SUB SECTOR	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES		
JOB AREA	COFFEE BAR SERVICES		
NOSS TITLE	BARISTA SERVICES		
JOB LEVEL	TWO (2)	NOSS CODE	I563-001-2:2017

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
1. Coffee Bar Customer Services	I563-001-2:2017-C01	Coffee Bar Customer Services is delivered to customers before, during and after a purchase at coffee shops and café outlets. Beyond taking orders and preparing the drink, baristas are also expected to assist customers in selecting beverages, bean types and provide suggestions. Hence a strong knowledge about espresso-based coffee drink offerings with customer preferences is important in order to provide the best recommendations to the	1. Prepare coffee bar customer service requirements	1.1 Personal grooming and attire applied according to café standard operating procedure. and food handling requirements 1.2 Café area cleanliness and condition checked and meet food safety and handling requirements. 1.3 Routine cleaning at all café areas carried out according to café standard operating procedure. 1.4 Café equipment organised for accessibility based on café area layout setup. 1.5 Café beverage menu and price display checked for customer view.

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
		<p>customer.</p> <p>The outcome of this competency is to provide customer satisfaction towards coffee bar products and services offered in accordance with café standard operating procedures.</p> <p>To perform the CU, the competency owner is required to have strong knowledge and skills about café product offerings and also adhere to food handling requirements as practiced by the industry.</p>	<p>2. Take customer's order</p>	<p>2.1 Customer greetings applied with pleasant facial expression and proper body gestures.</p> <p>2.2 Interaction with the customer during order taking performed in polite manner.</p> <p>2.3 Café menu explained to the customer with precise description.</p> <p>2.4 Customer's order details confirmed at purchase with beverage description and pricing based on customer preferences.</p> <p>2.5 Customer's order details recorded according to café standard operating procedure.</p>
			<p>3. Respond to customer's enquiry and complaints</p>	<p>3.1 Customer greetings applied with pleasant facial expression and proper body gestures.</p> <p>3.2 Purpose of customer's enquiry and complaints identified from conversation with customer.</p> <p>3.3 Customer special needs and requirements delivered based on café standard operating procedure.</p> <p>3.4 Action towards customer's complaints executed based</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				<p>on café standard operating procedure.</p> <p>3.5 Café service recovery executed in professional manner according to café standard operating procedure.</p> <p>3.6 Customer enquiry and complaints recorded according to café standard operating procedure.</p>
			4. Carry out café sales activity	<p>4.1 Café promotional product information identified based on café promotion requirements.</p> <p>4.2 Café promotional products explained to customer with precise product knowledge.</p> <p>4.3 Point of sales machine operated as per operating manual.</p> <p>4.4 Daily café sales closing procedure executed according to café standard operating procedure.</p> <p>4.5 Daily café sales collection record checked to match with collection amount.</p> <p>4.6 Reconciliation of sales collection amount reported to supervisor as per café cash handling requirements.</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
2. Café Outlet Occupational Safety, Food Safety and Hygiene Operation	I563-001-2:2017-C02	<p>Café Outlet Occupational Safety, Food Safety and Hygiene Operation is important to ensure the safety and hygiene condition of beverage preparation in café outlets. This includes coffee bar equipment cleaning and sanitation, café housekeeping, and waste disposal.</p> <p>The outcome of this competency is to comply with food hygiene and food safety requirements in accordance with café standard operating procedures.</p> <p>To perform the CU, the competency owner is required to have adequate knowledge and skills in café hygiene, food safety and food handling requirements as practiced by the industry.</p>	1. Prepare café food safety and hygiene requirements	<p>1.1 Café food safety and hygiene requirements identified according to café standard operating procedure.</p> <p>1.2 Personal grooming and attire applied to comply with café food safety and hygiene requirements.</p> <p>1.3 Café housekeeping tasks identified from café housekeeping schedule.</p> <p>1.4 Café area cleanliness status checked to determine cleaning requirements.</p> <p>1.5 Cleaning tools and cleaning agents retrieved with the correct type and amount as per housekeeping requirements.</p>
			2. Carry out coffee bar equipment cleaning	<p>2.1 Coffee bar equipment cleaning frequency identified based on equipment cleaning requirements.</p> <p>2.2 Coffee bar equipment cleaning executed using appropriate cleaning agents and cleaning tools to meet café food safety and hygiene requirements.</p> <p>2.3 Cleaning agents applied with the correct type and amount as per equipment cleaning</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				<p>requirements.</p> <p>2.4 Coffee bar equipment and components sanitised to meet food safety and hygiene requirements.</p> <p>2.5 Coffee bar equipment cleanliness checked to meet equipment cleanliness requirements.</p> <p>2.6 Coffee bar equipment cleanliness status updated based on visual inspection findings according to café standard operating procedure.</p>
			3. Perform café housekeeping	<p>3.1 Café housekeeping area identified for housekeeping tasks execution and meet café housekeeping schedule.</p> <p>3.2 Items at café area organised at respective locations for accessibility based on café area layout requirements.</p> <p>3.3 Soiled linens sorted for laundry based on type of linens.</p> <p>3.4 Café area cleanliness inspected to prevent food contamination in compliance with café food and hygiene safety requirements.</p> <p>3.5 Café housekeeping status updated according to café</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				<p>standard operating procedure.</p> <p>3.6 Café food safety and hygiene issues reported to supervisor in accordance with café standard operating procedure.</p>
			<p>4. Dispose café wastes</p>	<p>4.1 Wastes from café area and café equipment identified according to café waste disposal requirements.</p> <p>4.2 Café wastes collected and sorted to prevent food contamination as per café food safety and hygiene practices.</p> <p>4.3 Grease traps checked regularly to avoid blockage as per café greasy waste disposal requirements.</p> <p>4.4 Waste disposal carried out regularly in order to minimise contamination of food in compliance with café food safety and hygiene requirements.</p> <p>4.5 Waste containers maintained for the safety and hygiene of café premises.</p> <p>4.6 Café waste disposal status updated as per housekeeping schedule requirements.</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			5. Execute café occupational safety procedures and protocols	<p>5.1 Occupational safety procedure and protocols in café identified based on café standard operating procedure.</p> <p>5.2 Basic first aid carried out during the case of accidental event in café.</p> <p>5.3 Emergency contact numbers recorded for easy access in the case of emergency.</p> <p>5.4 Fire exit assisted to customers during the case of fire in café.</p> <p>5.5 Occupational safety issues reported to supervisor immediately as per café standard operating procedure.</p>
3. Coffee Bar Workstation Preparation	I563-001-2:2017-C03	Coffee Bar Workstation Preparation is done as a daily routine usually at the beginning of the day. The personnel is required to set up the coffee bar working areas ready for daily operation. This includes the preparation of <i>mise en place</i> ; which refers to the supplies of beverage ingredients and accompaniments,	1. Execute coffee bar workstation cleaning	<p>1.1 Coffee bar workstation cleanliness checked visually to prevent contamination as per food handling requirements.</p> <p>1.2 Coffee bar workstation cleaning conducted using appropriate cleaning agents and cleaning tools based on workstation cleanliness status.</p> <p>1.3 Items at the coffee bar workstation arranged</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
		<p>organising the workstation items and equipment for the day of use.</p> <p>The outcome of this competency is to prepare the coffee bar workstation, coffee bar equipment and coffee bar daily items are ready for coffee bar operation in accordance with café standard operating procedures.</p> <p>To perform the CU, the competency owner is required to have adequate knowledge and skills in café hygiene, food safety policies and food handling requirements as practiced by the industry.</p>		<p>accessible for daily usage according to café setup.</p> <p>1.4 Tools and utensils sanitation carried out to meet café food safety and hygiene requirements.</p> <p>1.5 Coffee bar workstation cleanliness status recorded according to café standard operating procedure.</p>
			2. Carry out <i>mise en place</i>	<p>2.1 Ingredients retrieved from storage corresponding to café menu requirements.</p> <p>2.2 Type of <i>mise en place</i> identified and prepared in proportion to café daily menu volume requirements.</p> <p>2.3 Prepared <i>mise en place</i> storage organised accordingly with daily food usage requirements.</p> <p>2.4 Quantity and date of <i>mise en place</i> recorded to maintain café food and beverage quality.</p> <p>2.5 Preparation area, tools and utensils cleaning executed to prevent food contamination.</p> <p>2.6 Wastes disposed at respective waste disposal containers in compliance with café food safety and hygiene requirements</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			3. Inspect coffee bar equipment condition	<p>3.1 Coffee bar equipment identified based on types and usage requirements.</p> <p>3.2 Coffee bar equipment functionality checked and consistent with café standard operating procedure.</p> <p>3.3 Coffee bar equipment parameters checked to be within recommended parameter ranges according to equipment operating manuals.</p> <p>3.4 Coffee bar equipment cleanliness checked visually to avoid contamination and meet food handling requirements.</p> <p>3.5 Leftover coffee grounds from coffee bar equipment disposed into appropriate disposal containers as per café waste disposal requirements.</p> <p>3.6 Coffee bar equipment inspection record updated according to café standard operating procedures.</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
			4. Organise coffee bar daily items	<p>4.1 Coffee bar daily items at workstation checked for type, quantity and quality as per café items daily usage requirements.</p> <p>4.2 Coffee bar daily items quantity and condition recorded according to café standard operating procedure.</p> <p>4.3 Coffee bar daily items retrieved in proportion to café items daily usage requirements.</p> <p>4.4 Coffee bar daily items arranged at workstation and assessible for daily usage according to café operation position.</p> <p>4.5 Coffee bar daily item cleanliness checked to prevent contamination and meet food safety and hygiene requirements</p> <p>4.6 Expired and spoiled ingredients arranged for disposal in order to prevent contamination and spoiling in accordance with food safety and hygiene requirements</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
4. Coffee Brewing And Milk Preparation	I563-001-2:2017-C04	<p>Coffee Brewing And Milk Preparation is the utmost important skills needed by all barista personnel which can only be achieved through training and these skills are not easy to replicate. The personnel must have a good understanding of the two main beverage ingredients: coffee beans and milk in order to produce a perfectly brewed coffee drinks.</p> <p>A competent person in this CU shall be able to have the ability to multitask as they are expected to take orders from customers and prepare the drinks accordingly. The personnel will also need to be attentive listening to customer orders and prepare it correctly to the exact specifications and serving the customer within minutes of beverage preparation time.</p> <p>The outcome of this</p>	1. Carry out of customer's beverage order interpretation	<p>1.1 Customer's beverage order details identified with correct information according to café standard operating procedure.</p> <p>1.2 Café menu recipe and presentation styles identified based on customer's beverage order details.</p> <p>1.3 Coffee bar equipment parameters set for customer's beverage preparation and consistent with café beverage quality.</p> <p>1.4 Type of cup selected match with beverage type as per café standard operating procedure.</p> <p>1.5 Cup pre-heating procedure conducted before preparing beverage as per café standard operating procedure.</p>
			2. Brew espresso	<p>2.1 Beverage ingredients retrieved in appropriate quantity according to café beverage standard recipe.</p> <p>2.2 Amount of required coffee beans measured in proportion to café beverage standard recipe.</p> <p>2.3 Amount of coffee grounds dispensed from coffee grinder in proportion to café beverage standard recipe.</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
		<p>competency is to produce the right customer's beverage order and serve the customer within minutes of beverage preparation time in accordance with café standard operating procedures.</p> <p>To perform the CU, the competency owner is required to have adequate knowledge and skills in café hygiene, food safety policies and food handling requirements as practiced by the industry.</p>	<p>3. Texture milk</p>	<p>2.4 Coffee tamping applied evenly and using the correct pressure as per café equipment operating manual requirements.</p> <p>2.5 Espresso machine operated in accordance with equipment operating manual.</p> <p>2.6 Espresso shot extraction time, volume, texture and colour checked to be consistent with café beverage quality.</p> <p>3.1 Amount of required cold milk measured in proportion to café beverage standard recipe.</p> <p>3.2 Milk texturing procedure performed in accordance with café beverage standard recipe.</p> <p>3.3 Excess water from the steam wand expelled before and after milk texturing according to milk texturing procedure.</p> <p>3.4 Steam wand sanitised before and after use to comply with café food safety and hygiene requirements.</p> <p>3.5 Milk pouring technique applied for even milk consistency according to café beverage styles.</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				3.6 Physical quality of beverage produced consistent with café beverage quality.
			4. Serve beverage to customer	<p>4.1 Prepared beverages and cups checked visually to meet café beverage quality and have no spillage.</p> <p>4.2 Beverages served to customer immediately after preparation and meet customer expectation.</p> <p>4.3 Beverage serving performed with pleasant facial expression and proper body gestures.</p> <p>4.4 Interaction with the customer applied during serving in accordance with café standards.</p> <p>4.5 Beverage serving etiquette executed in compliance with café food handling practices.</p>
			5. Carry out workstation area cleaning	<p>5.1 Coffee bar equipment back flushing procedure executed in accordance with café standard operating procedure.</p> <p>5.2 Drain trays and drainage pipes washing using hot boiling water conducted as per café daily equipment</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				<p>maintenance requirements.</p> <p>5.3 Coffee bar machine parts, tools and workstation area cleaning and sanitation executed to prevent contamination in compliance with café food safety and hygiene practices.</p> <p>5.4 Unused coffee beans stored in appropriate vessels at the end of service day in accordance with café standard operating procedure.</p> <p>5.5 Wastes from beverage preparation disposed in respective containers in compliance with café waste disposal requirements.</p>
5. Coffee Bar Stock Handling	I563-001-2:2017-C05	Coffee Bar Stock and Inventory Handling is important in keeping the café stocks and inventory at required quality and quantity level ready for coffee bar operation. This includes daily coffee bar stock checking, incoming goods handling, and organising cafe inventory. The coffee bar stocks shelf life is very crucial to the	1. Carry out coffee bar stock check	<p>1.1 Types of coffee bar stocks identified according to café stock check requirements.</p> <p>1.2 Quantity of coffee bar stocks in respective storage location checked to match with required café stock level.</p> <p>1.3 Quality of coffee bar stocks evaluated based on visual cues, taste and use by/ expiry date as per café stock quality requirement.</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
		<p>quality of beverages, hence there is a need to maintain the café inventory according to First Expiry First Out (FEFO) storage requirements. Furthermore, the quantity of café stocks is also an important element to ensure smooth daily café operations.</p> <p>The outcome of this competency is to prepare and maintain adequate stock and inventory for coffee bar operation in accordance with café standard operating procedures.</p> <p>To perform the CU, the competency owner is required to have adequate knowledge and skills in café stocks handling, café hygiene, food safety policies and food handling requirements as practiced by the industry.</p>	<p>2. Organise coffee bar stocks</p> <p>3. Handle café incoming goods</p>	<p>1.4 Shelf life of coffee bar stocks checked to comply with café stock quality requirement.</p> <p>1.5 Coffees bar stocks inspection findings recorded according to café stock inspection procedure.</p> <p>2.1 Coffee bar stock quantity inspected in accordance with café standard operating procedure.</p> <p>2.2 Coffee bar stock usage recorded based on daily café usage.</p> <p>2.3 Coffee bar stock up quantity identified based on daily café stock usage requirement.</p> <p>2.4 Coffee bar stock storage arranged at respective location according to café First Expiry First Out (FEFO) storage requirement.</p> <p>2.5 Expired coffee bar stock arranged for disposal as specified in café stock handling requirements.</p> <p>3.1 Type of incoming goods identified according to café incoming goods handling procedure.</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				<p>3.2 Incoming goods delivery quantity checked against delivery order in accordance with café goods receiving procedure.</p> <p>3.3 Physical condition of incoming goods inspected according to café goods receiving procedure.</p> <p>3.4 Incoming goods arranged for storage according to café goods receiving storage requirements.</p> <p>3.5 Incoming goods receiving information details recorded according to café standard operating procedure.</p>
			4. Inspect coffee bar equipment inventory	<p>4.1 Quantity of coffee bar equipment inventory calculated against inventory inspection list according to café inventory inspection procedure.</p> <p>4.2 Condition of coffee bar equipment inventory examined according to café inventory inspection procedure.</p> <p>4.3 Coffee bar equipment inventory assessed as per operating operation and functionality condition.</p>

CU Title	CU Code	CU Descriptor	Work Activities	Performance Criteria
				<p>4.4 Damaged and faulty items isolated based on café inventory repair and replacement procedure requirements.</p> <p>4.5 Coffee bar equipment inventory status updated according to café standard operating procedure.</p>
			<p>5. Prepare coffee bar stock and inventory handling report</p>	<p>5.1 Coffee bar stock up quantity updated consistent with café stock up requirements.</p> <p>5.2 Coffee bar stock level usage records compiled according to café stock requirement.</p> <p>5.3 Coffee bar inventory inspection records compiled according to café standard operating procedure.</p> <p>5.4 Damaged and faulty items recorded in compliance with café inventory repair and replacement action requirement.</p> <p>5.5 Coffee bar stock and inventory handling report produced according to café standard operating procedure.</p>

CURRICULUM
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
BARISTA SERVICES
LEVEL 2

15. CURRICULUM OF COMPETENCY UNIT (COCU)

SECTOR	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES						
SUB SECTOR	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES						
JOB AREA	COFFEE BAR SERVICES						
NOSS TITLE	BARISTA SERVICES						
COMPETENCY UNIT TITLE	COFFEE BAR CUSTOMER SERVICES						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to perform excellent coffee bar customer services with strong knowledge and skills about café products and adhere to food handling requirements as practised by the industry. Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Prepare coffee bar customer service requirements 2. Take customer's order 3. Respond to customer's enquiry and complaints 4. Carry out café sales activity 						
PRE-REQUISITE (If Applicable)							
COMPETENCY UNIT ID	I563-001-2:2017-C01	LEVEL	2	TRAINING DURATION	140	SKILL CREDIT	14

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare coffee bar customer service requirements	<p>1.1 Introduction to Coffee :</p> <ul style="list-style-type: none"> • Coffee history • Speciality coffee • Coffee beans • Basics of roasting • Coffee freshness • Etc. <p>1.2 Basic customer services and coffee bar management principles such as:</p> <ul style="list-style-type: none"> • Definition • Workflow processing • Malaysia Food Act 183 • Occupational Safety And Health <p>1.3 Café personal grooming and attire requirements such as:</p> <ul style="list-style-type: none"> • Regulations 	<p>1.1 Determine personal hygiene requirements</p> <p>1.2 Determine personal attire requirements</p> <p>1.3 Apply safety and hygiene requirements to personal daily grooming</p> <p>1.4 Determine café area cleanliness</p> <p>1.5 Inventorise cleaning equipment and detergent needed</p> <p>1.6 Determine café equipment location</p> <p>1.7 Organise coffee counter for customer service</p> <p>1.8 Arrange café equipment at designated area</p> <p>1.9 Determine product price</p> <p>1.10 Check and update daily menu offerings</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Diligent • Clean as you go • Alert to food contamination <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Clean and conducive café environment 	<p><u>Related Knowledge</u> 10 hours</p> <p><u>Related Skill</u> 20 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>1.1 Personal grooming, hygiene and attire complied with café dress code and regulatory requirements</p> <p>1.2 Routine cleaning executed at all café areas by utilising appropriate cleaning tools and detergents</p> <p>1.3 Café area cleanliness confirmed and meet food safety and hygiene requirements</p> <p>1.4 Café environment and condition set according to café standard operating procedure</p> <p>1.5 Café menu displayed at designated location as per café layout and easy for customer view</p> <p>1.6 Coffee counter service readiness confirmed for café operation based on cleanliness status and condition</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Food safety and hygiene • Occupational safety • Dress code <p>1.4 Café cleaning procedures consists of:</p> <ul style="list-style-type: none"> • Appropriate detergents: <ul style="list-style-type: none"> - Floor detergent - Chemical detergent - Bleach - Etc. • Appropriate cleaning tools and materials: <ul style="list-style-type: none"> - Soft sponge - Brush - Vacuum cleaner - Mop - Wiping cloth - Etc. • Cleaning method: <ul style="list-style-type: none"> - Sweeping - Moping - Vacuuming - Washing - Sanitary 					

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> - Etc. • Cleaning frequency: <ul style="list-style-type: none"> - Every hour - Every six hours - Every shifts - Etc. <p>1.5 Café layout:</p> <ul style="list-style-type: none"> • Furniture and seating arrangement • Coffee counter • Workflow • Kitchen • Toilets • Entrance <p>1.6 Café environment and condition:</p> <ul style="list-style-type: none"> • Temperature • Lighting • Safe environment • Cleanliness <p>1.7 Coffee bar management setup:</p> <ul style="list-style-type: none"> • Workstation 					

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Machine and grinder Chiller Cake display Etc. <p>1.8 Type of coffee bar customer service documents:</p> <ul style="list-style-type: none"> Feedback forms Loyalty cards Marketing and promotional materials Café menu board Announcement board 					
2. Take customer's order	<p>2.1 Customer greetings and interaction such as:</p> <ul style="list-style-type: none"> Facial expression Intonation Body gestures Communication skills Listening Suggesting Friendliness 	<p>2.1 Greet customer with a smile</p> <p>2.2 Engage customer conversation</p> <p>2.3 Present café product and construct</p> <p>2.4 Identify customer's request and order</p> <p>2.5 Key in the right product and price into POS</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> Friendly Pleasant Responsive <p><u>SAFETY</u></p> <ul style="list-style-type: none"> - <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> - 	<p><u>Related Knowledge</u> 10 hours</p> <p><u>Related Skill</u> 20 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>2.1 Customers greeted and acknowledged with a positive gesture during arrival at café according to café standard operating procedure</p> <p>2.2 Different types of café products and construct elaborated to customer</p> <p>2.3 Café products offered to customers according to café standard operating procedures</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>2.2 Product knowledge such as:</p> <ul style="list-style-type: none"> • Product name • Description • Type of products and ingredients • Preparation method • Product development and origin <p>2.3 Order taking references and recording such as:</p> <ul style="list-style-type: none"> • Café menu board • Point of sales (POS) system • Price calculation 	<p>machine</p> <p>2.6 Determine product pricing</p> <p>2.7 Confirm order delivery with customer</p> <p>2.8 Submit customer's order for preparation accurately</p>				<p>2.4 Customer's request and orders recorded into the POS machine with accurate product and pricing information</p> <p>2.5 Total product pricing confirmed as per customer's request and order</p> <p>2.6 Order delivery confirmation with customer determined based on customer order request</p>
3. Respond to customer's enquiry and complaints	<p>3.1 Café policy and procedures in regards to:</p> <ul style="list-style-type: none"> • Customer services • Customer returns and refunds • Dealing with 	<p>3.1 Greet customer with a smile</p> <p>3.2 Interact with customer during conversation</p> <p>3.3 Determine customer enquiry</p> <p>3.4 Deliver customers' special needs</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Friendly towards customer • Responsive to customer complaints and enquiry • Listen to 	<p><u>Related Knowledge</u> 10 hours</p> <p><u>Related Skill</u> 30 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>3.1 Customer's enquiry acknowledged with a positive gesture according to café standard operating procedure</p> <p>3.2 Customer's enquiry confirmed from conversation with customer</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>customer complaints</p> <ul style="list-style-type: none"> • Customer special needs or requirements <p>3.2 Customer enquiry regarding information on:</p> <ul style="list-style-type: none"> • Café facilities • Café products • Café services • Café promotions • Refund or return <p>3.3 Customer complaints relates to:</p> <ul style="list-style-type: none"> • Price • Products • Service <p>3.4 Café service recovery such as:</p> <ul style="list-style-type: none"> • Compensation • Alternative <p>3.5 Customer follow up action and</p>	<p>and requirements as required</p> <p>3.5 Determine customer service recovery and requirements based on customer complaints</p> <p>3.6 Take action towards customer's complaints and dissatisfaction</p> <p>3.7 Refer unresolved customer dissatisfaction or complaints to supervisor</p> <p>3.8 Record customer's complaints accurately</p> <p>3.9 Take follow up action where necessary</p>	<p>customer's enquiry and complaints attentively</p> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • - <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • - 			<p>3.3 Customers' special needs and requirements responded with prompt action</p> <p>3.4 Type of customer's complaints and dissatisfaction confirmed by active listening and questioning</p> <p>3.5 Customer complaints and dissatisfaction resolved wherever possible in professional manner</p> <p>3.6 Café service recovery explained and confirmed as per customer's complaints and dissatisfaction report</p> <p>3.7 Unresolved customer complaints and dissatisfaction reported to superior</p> <p>3.8 Customer's complaints follow up action executed as per café standard operating procedure</p> <p>3.9 Customer's complaints documented as per café standard</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	communication with: <ul style="list-style-type: none"> • Customer • Café staffs • Supervisors • Café management • Supplier 					operating procedure
4. Carry out café sales activity	4.1 Café promotional items such as: <ul style="list-style-type: none"> • Coffee • Non-coffee • Food 4.2 Variety of promotional materials and devices such as: <ul style="list-style-type: none"> • Credit card – credit card machine • Discount voucher from other sources (i.e. magazine) and code scanner / reference sample • Mobile applications software and 	4.1 Determine type of promotional materials 4.2 Recognise each of promotional items 4.3 Utilise promotional devices for promotion offers confirmation 4.4 Record any data that relates to the promotion 4.5 Identify each product category buttons on Point Of Sales (POS) machine 4.6 Key in the right product and promotional price into POS machine 4.7 Handle different	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Friendly towards customer • Accurate in calculating sales collection • Honest when handling cash <u>SAFETY</u> <ul style="list-style-type: none"> • Ensure safety of cash collection <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • - 	<u>Related Knowledge</u> 10 hours <u>Related Skill</u> 30 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skill</u> Demonstration Practical	4.1 Café promotional product information confirmed and described to customer with clear explanation 4.2 Promotional items distinguished based on café promotion 4.3 Promotion offers confirmed by using promotional devices application 4.4 Promotion data record for each promotional items produced according to café standard operating procedure 4.5 Amount of customer's purchase confirmed as shown on the POS machine screen 4.6 Exact amount of sales received as per customer's purchase

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>handphone</p> <ul style="list-style-type: none"> • Banner <p>4.3 Payment method such as:</p> <ul style="list-style-type: none"> • Cash • Credit • Voucher • Membership redemption <p>4.4 Café sales closing such as:</p> <ul style="list-style-type: none"> • Sales record check • Counting and sorting cash • Reconciliation • Record <p>4.5 Cash handling report form and format consist of:</p> <ul style="list-style-type: none"> • Denomination • Quantity • Date • Time • Signature • Authorised person • Working Shift 	<p>type of payment correctly</p> <p>4.8 Calculate cash collection</p> <p>4.9 Count and sort quantity of each denomination</p> <p>4.10 Check cash collection is same with sales cash report</p> <p>4.11 Record cash amount in cash handling report</p> <p>4.12 Identify and record any shortage of cash collection</p>				<p>and different payment type</p> <p>4.7 Cash collection separated according to denomination and amount recorded in cash handling report form</p> <p>4.8 Cash collection confirmed and tally with daily sales report</p> <p>4.9 Promotion documents compiled and submitted to superior</p> <p>4.10 Shortage of cash collection reported to superior</p>

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.05 Read/interpret flowcharts and pictorial information 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 04.01 Organize own work activities 04.03 Organize and maintain own workplace 04.05 Demonstrate initiative and flexibility 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multi-tasking and prioritising 7. Self-discipline 8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1 Personal attire and dress code i.e. apron, clothing etc	1:1
2 Appropriate café cleaning detergents	As required
3 Appropriate café cleaning tools and materials	As required
4 Coffee bar counter service model	1:25
5 Coffee bar counter items	1:25
6 Café beverage and products sample	1:1

7	Café menu display	1:25
8	Café promotional and marketing materials	1:1
9	Credit card machine and receipt paper	1:25
10	Mobile Applications software	1:1
11	Point of sale machine and receipt printer	1:25
12	Cash handling report form	1:1
13	Café feedback form sample	1:1

References for Learning Material Development

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- 2 Hoffmann, J. 2014. The World Atlas of Coffee: From Beans to Brewing: Coffees Explored, Explained and Enjoyed. Firefly Books. ISBN-13: 9781770854703.
- 3 Mc Gurgan, J. 2014. Raising the BARista: The 12 Steps to an Awesome and Profitable Service Culture. Australian Consulting & Training Solutions. ISBN-13: 9780992474409
- 4 Thurston, R. W., Morris, J. and Steiman, S. 2013. Coffee: A Comprehensive Guide to the Bean, the Beverage, and the Industry. Rowman & Littlefield. ISB-13: 978144221442
- 5 Wechselberger, J. and Hierl, T. 2011. The Ultimate Coffee Book for Beginners & Professionals. Braumüller. ISBN-13: 9783991000426.
- 6 Wintgens, N. 2012. Coffee: Growing, Processing, Sustainable Production 2nd Edition. Wiley-VCH. ISBN-13: 9783527332533.

16. CURRICULUM OF COMPETENCY UNIT (COCU)

SECTOR	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES						
SUB SECTOR	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES						
JOB AREA	COFFEE BAR SERVICES						
NOSS TITLE	BARISTA SERVICES						
COMPETENCY UNIT TITLE	CAFÉ OUTLET OCCUPATIONAL SAFETY, FOOD SAFETY AND HYGIENE OPERATION						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to apply the occupational safety, food safety and hygiene requirements in café as practiced by the industry. Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Prepare café food safety and hygiene requirements 2. Carry out coffee bar equipment cleaning 3. Perform café housekeeping 4. Dispose café wastes 5. Execute café occupational safety procedures and protocols 						
PRE-REQUISITE (If Applicable)							
COMPETENCY UNIT ID	1563-001-2:2017-C02	LEVEL	2	TRAINING DURATION	140	SKILL CREDIT	14

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare café food safety and hygiene requirements	<p>1.1 Café food safety and hygiene requirements:</p> <ul style="list-style-type: none"> • Regulations • Food safety and hygiene aspects • Safe occupational practices and dangers • Café standard operating procedures • Café housekeeping schedule and tasks <p>1.2 Personal grooming and attire requirements such as:</p> <ul style="list-style-type: none"> • Dress code • Facial hair being kept neat • Fingernails being kept short • Clean clothing 	<p>1.1 Determine café food safety and hygiene requirements</p> <p>1.2 Determine personal hygiene and personal attire requirements</p> <p>1.3 Apply safety and hygiene requirements to personal daily grooming</p> <p>1.4 Check café housekeeping schedule and allocated tasks</p> <p>1.5 Check café area cleanliness for cleaning requirements</p> <p>1.6 Determine appropriate types of cleaning agents and cleaning tools</p> <p>1.7 Inventorise cleaning equipment and detergent needed</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Diligent • Clean as you go • Alert to food contamination • Always keep work area clean, neat and safe <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Clean and conducive café environment 	<p><u>Related Knowledge</u> 5 hours</p> <p><u>Related Skill</u> 20 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>1.1 Personal grooming, hygiene and attire complied with café dress code and regulatory requirements</p> <p>1.2 Café food safety and hygiene requirement confirmed and explained</p> <p>1.3 Café housekeeping schedule and tasks confirmed as per café standard operating procedure</p> <p>1.4 Café area cleanliness confirmed</p> <p>1.5 Appropriate types of cleaning agents and cleaning tools confirmed and selected as per café cleaning requirements</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Policies on personal habit ie chewing • Hand washing <p>1.3 Café cleaning requirements for:</p> <ul style="list-style-type: none"> • Coffee counter area • Kitchen • Sinks • Toilets • Floor • Café seating area • Coffee bar equipment • Utensils and serving wares <p>1.4 Café cleaning requirements such as:</p> <ul style="list-style-type: none"> • Cleaning agents • Cleaning tools • Cleaning method • Cleaning frequency 					

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Carry out coffee bar equipment cleaning	<p>2.1 Coffee bar equipment cleaning method for:</p> <ul style="list-style-type: none"> • Grinder • Utensils • Coffee machine <p>2.2 Coffee bar equipment cleaning agents such as:</p> <ul style="list-style-type: none"> • Type • Application method • Amount required <p>2.3 Coffee bar equipment cleaning tools such as:</p> <ul style="list-style-type: none"> • Soft sponge • Brush • Wiping clothes • Protective gloves <p>2.4 Coffee bar equipment cleanliness</p>	<p>2.1 Identify coffee bar equipment cleaning frequency</p> <p>2.2 Select appropriate cleaning agents and cleaning tools</p> <p>2.3 Determine amount of cleaning agents needed</p> <p>2.4 Utilise cleaning agents and tools appropriately</p> <p>2.5 Check equipment exterior cleanliness</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Diligent • Clean as you go • Alert to food contamination • Always keep work area clean, neat and safe <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Clean and conducive café environment 	<p><u>Related Knowledge</u> 10 hours</p> <p><u>Related Skill</u> 30 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>2.1 Coffee bar equipment cleaning frequency confirmed as per café standard operating procedure</p> <p>2.2 Appropriate cleaning agents type and amount for coffee bar equipment cleaning confirmed and used as per coffee bar equipment cleaning requirements</p> <p>2.3 Cleaning tools confirmed and used as per coffee bar equipment cleaning requirements</p> <p>2.4 Coffee bar equipment exterior cleaned and sanitised as per café hygiene requirements</p> <p>2.5 Coffee bar equipment cleanliness confirmed and meet café hygiene requirements</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Perform café housekeeping	<p>3.1 Café housekeeping tasks such as:</p> <ul style="list-style-type: none"> • Sweeping • Mopping • Vacuuming • Sanitary • Washing • Organising • Sorting • Arranging <p>3.2 Café cleaning tools:</p> <ul style="list-style-type: none"> • Mop • Broom • Vacuum cleaner • Wiping cloth • Soft sponge • Bucket / pail • Protective gloves • Etc. <p>3.3 Café housekeeping frequency such as:</p> <ul style="list-style-type: none"> • Every hour • Every six hours • Every shifts • Clean as you go 	<p>3.1 Determine café housekeeping tasks</p> <p>3.2 Arrange café items at respective locations</p> <p>3.3 Conduct café housekeeping tasks</p> <p>3.4 Sort soiled linens</p> <p>3.5 Gather and replace new linens</p> <p>3.6 Observe café area cleanliness and condition</p> <p>3.7 Determine food safety and hygiene issues in café</p> <p>3.8 Report food safety and hygiene issues in café to supervisor</p> <p>3.9 Update café housekeeping status</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Diligent • Clean as you go • Alert to food contamination • Always keep work area clean, neat and safe <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Clean and conducive café environment 	<p><u>Related Knowledge</u> 10 hours</p> <p><u>Related Skill</u> 30 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>3.1 Café housekeeping tasks confirmed and elaborated based on café housekeeping schedule</p> <p>3.2 Café housekeeping tasks executed as per café standard operating procedure</p> <p>3.3 Soiled linens segregated for laundry and new linens changed as per café standard operating procedure</p> <p>3.4 Food safety and hygiene issues in café confirmed, elaborated and recorded for further action by supervisor according to café standard operating procedure</p> <p>3.5 Café area cleanliness and condition confirmed and status recorded based on physical observation as per café standard operating procedure</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	3.4 Café linen and laundry housekeeping 3.5 Café food safety and hygiene issues such as: <ul style="list-style-type: none"> • Food contamination • Poor personal hygiene • Sign of pests 					
4. Dispose café wastes	4.1 Café waste disposal requirements: <ul style="list-style-type: none"> • Café standard operating procedure • Frequency of disposal • Disposal location • Disposal containers 4.2 Type of café wastes such as: <ul style="list-style-type: none"> • Leftovers • Spoiled food • Recyclable things • Non-recyclable 	4.1 Determine café waste disposal requirements 4.2 Collect wastes from all café areas 4.3 Sort café wastes accordingly 4.4 Execute grease trap cleaning 4.5 Remove grease deposits from grease trap 4.6 Check grease trap system functionality 4.7 Execute disposal containers cleaning 4.8 Update café waste disposal checklist	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Diligent • Clean as you go • Alert to food contamination • Always keep work area clean, neat and safe <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Clean and conducive café environment 	<u>Related Knowledge</u> 10 hours <u>Related Skill</u> 10 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skill</u> Demonstration Practical	4.1 Café waste disposal requirements confirmed and explained according to café standard operating procedure 4.2 Café waste collection demonstrated as per café waste disposal requirements 4.3 Grease trap system functionality confirmed and have no blockage as per café standard operating procedure 4.4 Disposal containers cleaned and placed

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	things 4.3 Grease trap maintenance and cleaning					at designated location 4.5 Café waste disposal recorded as per café standard operating procedure
5. Execute café occupational safety procedures and protocols	5.1 Café occupational safety procedures and protocols for: <ul style="list-style-type: none"> Ergonomic aspects of physical work Accidents Injuries Fire Robbery Incident reporting 5.2 Basic First Aid techniques for common injuries: <ul style="list-style-type: none"> Cuts and wounds Strains and sprains Burns Sores Etc. 	5.1 Identify safety procedures and protocols in café 5.2 Determine emergency contact numbers 5.3 Identify severity of injuries 5.4 Conduct basic first aid where needed 5.5 Execute protocols during emergency cases 5.6 Apply accident prevention as instructed by supervisor 5.7 Report emergency incidents to supervisor	<u>ATTITUDE</u> <ul style="list-style-type: none"> Alert to surroundings Alert to food contamination Always keep work area clean, neat and safe Practice good body postures and ergonomic aspects when working <u>SAFETY</u> <ul style="list-style-type: none"> Follow occupational safety rules at work <u>ENVIRONMENT</u> <ul style="list-style-type: none"> Clean and conducive café 	<u>Related Knowledge</u> 5 hours <u>Related Skill</u> 10 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skill</u> Demonstration Practical	5.1 Occupational safety procedures and protocols in café confirmed and elaborated as per café standard operating procedures 5.2 Emergency contact numbers confirmed and explained as per café's protocol during emergency cases 5.3 Basic first aid demonstrated based on type and severity of injuries in accordance with first aid requirements 5.4 Customer assisted to fire exits as per café's protocol during emergency cases

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	5.3 Prevention of café incidents includes: <ul style="list-style-type: none"> • Eliminate / Minimise hazards • Practice good body postures • Take frequent rest breaks from repetitive activity • Use lifting tools 		environment			5.5 Advise on accident prevention confirmed and conducted based on work instructions and café occupational safety requirements 5.6 Emergency incidents confirmed and updated to supervisor in accordance with café standard operating

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.05 Read/interpret flowcharts and pictorial information 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.05 Demonstrate safety skills	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multi-tasking and prioritising 7. Self-discipline 8. Teamwork

03.06 Respond appropriately to people and situations 04.01 Organize own work activities 04.03 Organize and maintain own workplace 04.05 Demonstrate initiative and flexibility 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems	
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Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1 Personal attire and dress code i.e. apron, clothing etc	1:1
2 Coffee bar counter model	1:25
3 Coffee bar ingredient stock samples	1:25
4 Coffee bar items samples	1:25
5 Café stock storage location model	1:25
6 Cleaning agents	As required
7 Cleaning tools	As required
8 Coffee Machine	1:5
9 Grinder	1:5
10 Chiller	1:25
11 Thermometer	1:5
12 Milk Pitcher	1:5
13 Weighing Scale	1:5
14 Tamper and tamp mat	1:5
15 Knock Box	1:5
16 Rubbish Bin	1:25
17 Grease trap model	1:5

References for Learning Material Development

1 Mc Gurgan, J. 2014. Raising the BARista: The 12 Steps to an Awesome and Profitable Service Culture. Australian Consulting & Training Solutions. ISBN-13: 9780992474409
2 Stephenson, T. 2015. The Curious Barista's Guide to Coffee. Ryland Peters & Small. ISBN-13: 9781849755634.
3 Wechselberger, J. and Hierl, T. 2011. The Ultimate Coffee Book for Beginners & Professionals. Braumüller. ISBN-13: 9783991000426.

17. CURRICULUM OF COMPETENCY UNIT (COCU)

SECTOR	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES						
SUB SECTOR	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES						
JOB AREA	COFFEE BAR SERVICES						
NOSS TITLE	BARISTA SERVICES						
COMPETENCY UNIT TITLE	COFFEE BAR WORKSTATION PREPARATION						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to prepare coffee bar workstation in café and comply with the food safety and hygiene requirements as practiced by the industry. Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Execute coffee bar workstation cleaning 2. Carry out <i>mise en place</i> 3. Inspect coffee bar equipment condition 4. Organise coffee bar daily items 						
PRE-REQUISITE (If Applicable)							
COMPETENCY UNIT ID	I563-001-2:2017-C03	LEVEL	2	TRAINING DURATION	150	SKILL CREDIT	15

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Execute coffee bar workstation cleaning	<p>1.1 Basic principles in coffee bar workstation preparation such as:</p> <ul style="list-style-type: none"> • Food safety and hygiene practices • Personal attire and dress code • Café standard operating procedure • Safe occupational practices and dangers <p>1.2 Coffee bar cleaning procedures consists of:</p> <ul style="list-style-type: none"> • Cleaning tools • Cleaning materials • Sanitizing agents • Cleaning method • Cleaning 	<p>1.1 Determine coffee bar cleaning area</p> <p>1.2 Prioritize cleaning area in sequence</p> <p>1.3 Identify proper cleaning utensils</p> <p>1.4 Retrieve detergent from storage area</p> <p>1.5 Applying proper detergent at required amount</p> <p>1.6 Apply proper method of cleaning for coffee bar area</p> <p>1.7 Apply proper method of cleaning for coffee bar utensils/ equipment</p> <p>1.8 Arrange coffee bar items</p> <p>1.9 Store detergent at respective area</p> <p>1.10 Assess cleanliness visually and physical touch as required where</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Diligent <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Avoid contamination to food products <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Comply with café waste disposal requirements 	<p><u>Related Knowledge</u> 5 hours</p> <p><u>Related Skill</u> 20 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>1.1 Coffee bar workstation area confirmed for cleaning procedure as per visual inspection</p> <p>1.2 Cleaning area priority sequence confirmed according to café standard operating procedure</p> <p>1.3 Coffee bar workstation cleaning method executed using appropriate cleaning tools and proper amount of detergents according to café standard operating procedure</p> <p>1.4 Items at the coffee bar workstation set and assessable for daily usage according to café setup</p> <p>1.5 Tools and utensils sanitised and meet café food safety and hygiene requirements</p> <p>1.6 Coffee bar</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	frequency 1.3 Coffee bar management setup such as: <ul style="list-style-type: none"> • Workstation • Machine and grinder position • Chiller • Cake display • Daily item arrangement • Cleanliness condition • Detergent storage requirements 	appropriate				workstation cleanliness status confirmed and meet café food safety and hygiene requirements
2. Carry out <i>mise en place</i>	2.1 <i>Mise en place</i> / preparation requirements which includes: <ul style="list-style-type: none"> • Ingredients type • Preparation method • Preparation date • Storage location • Daily usage volume / quantity requirement 	2.1 Determine <i>mise en place</i> /preparation 2.2 Identify <i>mise en place</i> list 2.3 Determine volume / quantity of required ingredients 2.4 Retrieve required ingredients from storage 2.5 Sort prepared ingredients for easy access 2.6 Record ingredients	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Alert to food contamination • Apply personal hygiene practices • Clean as you go <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements 	<u>Related Knowledge</u> 10 hours <u>Related Skill</u> 50 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skill</u> Demonstration Practical	2.1 <i>Mise en place</i> /preparation requirements confirmed and elaborated based on café standard operating procedure 2.2 Ingredients type and required volume confirmed and set for daily usage access 2.3 <i>Mise en place</i> /preparation executed based on preparation

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Preparation checklist Required tools and utensils 2.2 Serving ware setting up and arrangement 2.3 Café waste disposal guidelines	preparation date 2.7 Arrange <i>mise en place</i> at designated location 2.8 Clean used tools and utensils 2.9 Dispose wastes into appropriate containers	<u>ENVIRONMENT</u> <ul style="list-style-type: none"> Dispose waste appropriately 			checklist according to café standard operating procedure 2.4 <i>Mise en place</i> arrangement confirmed and set according to café standard operating procedure 2.5 Tools and utensils cleanliness confirmed and meet food handling and hygiene requirements 2.6 Wastes discarded into appropriate containers according to café standard operating procedure
3. Inspect coffee bar equipment condition	3.1 Coffee bar equipment visual assessment and inspection criteria such as: <ul style="list-style-type: none"> Pressure gauge (steam and pump pressure) 	3.1 Determine visual assessment and inspection criteria of coffee bar equipment 3.2 Assess coffee bar equipment condition visually 3.3 Assess coffee bar equipment sound irregularities	<u>ATTITUDE</u> <ul style="list-style-type: none"> Pay attention to equipment irregularities and symptoms Alert to possible contamination <u>SAFETY</u> <ul style="list-style-type: none"> Adhere to food safety and 	<u>Related Knowledge</u> 10 hours <u>Related Skill</u> 30 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skill</u> Demonstration Practical	3.1 Visual, sound and physical assessments of coffee bar equipment confirmed and elaborated according to café standard operating procedure 3.2 Coffee bar equipment

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Temperature • Operating light indication • Cleanliness • LED display <p>3.2 Coffee bar equipment sound irregularities inspection criteria for:</p> <ul style="list-style-type: none"> • Coffee grinder • Coffee machine • Chiller • Freezer <p>3.3 Coffee bar equipment physical inspection criteria such as:</p> <ul style="list-style-type: none"> • Equipment function • Power switch check 	<p>3.4 Check coffee bar equipment cleanliness</p> <p>3.5 Discard leftover coffee grounds from equipment</p> <p>3.6 Differentiate irregularities in coffee equipment sound</p> <p>3.7 Turn on the equipment switches to test equipment functionality</p> <p>3.8 Determine equipment readiness for use</p>	<p>hygiene requirements</p> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • - 			<p>irregularities and symptoms described, confirmed and recorded based on assessment and inspection criteria</p> <p>3.3 Leftover coffee grounds removed from coffee bar equipment according to café standard operating procedure</p> <p>3.4 Coffee bar equipment cleanliness and functionality readiness confirmed for use</p> <p>3.5 Coffee bar equipment inspection recorded and submitted to superior for further action</p>
4. Organise coffee bar daily items	4.1 Organisation of coffee bar daily items such as: <ul style="list-style-type: none"> • Items 	4.1 Determine coffee bar items and ingredients requirements	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Apply personal hygiene 	<p><u>Related Knowledge</u></p> <p>5 hours</p>	<p><u>Related Knowledge</u></p> <p>Lecture Discussion</p>	4.1 Coffee bar daily items availability at respective location confirmed and

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	availability checklist <ul style="list-style-type: none"> Daily usage quantity and volume requirement Ingredients physical and taste quality Ingredients stock replenishment and order requisition Storage location Café operation workflow arrangement Wastage management Record 4.2 First Expire First Out (FEFO) requirements such as: <ul style="list-style-type: none"> Shelf life Use by date Expiry date Ingredients storage method 	4.2 Check ingredients availability 4.3 Check ingredients expiry dates 4.4 Check ingredients use by dates 4.5 Assess ingredients physical and tastes quality 4.6 List ingredients for ordering 4.7 Stock up ingredients 4.8 Rearrange daily items to operation position 4.9 Isolate expired and spoiled food from storage for disposal 4.10 Record any ingredients wastage	practices <ul style="list-style-type: none"> Alert to food contamination Diligent Clean as you go <u>SAFETY</u> <ul style="list-style-type: none"> Adhere to food safety and hygiene requirements <u>ENVIRONMENT</u> <ul style="list-style-type: none"> Dispose expired and spoiled food appropriately 	<u>Related Skill</u> 20 hours	<u>Related Skill</u> Demonstration Practical	recorded 4.2 Coffee bar daily ingredients expiry dates and use by date confirmed 4.3 Coffee bar daily ingredients quality status confirmed to be used for café daily operation based on ingredients physical and taste quality 4.4 Coffee bar ingredients list produced and submitted to supervisor for ordering in accordance with café standard operating procedure 4.5 Coffee bar daily items arrangement set to operation position and easy for access 4.6 Ingredients wastage information record confirmed and submitted to supervisor in accordance with café standard

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Ingredients storage arrangement • Disposal of expired and spoiled food <p>4.3 Coffee bar ingredients:</p> <ul style="list-style-type: none"> • Coffee beans • Milk • Syrup • Chocolate sauce/powder • Ice • Sugar (brown, white, syrup) • Etc. <p>4.4 Coffee bar daily items:</p> <ul style="list-style-type: none"> • Various types of cups (ceramic, plastic, paper, glass) • Glass • Mug • Coaster • Take away cups and lids • Take away cardboard trays 					<p>operating procedure</p> <p>4.7 Expired and spoiled food discarded according to waste disposal requirements</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Straw • Tissues / Serviettes • Saucer • Teaspoon • Tablespoon • Plate • Milk jug • Thermometer • Tamper • Tamp mat • Colour coded cleaning clothes • Apron • Garbage bag 					

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.05 Read/interpret flowcharts and pictorial information 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.05 Demonstrate safety skills	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multi-tasking and prioritising 7. Self-discipline 8. Teamwork

03.06 Respond appropriately to people and situations 04.01 Organize own work activities 04.03 Organize and maintain own workplace 04.05 Demonstrate initiative and flexibility 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems	
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Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1 Personal attire and dress code i.e. apron, clothing etc	1:1
2 Coffee Machine Group Head	1:5
3 Grinder	1:5
4 Chiller	1:25
5 Thermometer	1:5
6 Milk Pitcher	1:1
7 Shot Glass	2:1
8 Weighing Scale	1:2
9 Calibration Log Book	1:1
10 Serving Cup	2:1
11 Colour Coded Cloth Set of three	1:1
12 Tamper	1:5
13 Knock Box	1:5
14 Tamping Mat	1:5
15 Rubbish Bin	1:25
16 Coffee counter area model	1:25

References for Learning Material Development

1 Clarke, R. J. and Macrae, R. 2011. Coffee: Volume 1: Chemistry. Springer. ISBN-13: 978 9401086936.
2 Clarke, R. J. and Macrae, R. 2011. Coffee: Volume 2: Technology. Springer. ISBN-13: 9789401080286.
3 Finn, M. 2011. Barista Coffee: Making the Perfect Cup of Coffee and Delicious Cakes to Have with It. Apple. ISBN-13: 9781845434267.
4 Mc Gurgan, J. 2014. Raising the BARista: The 12 Steps to an Awesome and Profitable Service Culture. Australian Consulting & Training Solutions. ISBN-13: 9780992474409
5 Wechselberger, J. and Hierl, T. 2011. The Ultimate Coffee Book for Beginners & Professionals. Braumüller. ISBN-13: 9783991000426.

18. CURRICULUM OF COMPETENCY UNIT (COCU)

SECTOR	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES						
SUB SECTOR	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES						
JOB AREA	COFFEE BAR SERVICES						
NOSS TITLE	BARISTA SERVICES						
COMPETENCY UNIT TITLE	COFFEE BREWING AND MILK PREPARATION						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to prepare and serve café beverages as per requested by customer according to café standards Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Carry out of customer's beverage order interpretation 2. Brew espresso 3. Texture milk 4. Serve beverage to customer 5. Carry out workstation area cleaning 						
PRE-REQUISITE (If Applicable)							
COMPETENCY UNIT ID	I563-001-2:2017-C04	LEVEL	2	TRAINING DURATION	200	SKILL CREDIT	20

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Carry out of customer's beverage order interpretation	<p>1.1 Café beverage order taking references such as:</p> <ul style="list-style-type: none"> Type of beverage Quantity Preparation sequence <p>1.2 Café menu recipe</p> <ul style="list-style-type: none"> Americano Cappuccino Espresso Latte Macchiato Mocha Flat white Etc. <p>1.3 Café beverage equipment such as:</p> <ul style="list-style-type: none"> Coffee grinder Coffee machine Pitcher <p>1.4 Coffee bar items such as:</p> <ul style="list-style-type: none"> Cups Take away 	<p>1.1 Retrieve customer's order details</p> <p>1.2 Determine café menu recipe</p> <p>1.3 Determine beverage presentation styles</p> <p>1.4 Check coffee bar equipment parameters</p> <p>1.5 Choose type of cup</p> <p>1.6 Determine sequence of beverage preparation</p> <p>1.7 Describe menu item when necessary</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> Alert to food contamination Friendly Diligent <p><u>SAFETY</u></p> <ul style="list-style-type: none"> Adhere to café occupational safety requirements <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> Clean and conducive café environment 	<p><u>Related Knowledge</u> 10 hours</p> <p><u>Related Skill</u> 20 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>1.1 Customer's order details interpreted, confirmed and described as per café standard operating procedure</p> <p>1.2 Café menu recipe and presentation styles confirmed and described based on customer's beverage order details</p> <p>1.3 Coffee bar equipment parameters settings applied for beverage preparation as per café standard operating procedure</p> <p>1.4 Cup warmed before preparing beverage for customer as per café standard operating procedure</p> <p>1.5 Customer's order lined up according to ordering sequence as per café standard operating procedure</p> <p>1.6 Café menu item explained to customer as per</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • cups and lids • Milk jug • Tamper and tamp mat • Thermometer • Spoon <p>1.5 Café personal grooming and attire requirements such as:</p> <ul style="list-style-type: none"> • Regulations • Food safety and hygiene • Occupational safety • Dress code 					menu description.
2. Brew espresso	<p>2.1 Basics of coffee brewing method</p> <p>2.2 Coffee bean weighing technique</p> <p>2.3 Coffee grinder procedure</p> <p>2.4 Coffee tamping technique</p> <p>2.5 Espresso shot visual and sensory quality</p>	<p>2.1 Determine ingredients quantity</p> <p>2.2 Select coffee beans</p> <p>2.3 Weigh the required amount of coffee beans</p> <p>2.4 Grind coffee beans using coffee grinder to appropriate particle size</p> <p>2.5 Tamp coffee ground</p> <p>2.6 Flush group head</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Friendly • Pleasant • Responsive • Apply food safety and hygiene requirements <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Safe operational practices and dangers of working with 	<p><u>Related Knowledge</u> 10 hours</p> <p><u>Related Skill</u> 50 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>2.1 Correct dosing amount and dosing technique applied and demonstrated consistently with minimal spillage</p> <p>2.2 Correct tamping technique applied and demonstrated with even ground coffee distribution over the porta filter</p> <p>2.3 Coffee extraction procedure using coffee machine demonstrated</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	such as: <ul style="list-style-type: none"> • Extraction time • Extraction volume • Texture • Colour • Aroma 	before attaching group handle 2.7 Extract coffee using coffee machine 2.8 Collect extracted coffee in appropriate cups 2.9 Check espresso shot visual and sensory quality	hot steam <ul style="list-style-type: none"> • Exercise good posture when tamping coffee ground to reduce repetitive strain injuries <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • - 			according to machine manual 2.4 Espresso shot extraction time, volume, texture and colour confirmed and described in accordance with café beverage quality
3. Texture milk	3.1 Basics in milk texturing and handling technique 3.2 Milk texturing utensils 3.3 Basics in milk pouring technique 3.4 Composition of milk and role of each component in foaming ability, quality and stability of foam 3.5 Problems in milk foaming	3.1 Select cold milk and type 3.2 Retrieve appropriate size of milk foaming jug 3.3 Purge the steam wand before texturing milk 3.4 Execute milk texturing technique 3.5 Check milk texture and temperature 3.6 Clean steam wand on the outside and purge every time after texturing milk 3.7 Swirl textured milk to combine	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Apply food safety and hygiene requirements • Always ensure work area are clean, neat and safe <u>SAFETY</u> <ul style="list-style-type: none"> • Safe operational practices and dangers of working with hot steam • Exercise good posture when texturing milk to reduce repetitive strain injuries 	<u>Related Knowledge</u> 10 hours <u>Related Skill</u> 50 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skill</u> Demonstration Practical	3.1 Volume of cold milk confirmed and dispensed for milk texturing 3.2 Milk texturing technique demonstrated in compliance café food safety and hygiene practice 3.3 Milk foam produced consistent with quality in line with café standard 3.4 Milk poured and achieved foam level with the right texture and temperature for the beverage 3.5 Latte art styles produced consistent with beverage quality standards

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	3.6 Basic beverage art patterns and styles	foam and milk, for even consistency 3.8 Pour textured milk into espresso base immediately with art style	<u>ENVIRONMENT</u> • -			
4. Serve beverage to customer	4.1 Customer greetings and interaction such as: • Facial expression • Intonation • Body gestures • Communication skills • Friendliness 4.2 Presentation of prepared beverage 4.3 Beverage serving etiquettes 4.4 Beverage order sequence	4.1 Check prepared beverage presentation 4.2 Wipe spillage / stains on cups 4.3 Recognise beverage type and order sequence 4.4 Greet customer with a smile 4.5 Engage customer conversation 4.6 Conduct beverage serving to customer immediately after preparation	<u>ATTITUDE</u> • Alert to food contamination • Memorise type of beverage menu recipe • Friendly • Diligent <u>SAFETY</u> • Adhere to café occupational safety requirements <u>ENVIRONMENT</u> • Clean and conducive café environment	<u>Related Knowledge</u> 5 hours <u>Related Skill</u> 20 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skill</u> Demonstration Practical	4.1 Prepared beverage presentation quality confirmed and have no spillage before serving to customer as per café beverage quality requirements 4.2 Beverage type confirmed with customer's order request as per beverage order details 4.3 Appropriate body language, gestures and attitude demonstrated when communicating with customer during beverage serving as per café standard operating procedure 4.4 Beverage delivered to customer immediately after

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
						beverage preparation in compliance with café food handling practices
5. Carry out workstation area cleaning	<p>5.1 Café cleaning procedures such as:</p> <ul style="list-style-type: none"> • Cleaning method • Cleaning frequency <p>5.2 Appropriate cleaning detergents such as:</p> <ul style="list-style-type: none"> • Detergent • Soap <p>5.3 Appropriate cleaning tools and materials such as:</p> <ul style="list-style-type: none"> • Soft sponge • Brush • Wiping cloth • Broom • Mop <p>5.4 Café waste disposal guidelines such as:</p>	<p>5.1 Determine appropriate types of cleaning agents and cleaning tools</p> <p>5.2 Inventorise cleaning equipment and detergent needed</p> <p>5.3 Utilise cleaning agents and tools appropriately</p> <p>5.4 Utilise cleaning agents and tools appropriately</p> <p>5.5 Organise coffee counter for customer service</p> <p>5.6 Arrange café equipment at designated area</p> <p>5.7 Collect wastes from all café areas</p> <p>5.8 Sort café wastes accordingly</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Alert to food contamination • Diligent <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to café occupational safety requirements <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Clean and conducive café environment 	<p><u>Related Knowledge</u> 5 hours</p> <p><u>Related Skill</u> 20 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>5.1 Appropriate cleaning agents type and amount for café workstation cleaning confirmed and used as per coffee bar equipment cleaning requirements</p> <p>5.2 Cleaning tools confirmed and used as per café workstation cleaning requirements</p> <p>5.3 Cleanliness of items at café workstation confirmed and meet cafe hygiene requirements</p> <p>5.4 Café waste collection and disposal at designated location demonstrated as per café waste disposal requirements</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Frequency of disposal • Disposal location • Disposal container • Garbage bag <p>5.5 Type of café wastes such as:</p> <ul style="list-style-type: none"> • Leftovers • Spoiled food • Recyclable things • Non-recyclable things <p>5.6 Café workstation environment and condition such as:</p> <ul style="list-style-type: none"> • Setup • Temperature • Lighting • Safe environment • Cleanliness 					

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.05 Read/interpret flowcharts and pictorial information 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 04.01 Organize own work activities 04.03 Organize and maintain own workplace 04.05 Demonstrate initiative and flexibility 06.02 Comply with and follow chain of command 06.03 Identify and highlight problems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multi-tasking and prioritising 7. Self-discipline 8. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1 Coffee Machine Group Head	1:5
2 Grinder	1:5
3 Chiller	1:25
4 Thermometer	1:5
5 Milk Pitcher	1:1
6 Shot Glass	2:1
7 Weighing Scale	1:5
8 Serving Cup	2:1
9 Colour Coded Cloth Set of three	1:1
10 Tamper	1:5
11 Knock Box	1:5
12 Tamping Mat	1:5
13 Rubbish Bin	1:25

References for Learning Material Development

- 1 Brown, S. W. 2014. Dear Customer: Inside the World of Baristas, Upselling, and the Rules of Serving a Special Cup of Coffee. Sean Nelson. ISBN-13: 9781634150019.
- 2 Kingston, L. 2015. How to Make Coffee: The Science Behind the Bean. Harry N. Abrams. ISBN-13: 9781419715846.
- 3 Mastronardi, G. 2014. Quality of Coffee: Effects of Origin and Roasting Process on the Aromatic and Sensorial Composition of Coffee. Edizioni Accademiche Italiane . ISBN-13: 9783639857788.
- 4 Mc Gurgan, J. 2014. Raising the BARista: The 12 Steps to an Awesome and Profitable Service Culture. Australian Consulting & Training Solutions. ISBN-13: 9780992474409
- 5 Wechselberger, J. and Hierl, T. 2011. The Ultimate Coffee Book for Beginners & Professionals. Braumüller. ISBN-13: 9783991000426.
- 6 Zimmer, S. 2014. I Love Coffee!: Over 100 Easy and Delicious Coffee Drinks. Andrews McMeel Publishing. ISBN-13: 9780740763779.

19. CURRICULUM OF COMPETENCY UNIT (COCU)

SECTOR	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES						
SUB SECTOR	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES						
JOB AREA	COFFEE BAR SERVICES						
NOSS TITLE	BARISTA SERVICES						
COMPETENCY UNIT TITLE	COFFEE BAR STOCK HANDLING						
LEARNING OUTCOME	<p>The person who is competent in this CU shall be able to handle coffee bar stocks efficiently. Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Carry out coffee bar stock check 2. Organise coffee bar stocks 3. Handle café incoming goods 4. Inspect coffee bar equipment inventory 5. Prepare coffee bar stock and inventory handling report 						
PRE-REQUISITE (If Applicable)							
COMPETENCY UNIT ID	I563-001-2:2017-C05	LEVEL	2	TRAINING DURATION	190	SKILL CREDIT	19

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
1. Carry out coffee bar stock check	1.1 Coffee bar item stocks such as: <ul style="list-style-type: none"> • Various types of cups (ceramic, plastic, paper, glass) • Glass • Mug • Coaster • Take away cups and lids • Take away cardboard trays • Straw • Tissues / Serviettes • Saucer • Teaspoon • Tablespoon • Plate • Milk jug • Thermometer • Tamper • Tamp mat • Colour coded cleaning clothes • Apron • Garbage bag 	1.1 Determine type of coffee bar stocks 1.2 Determine coffee bar stock storage location 1.3 Determine the shelf life of coffee bar ingredient stocks 1.4 Check coffee bar ingredient stocks expiry dates and use by dates 1.5 Evaluate physical and tastes quality of coffee bar ingredient stocks 1.6 Determine required coffee bar stock level 1.7 Calculate coffee bar stocks quantity and availability 1.8 Update coffee bar stocks quantity level and quality status	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Apply personal hygiene practices • Alert to food contamination • Diligent • Clean as you go <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements • Apply safe manual handling techniques when moving and storing items <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • - 	<u>Related Knowledge</u> 10 hours <u>Related Skill</u> 30 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skill</u> Demonstration Practical	1.1 Type of coffee bar stocks confirmed and differentiated according to café stock check requirements 1.2 Coffee bar stocks quantity and availability at respective storage location confirmed as per café stock checking procedure 1.3 Quality of coffee bar ingredient stocks confirmed and elaborated based on visual cues, taste, use by/ expiry dates, and shelf-life as per café stock quality requirement 1.4 Coffee bar stock level quantity information confirmed and recorded according to café standard operating procedure 1.5 Required coffee bar stock level confirmed and recorded according to café standard operating procedure

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>1.2 Coffee bar ingredient stocks such as:</p> <ul style="list-style-type: none"> • Coffee beans • Milk • Syrup • Chocolate sauce/powder • Ice • Sugar (brown, white, syrup) <p>1.3 Coffee bar daily stock checking requirements consist of:</p> <ul style="list-style-type: none"> • Café stock inspection procedure • Inspection checklist • Stock quantity calculation • Stock level requirement • Quality status/condition • Stock check recording system 					<p>1.6 Coffee bar stock checking reported to supervisor as per café standard operating procedure</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<p>1.4 Coffee bar item stock check criteria such as:</p> <ul style="list-style-type: none"> • Quantity • Availability • Condition • Storage location <p>1.5 Coffee bar stock level quantity information such as:</p> <ul style="list-style-type: none"> • Amount • Number of items • Weight • Volume <p>1.6 Coffee bar ingredient stock check criteria such as:</p> <ul style="list-style-type: none"> • Shelf life • Use by date • Expiry date • Taste • Physical / Visual cues 					

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
2. Organise coffee bar stocks	<p>2.1 Organisation of coffee bar stocks which includes:</p> <ul style="list-style-type: none"> • Stock storage location • Stock labelling • Storage arrangement • Display location and arrangement • Food safety and hygiene requirement <p>2.2 Coffee bar stock balance record such as:</p> <ul style="list-style-type: none"> • Minimum stock level • Extra stock level • Shortage stock level • Usage level record • Wastage record • Quantity units <p>2.3 Coffee bar stock replenishment and requisition such as:</p>	<p>2.1 Check coffee bar stock quantity</p> <p>2.2 Calculate coffee bar stock usage quantity</p> <p>2.3 Update coffee bar stock usage quantity</p> <p>2.4 Determine coffee bar stock quantity to replenish</p> <p>2.5 List coffee bar stocks for ordering</p> <p>2.6 Determine coffee bar storage requirements</p> <p>2.7 Rearrange coffee bar stocks at respective storage location</p> <p>2.8 Isolate expired and spoiled food from storage for disposal</p> <p>2.9 Record any coffee bar ingredient wastage</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Apply personal hygiene practices • Alert to food contamination • Diligent • Clean as you go <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements • Apply safe manual handling techniques when moving and storing items <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Dispose expired and spoiled food appropriately 	<p><u>Related Knowledge</u> 10 hours</p> <p><u>Related Skill</u> 40 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>2.1 Coffee bar stock usage quantity confirmed and recorded according to café standard operating procedure</p> <p>2.2 Coffee bar stock order requisition produced and submitted to supervisor accordance with café standard operating procedure</p> <p>2.3 Coffee bar stocks storage set at respective storage location according to First Expire First Out (FEFO) storage arrangement</p> <p>2.4 Expired and spoiled food discarded according to waste disposal requirements</p> <p>2.5 Ingredients wastage record confirmed and submitted to supervisor in accordance with café standard operating procedure</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Required quantity to replenish • Stock order requisition form • Café stock order requisition procedure <p>2.4 Café First Expire First Out (FEFO) storage arrangement :</p> <ul style="list-style-type: none"> • Shelf life • Use by date • Expiry date • Storage method • Storage arrangement <p>2.5 Coffee bar stock waste disposal guidelines such as:</p> <ul style="list-style-type: none"> • Disposal containers • Garbage bag • Café standard operating procedure 					

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
3. Handle café incoming goods	<p>3.1 Café incoming goods receiving procedure</p> <ul style="list-style-type: none"> • Incoming good record • Incoming good storage • Delivery documentation and filing system • Authorisation personnel <p>3.2 Incoming goods inspection criteria such as:</p> <ul style="list-style-type: none"> • Delivery order details • Physical condition • Quantity confirmation • Goods confirmation <p>3.3 Incoming goods delivery order information such as:</p> <ul style="list-style-type: none"> • Type of goods • Description of goods / 	<p>3.1 Interpret café incoming goods receiving procedure</p> <p>3.2 Determine type of incoming goods</p> <p>3.3 Check incoming goods quantity</p> <p>3.4 Determine delivery order information</p> <p>3.5 Check physical condition of incoming goods</p> <p>3.6 Conduct incoming goods storage</p> <p>3.7 Label incoming goods</p> <p>3.8 Update incoming goods receiving record</p> <p>3.9 Compile incoming goods delivery documents</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Alert to food contamination • Careful when handling receiving items <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements • Apply safe manual handling techniques when moving and storing items <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • - 	<p><u>Related Knowledge</u> 10 hours</p> <p><u>Related Skill</u> 40 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>3.1 Type of incoming goods differentiated and confirmed</p> <p>3.2 Incoming goods delivery quantity confirmed based on quantity delivered and delivery order information</p> <p>3.3 Physical condition of incoming goods confirmed and match with delivery order information</p> <p>3.4 Incoming goods delivery and receiving confirmed for supervisor verification</p> <p>3.5 Incoming goods arranged for storage and tagged according to café storage requirements</p> <p>3.6 Incoming goods receiving information details recorded according to café standard operating procedure</p> <p>3.7 Incoming goods delivery documents filed as per café standard operating</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> specifications Quantity Date of deliver Supplier information 					<ul style="list-style-type: none"> procedure 3.8 Incoming goods handled and stored according to regulatory requirements
4. Inspect coffee bar equipment inventory	<p>4.1 Coffee bar equipment inventory such as:</p> <ul style="list-style-type: none"> Coffee machine Coffee grinder Pitcher Chiller Freezer Weighing scale Thermometer Tamper and tamp mat <p>4.2 Coffee bar equipment inventory checking requirements consist of:</p> <ul style="list-style-type: none"> Café equipment inventory inspection procedure 	<p>4.1 Determine type of coffee bar equipment inventory</p> <p>4.2 Determine coffee bar inventory checklist</p> <p>4.3 Check coffee bar inventory quantity against coffee bar inventory list</p> <p>4.4 Check coffee bar inventory condition</p> <p>4.5 Check coffee bar inventory functionality</p> <p>4.6 Record inspection findings</p> <p>4.7 Isolate damaged and faulty coffee bar equipment inventory</p> <p>4.8 Update coffee bar inventory status</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> Careful when handling equipment Apply personal hygiene practices <p><u>SAFETY</u></p> <ul style="list-style-type: none"> Adhere to safety aspects when operating machine <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> - 	<p><u>Related Knowledge</u> 5 hours</p> <p><u>Related Skill</u> 30 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>4.1 Type of coffee bar equipment inventory confirmed and distinguished</p> <p>4.2 Coffee bar equipment inventory checking requirements confirmed based on café standard operating procedure</p> <p>4.3 Quantity of coffee bar equipment inventory confirmed and recorded according to café standard operating procedure</p> <p>4.4 Coffee bar equipment condition confirmed and recorded as per café standard operating procedure</p> <p>4.5 Coffee bar equipment functionality tested and confirmed according to equipment manual</p> <p>4.6 Damaged and faulty coffee bar equipment</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Equipment inventory list • Equipment manual • Inspection checklist • Recording system <p>4.3 Coffee bar equipment inventory check criteria such as:</p> <ul style="list-style-type: none"> • Availability • Quantity • Condition • Functionality • Cleanliness 					confirmed for replace and repair action
5. Prepare coffee bar stock and inventory handling report	<p>5.1 Coffee bar stock and inventory reporting such as:</p> <ul style="list-style-type: none"> • Stock up order • Equipment replacement • Equipment repair <p>5.2 Café reporting system:</p> <ul style="list-style-type: none"> • Authorisation personnel 	<p>5.1 Check coffee bar stock up quantity</p> <p>5.2 Compile coffee bar stock usage records</p> <p>5.3 Compile coffee bar inventory records</p> <p>5.4 Identify damaged equipment</p> <p>5.5 Record details of damaged and faulty equipment</p> <p>5.6 Check equipment warranty date</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Follow café standard operating procedure <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety aspects when operating machine <p><u>ENVIRONMENT</u></p>	<p><u>Related Knowledge</u> 5 hours</p> <p><u>Related Skill</u> 10 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skill</u> Demonstration Practical</p>	<p>5.1 Coffee bar stock up quantity confirmed as per stock inspection and café stock up requirements</p> <p>5.2 Coffee bar stock usage records filed according to café standard operating procedure</p> <p>5.3 Coffee bar inventory inspection records filed according to café standard operating procedure</p>

Work Activities	Related Knowledge	Related Skill	Attitude/ Safety/ Environment	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Method of reporting • Forms • Filing system 5.3 Café standard operating procedures	5.7 Gather damaged and faulty equipment 5.8 Label damaged and faulty equipment identification 5.9 Update equipment to supervisor	-			5.4 Damaged coffee bar equipment marked and sent for replacement arrangement by supervisor 5.5 Faulty coffee bar equipment marked and sent for repair arrangement by supervisor

Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 02.01 Interpret and follow manuals, instructions and SOP's 02.03 Communicate clearly 02.05 Read/interpret flowcharts and pictorial information 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 04.01 Organize own work activities 04.03 Organize and maintain own workplace 04.05 Demonstrate initiative and flexibility	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multi-tasking and prioritising 7. Self-discipline 8. Teamwork

06.02 Comply with and follow chain of command	
06.03 Identify and highlight problems	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM: Trainees)
1 Personal attire and dress code i.e. apron, clothing etc	1:1
2 Coffee bar counter model	1:25
3 Coffee bar ingredient stock samples	As required
4 Coffee bar items samples	As required
5 Café stock storage location model	1:25
6 Stock inspection checklist form sample	1:1
7 Stock handling report form sample	1:1
8 Delivery order documents sample	1:1
9 Coffee Machine	1:5
10 Grinder	1:5
11 Chiller	1:25
12 Thermometer	1:5
13 Milk Pitcher	1:5
14 Weighing Scale	1:5
15 Tamper and tamp mat	1:5
16 Knock Box	1:5
17 Rubbish Bin	1:25
18 Colour Coded Cloth Set of three	1:1

References for Learning Material Development

1 Illy, A. and Viani, R. 2005. Espresso Coffee: The Science of Quality. Second Edition. Academic Press. ISBN-13: 9780123703712.
2 Mc Gurgan, J. 2014. Raising the BARista: The 12 Steps to an Awesome and Profitable Service Culture. Australian Consulting & Training Solutions. ISBN-13: 9780992474409
3 Wechselberger, J. and Hierl, T. 2011. The Ultimate Coffee Book for Beginners & Professionals. Braumüller. ISBN-13: 9783991000426.

20. TRAINING HOUR SUMMARY

Cu Code	Competency Unit Title	Work Activities	Related Knowledge (A)	Related Skill (B)	Hours (C) = (A)+(B)	Total (Hours) $\Sigma(C)$
I563-001-2:2017-C01	Coffee Bar Customer Services	1. Prepare coffee bar customer service requirements	10	20	30	140
		2. Take customer's order	10	20	30	
		3. Respond to customer's enquiry and complaints	10	30	40	
		4. Carry out café sales activity	10	30	40	
I563-001-2:2017-C02	Café Outlet Occupational Safety, Food Safety and Hygiene Operation	1. Prepare café food safety and hygiene requirements	5	20	25	140
		2. Carry out coffee bar equipment cleaning	10	30	40	
		3. Perform café housekeeping	10	30	40	
		4. Dispose café wastes	10	10	20	
		5. Execute café occupational safety procedures and protocols	5	10	15	
I563-001-2:2017-C03	Coffee Bar Workstation Preparation	1. Execute coffee bar workstation cleaning	5	20	25	150
		2. Carry out <i>mise en place</i>	10	50	60	
		3. Inspect coffee bar equipment condition	10	30	40	
		4. Organise coffee bar daily items	5	20	25	

Cu Code	Competency Unit Title	Work Activities	Related Knowledge (A)	Related Skill (B)	Hours (C) = (A)+(B)	Total (Hours) $\Sigma(C)$
I563-001-2:2017-C04	Coffee Brewing and Milk Preparation	1. Carry out customer's beverage order interpretation	10	20	30	200
		2. Brew espresso	10	50	60	
		3. Texture milk	10	50	60	
		4. Serve beverage to customer	5	20	25	
		5. Carry out workstation area cleaning	5	20	25	
I563-001-2:2017-C05	Coffee Bar Stock Handling	1. Carry out coffee bar stock check	10	30	40	190
		2. Organise coffee bar stocks	10	40	50	
		3. Handle café incoming goods	10	40	50	
		4. Inspect coffee bar equipment inventory	5	30	35	
		5. Prepare coffee bar stock and inventory handling report	5	10	15	
TOTAL HOURS (CORE COMPETENCY)			190	630	820	820