



STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

I563-001-3:2018

BARISTA SERVICES OPERATION

OPERASI PERKHIDMATAN BARISTA

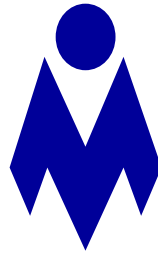
LEVEL 3



JPK

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

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Federal Government Administrative Centre
62530 PUTRAJAYA, MALAYSIA

NATIONAL OCCUPATIONAL SKILLS STANDARD

BARISTA SERVICES OPERATION

OPERASI PERKHIDMATAN BARISTA

LEVEL 3

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Abbreviation

1. FEFO First Expiry First Out
2. MSCA Malaysia Specialty Coffee Association
3. SCAE Specialty Coffee Association of Europe
4. SCAA Specialty Coffee Association of America

Glossary

1. Barista Italian term for skilful and experienced espresso bar operator
2. 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
3. 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
4. Coffee Bar Equipment Equipment that is required for coffee preparation in a café outlet
5. 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.
6. 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.
7. Coffee Brewing Any method of making coffee beverage from fresh water and roasted coffee grounds.
8. Coffee Dose Amount of coffee used in a serving.
9. Coffee Ground Coffee beans after grinding.
10. Coffee Tamping The technique to tamp finely ground coffee using a tamper in order to produce consistent beverage.
11. Filter basket A perforated stainless steel receptacle used to hold the coffee grounds when brewing coffee
12. Group A cylindrical receptacle on a coffee machine into which the portafilter clamps
13. 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
14. Milk Texturing The process of heating and frothing the milk with steam wand as part of beverage drink
15. Mise en place All the supplies of beverage ingredients and accompaniments.
16. Portafilter A removable device with a plastic handle that contains a metal coffee filter and clamps on the group head of a coffee machine
17. Steaming Pitcher A stainless steel container used in conjunction with the steam wand to make frothed milk
18. Steam Wand A pipe stem on coffee machine used to provide steam for frothing milk
19. Tamper A device used to compress coffee inside a filter basket before the beginning of brewing operations

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 including:

- i. National Skills Development Council (NSDC)
- ii. Standard Technical Committee (STC)
- iii. Standard Technical Evaluation Committee (STEC)
- iv. Standard Development Committee (SDC)
- v. Facilitator
- vi. Secretariat
- vii. Related Organisations

STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
BARISTA SERVICES OPERATION
LEVEL 3

1. Introduction

1.1. Occupational Overview

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 contribute 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.

1.2. Rationale of NOSS Development

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 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.

There is an increasing demand for a qualified and professional barista to grace the 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 Supervision 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, good baristas must possess a combination of both soft skills and technical skills in order to

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>

successfully become a professional barista and ultimately shape the future of the café and the coffee industry as a whole.

1.3. Rationale of Occupational Structure and Occupational Area Structure

Occupational Structure shows career pathway for particular occupation derived from Occupational Analysis (OA) process. This table describes the Industry Sector, Sub-sector, Job Area, Job Title and Level of an occupation based on information gathered from needs analysis or industries input.

Based on Malaysian Standard Industrial Classification (MSIC) 2008, Blasting and Painting Operation is under Section I – Accommodation and Food Services Activities and Group 56 – Food and Beverages Services Activities. The Occupational Structure (OS) and Occupational Area Structure (OAS) are shown in Figure 1 and Figure 2 respectively, showing the job titles for coffee outlet services and operation.

The discussion from panel experts decided that this job area starts at Level 2, in which the personnel should be 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.

This NOSS is for Level 3, in which the personnel should be 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.

1.4. Regulatory / Statutory Body Requirements Related to Occupation

There is no specific regulatory requirements for employment of barista in Malaysia, however the personnel who works in food and beverage industry must follow all the requirements as specified by the Ministry of Health Malaysia in the Malaysia Food Act 1983 (Food Premises Inspection) and Food Regulation Act 1985.

1.5. Occupational Pre-Requisite

The minimum requirements for any individuals to pursue in this occupational is they are physically fit to carry out the tasks in coffee bar services.

2. Occupational Structure (OS)

Sector	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES
Sub-Sector	(563) BEVERAGE SERVING ACTIVITIES
Area	COFFEE OUTLET SERVICES AND OPERATION
Level 5	Café Outlet Manager
Level 4	Senior Barista
Level 3	Barista
Level 2	Junior Barista
Level 1	No Level

Figure 1: Occupational Structure (OS)

3. Occupational Area Structure (OAS)

Sector	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES
Sub-Sector	(563) BEVERAGE SERVING ACTIVITIES
Area	COFFEE OUTLET SERVICES AND OPERATION
Level 5	Coffee Outlet Management
Level 4	Coffee Outlet Operation
Level 3	Barista Services Operation
Level 2	Barista Services
Level 1	No Level

Figure 2: Occupational Area Structure (OAS)

4. Definition of Competency Levels

The NOSS is developed for various occupational areas. 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 may award, to any person upon conforming to the Standards the following skills qualifications as stipulated under the National Skills Development Act 2006 (Act 652):

- Malaysian Skills Certificate
- Statements of Achievement

6. Occupational Competencies

The Barista Services Operation Level 3 personnel are competent in performing the following core competencies:-

- a. Coffee Bar Customer Services Coordination
- b. Coffee Bar Equipment and Beverage Calibration
- c. Coffee Bar Equipment Preventive Maintenance
- d. Coffee Bar Brewing Coordination
- e. Coffee Bar Operation Supervision

7. Work Conditions

Barista works mostly in café or individually owned coffee shops, but may also works in restaurants, bars or any other food and drink services 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.

Barista work schedule is typically in shifts, which includes early mornings, late nights, weekends and public holidays. Barista also need to perform supervisory duties for the operation of the coffee shops such as the organisation of coffee shops manpower, resources, inventory, stocks and personnel on job training. Besides that, Barista also have skills in calibrating the coffee bar equipment and performing skilfully latte art presentation on freshly brewed beverage.

These personnel are also expected to build good customer relation and in addition need to be competent in handling customer enquiries and attending appropriate action towards complaints as required.

8. Employment Prospects

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.

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)⁴.

Upon completion of NOSS Barista Services Supervision Level 3, the personnel may be employed by the Food and Beverage industries and other related occupations such as:

- Café Owner
- Coffee Roaster
- Green Coffee Buyer
- Barista Trainer
- Etc.

9. Up Skilling Opportunities

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 Barista can advance to become a Senior Barista and eventually progress to Café Outlet Manager. They can enrol as part of their Continuous Professional Development (CPD) and be recognised among industry practitioners.

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 worldwide⁵. This NOSS is providing the personnel to have barista skills training at the same level as the international certifications such as SCAE Barista Skills Certification⁶.

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>

⁴ 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>

⁵ World Coffee Events: About SCAA & SCAE <http://www.worldcoffeeyevents.org/about-wce/>

⁶ SCAE Coffee Diploma System <http://www.scae.com/training-and-education/coffee-diploma-system>

10. Organisation Reference for 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
- 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. Standard Technical Evaluation Committee

STANDARD TECHNICAL EVALUATION COMMITTEE (STEC)		
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. Standard Development Committee

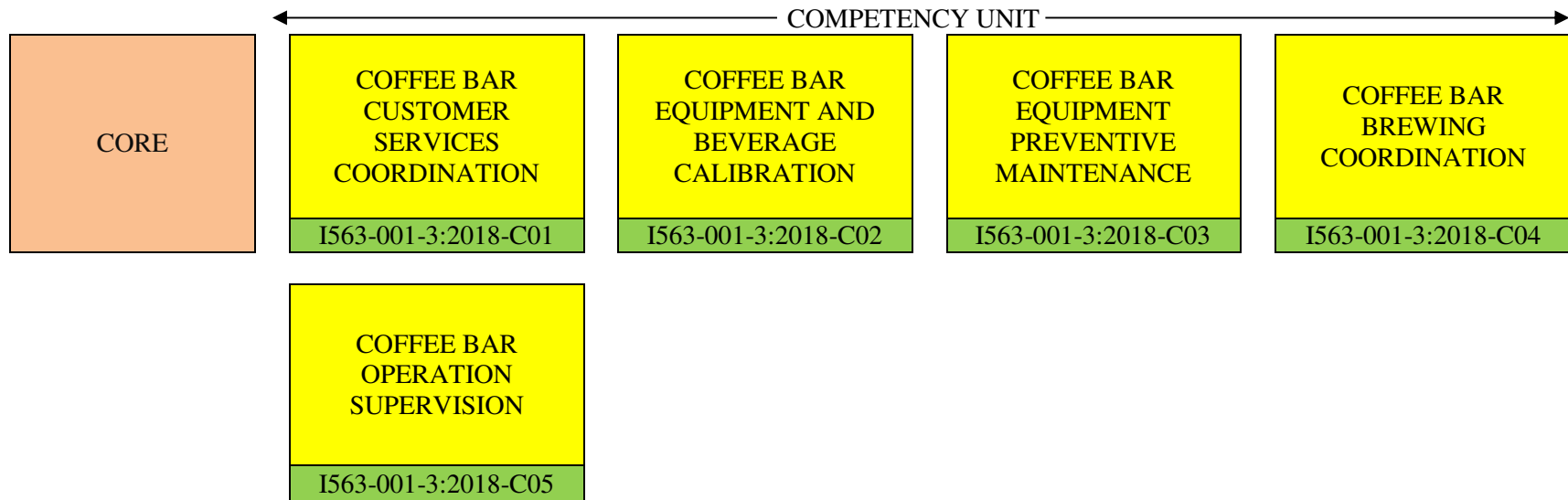
BARISTA SERVICES OPERATION**LEVEL 3**

NO	NAME	POSITION & ORGANISATION
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 Sdn Bhd
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		
1.	Zaira Hidayah binti Mohd Arshad	Executive International Islamic Research Academy (I-IRA) Sdn Bhd

STANDARD CONTENT
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
BARISTA SERVICES OPERATION
LEVEL 3

13. Competency Profile Chart (CPC)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
GROUP	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES		
AREA	COFFEE OUTLET SERVICES AND OPERATION		
NOSS TITLE	BARISTA SERVICES OPERATION		
NOSS LEVEL	THREE (3)	NOSS CODE	I563-001-3:2018



14. Competency Profile (CP)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
GROUP	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES		
AREA	COFFEE OUTLET SERVICES AND OPERATION		
NOSS TITLE	BARISTA SERVICES OPERATION		
NOSS LEVEL	THREE (3)	NOSS CODE	I563-001-3:2018

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1. Coffee Bar Customer Services Coordination I563-001-3:2018-C01	Coffee Bar Customer Services Coordination describes the role of a barista in the café. This role is usually come in place during coffee session at the café. It is important to have a strong knowledge about espresso-based coffee drinks and be able to provide the best recommendations to café customers. The personnel are also responsible to handle customer enquiries and attend appropriate action towards complaints as required. The personnel who is competent in this CU shall be able to maintain coffee bar customer services requirements, implement café products and services promotion, handle customer's enquiry and complaints and prepare coffee bar customer services report The outcome of this competency is the customer services are improved	1. Maintain coffee bar customer services requirements	1.1 Personal grooming and attire inspected to meet café standard operating procedure 1.2 Café area cleanliness monitored and meet café food safety and hygiene requirements. 1.3 Menu display information arranged at designated places and easy for viewing. 1.4 Café promotional materials arranged accessible for café promotional use. 1.5 Personnel for customer services delegated based on manpower availability. 1.6 Questionnaire and survey forms organised at designated places and easy for access.
		2. Implement café products and services promotion	2.1 Customer greetings and customer interaction implementation checked in line with customer communication etiquettes. 2.2 Personnel for café promotional materials distribution to customers delegated based on manpower availability. 2.3 Coffee knowledge and experience sharing session arranged based on available customers at café. 2.4 Café promotion offerings introduced to customer with brief explanation on café products and services. 2.5 Suggestion on café products communicated to

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	and relation with customers at coffee shops are established in accordance with café standard operating procedures and communication etiquettes as practiced by the industry.		customer with precise café product description.
		3. Handle customer's enquiry and complaints	3.1 Customer's enquiry answered in professional manner. 3.2 Type of customer complaints interpreted based on conversation with customer. 3.3 Resolution action towards complaints delegated to respective personnel. 3.4 Customer complaints resolution carried out within time as per café standard operating procedure. 3.5 Questionnaire and survey forms distributed to customer for café service quality feedback. 3.6 Customer complaints and resolution action recorded for future café services improvement.
		4. Prepare coffee bar customer services report	4.1 Café products and services records compiled according to café standard operating procedure. 4.2 Customer questionnaire and survey forms analysed for future café service quality improvement. 4.3 Customer complaints reviewed for future café service quality improvement. 4.4 Customer complaints and resolution action record compiled according to café standard operating procedure. 4.5 Coffee bar customer services report produced according to café standard operating procedure.

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
<p>2. Coffee Bar Equipment and Beverage Calibration</p> <p>I563-001-3:2018-C02</p>	<p>Coffee Bar Equipment and Beverage Calibration describes the requirements needed for café equipment calibration. It is crucial to ensure that the coffee bar equipment is within café standards. This CU also highlights the skills required to produce a consistent beverage quality.</p>	<p>1. Prepare coffee bar equipment calibration requirements</p>	<p>1.1 Type of coffee bar equipment for calibration identified as specified in coffee bar equipment inspection report.</p> <p>1.2 Coffee bar equipment calibration parameters checked against café standards.</p> <p>1.3 Coffee bar equipment arranged for calibration purposes based on calibration requirements.</p>
	<p>The personnel who is competent in this CU shall be able to prepare coffee bar equipment calibration requirements, perform coffee bar equipment and beverage calibration, identify coffee bar equipment problems during calibration and troubleshoot espresso and milk related problems.</p> <p>The outcome from this CU is the coffee bar equipment are calibrated each day of use at the café and ready for daily coffee bar operation in accordance with equipment calibration requirements and café standard operating procedures as practiced by the industry.</p>	<p>2. Perform coffee bar equipment and beverage calibration</p>	<p>2.1 Coffee bar equipment and equipment calibration procedure carried out as specified in coffee bar equipment manual.</p> <p>2.2 Coffee bar equipment and parts operated for calibration as per equipment operating manuals.</p> <p>2.3 Coffee bar equipment parameters adjustment conducted to produce desired beverage quality.</p> <p>2.4 Coffee shots colour, flavour and taste verified to meet café beverage quality.</p> <p>2.5 Calibrated coffee bar equipment parameters recorded for reference.</p>
		<p>3. Identify coffee bar equipment problems during calibration</p>	<p>3.1 Coffee bar equipment and parts problems identified from observation of the equipment operation</p> <p>3.2 Probable cause of coffee bar equipment problems checked based on equipment functionality testing findings.</p> <p>3.3 Basic remedy for coffee bar equipment problems carried out based on probable cause and meet cafe standard operating condition.</p> <p>3.4 Coffee bar equipment problems troubleshooting recorded for future reference.</p>

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		4. Troubleshoot espresso and milk related problems	4.1 Type of espresso and milk problems identified from visual observation and taste of the espresso shots. 4.2 Coffee bean roast date from storage checked to be within ideal storage duration. 4.3 Basic_remedy for espresso and milk problems conducted to produce desired beverage quality. 4.4 Espresso and milk problems troubleshooting recorded for future reference.

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
3. Coffee Bar Equipment Preventive Maintenance I563-001-3:2018-C03	<p>Coffee Bar Equipment Preventive Maintenance describes the regular duties in café to maintain the condition of coffee bar equipment. It is important that the coffee bar equipment is taken care of properly. Regular and proper maintenance practice will help the beverages produced tasting good and help the equipment last longer.</p> <p>The personnel who is competent in this CU shall be able to identify coffee bar equipment maintenance requirements, prepare coffee bar equipment maintenance requirements, perform coffee bar equipment preventive maintenance, coordinate coffee bar equipment cleaning and prepare coffee bar equipment maintenance report.</p> <p>The outcome of this CU coffee bar equipment parts are functioning properly as per equipment normal operating condition in accordance with café standard operating procedures as practiced by the industry.</p>	1. Identify coffee bar equipment maintenance requirements	1.1 Type of coffee bar equipment maintenance identified as specified in coffee bar equipment maintenance schedule. 1.2 Frequency of coffee bar equipment maintenance checked based on coffee bar equipment maintenance record. 1.3 Coffee bar equipment and parts inspected for cleanliness condition from visual observation. 1.4 Coffee bar equipment parameters checked against café standards. 1.5 Coffee bar equipment parts identified for replacement.
		2. Prepare coffee bar equipment maintenance requirements	2.1 Coffee bar equipment arranged for maintenance purposes based on manufacturing maintenance requirements. 2.2 Coffee bar maintenance tools organised based on maintenance requirements. 2.3 Correct type of cleaning agents arranged for cleaning based on equipment maintenance requirements. 2.4 Coffee bar replacement parts requested as per café standard operating procedure.
		3. Perform coffee bar equipment preventive maintenance	3.1 Coffee grinder blades serviced using proper brush to remove fine residual coffee ground particles. 3.2 Coffee bar equipment back flushing procedure carried using out at the end of each day of use. 3.3 Coffee bar equipment parts replaced according to equipment manual procedure. 3.4 Drain tray and drain pipes serviced in order

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>to prevent coffee sediments build-up and blockage.</p> <p>3.5 Coffee bar steam system maintenance performed to prevent milk residues build-up and steam wand blockage.</p> <p>3.6 Coffee bar equipment and components inspected for cleanliness status.</p> <p>3.7 Coffee bar equipment exterior sanitation verified from visual inspection.</p>
		4. Coordinate coffee bar equipment cleaning	<p>4.1 Personnel for coffee bar equipment cleaning delegated based on housekeeping schedule.</p> <p>4.2 Coffee bar equipment, tools and utensils cleanliness inspected to meet café food safety and hygiene requirements.</p> <p>4.3 Wastes disposal arranged at respective waste disposal containers.</p> <p>4.4 Coffee bar equipment, tools and utensils organised at respective location as per café layout settings.</p> <p>4.5 Coffee bar equipment verified and ready to be used for daily café operation.</p>
		5. Prepare coffee bar equipment maintenance report	<p>5.1 Malfunction coffee bar equipment reported to supplier for equipment replacement.</p> <p>5.2 Coffee bar equipment parts replacement recorded according to café standard operating procedure.</p> <p>5.3 Coffee equipment maintenance status updated for verification and ready for use.</p> <p>5.4 Coffee bar equipment maintenance report produced in accordance with café standard operating procedure.</p>

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
4. Coffee Bar Brewing Coordination I563-001-3:2018-C04	<p>Coffee Bar Brewing Coordination describes the competency a Barista have in order to handle customers' beverage orders during café daily operation. In this CU, the personnel must be skilful in coffee brewing and arts presentation; 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 with customised art styles.</p>	1. Organise customer's beverage order	1.1 Customer's beverage order details arranged for sequence of beverage preparation. 1.2 Customer's beverage order delegated to respective personnel based on manpower availability. 1.3 Cleanliness and hygiene practices during beverage order preparation monitored in compliance with café food safety and hygiene requirements. 1.4 Prepared customer's beverage inspected to be consistent with café beverage quality. 1.5 Café sales cash handling and payment monitored to secure sales collection.
	<p>The personnel who is competent in this CU shall be able to organise customer's beverage order, organise coffee brewing and arts requirement, inspect espresso shots, inspect beverage art style presentation and monitor beverage serving.</p> <p>The outcome of this CU is the brewed coffees are prepared and art styles are presented in accordance with speciality coffee requirements as practiced by the industry.</p>	2. Organise coffee brewing and arts requirement	2.1 Coffee brewing and art requirements reviewed according to café beverage menu. 2.2 <i>Mise en place</i> volume and quality inspected to be sufficient for daily beverage preparation use. 2.3 Coffee brewing and arts equipment readiness verified for beverage preparation. 2.4 Consumables and utensils arranged at coffee bar workstation sufficient for daily beverage preparation use. 2.5 Coffee brewing and arts manpower delegated in line with customer's beverage order workload 2.6 Coffee brewing and arts requirements recorded for reference.
		3. Inspect espresso shots	3.1 Coffee beans quality checked based on visual observation to meet quality beverage to be made. 3.2 Coffee extraction rate checked and adjusted

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>to produced desired espresso shot quality.</p> <p>3.3 Quality of espresso shots verified based on visual observation and flavour to be consistent with café beverage quality.</p> <p>3.4 Spent grounds checked to identify required adjustment to coffee dosage.</p> <p>3.5 Coffee brewing utensils cleanliness inspected to prevent contamination.</p>
		4. Inspect beverage art style presentation	<p>4.1 Type of art styles identified based on café menu.</p> <p>4.2 Amount and type of milk checked according to beverage type.</p> <p>4.3 Milk textured until the milk becomes frothy according to beverage menu recipe.</p> <p>4.4 Milk pouring technique applied gently into espresso base in continuous motion to produce the desired art styles.</p> <p>4.5 Art styles utensils cleanliness checked to prevent contamination.</p> <p>4.6 Beverage art styles made verified to be consistent with café beverage quality.</p>

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		5. Monitor beverage serving	5.1 Quality of prepared beverages inspected and consistent with café beverage recipe. 5.2 Personnel for beverage servings delegated based on customer's beverage order workload. 5.3 Arrangement of beverage servings to customer distributed according to beverage order sequence. 5.4 Beverage serving time to customer supervised to be within preparation time. 5.5 Beverage serving etiquette to customer evaluated in order to improve café services.

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
5. Coffee Bar Operation Supervision I563-001-3:2018-C05	<p>Coffee Bar Operation Supervision is important to control daily café operation so that the workflow is properly maintained in accordance with café standard operating procedures. This includes supervising the café staff duties, controlling café stock and inventory, monitoring café cleanliness condition, handling café sales and promotion activities, and maintaining good customer relation.</p> <p>The personnel who is competent in this CU shall be able to prepare café manpower schedule, prepare café work instructions, inspect café inventory status, inspect café outlet cleanliness, carry out café on job training and inspect café outlet sales activity.</p> <p>The outcome of this CU is the daily café operation workflows are supervised and demonstrated as practised by the industry.</p>	1. Prepare café manpower schedule	1.1 Number of required café manpower allocated based on café operation requirements. 1.2 Café manpower availability verified by checking against attendance and leave records. 1.3 Café manpower arranged based on café operation duties and shifts. 1.4 Café manpower schedule produced according to duration of café duty shifts. 1.5 Change of café manpower schedule verified with reasonable justification. 1.6 Café manpower schedule distributed for staffs' notification periodically.
		2. Prepare café work instructions	2.1 Type of café work instructions identified based on scope of café duties. 2.2 Current café work instructions reviewed based on feedback. 2.3 Reports on food handling issues evaluated to improve café food handling practices. 2.4 Café work instructions produced with clear and precise instruction according to café standard operating procedure. 2.5 Café work instructions distributed to café staffs. 2.6 Daily café work instruction briefings conducted before commencing café shift duties.

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		3. Inspect café inventory status	<p>3.1 Café incoming goods verified based on incoming goods specification and inspection report.</p> <p>3.2 Arrangement of coffee bar stocks inspected at respective storage locations based on First Expiry First Out (FEFO) storage requirement.</p> <p>3.3 Coffee bar stock up requisition prepared based on coffee bar stocks usage requirements.</p> <p>3.4 Café inventory status verified and corresponding to café inventory inspection list.</p> <p>3.5 Coffee bar inventory repair and replacement organised in accordance with café standard operating procedures.</p> <p>3.6 Coffee bar inventory report produced according to café standard operating procedures.</p>
		4. Inspect café outlet cleanliness	<p>4.1 Personnel for café outlet cleaning delegated according to café outlet cleaning requirements.</p> <p>4.2 Coffee bar tools cleanliness and sanitation verified to meet café food safety and hygiene requirements.</p> <p>4.3 Wastes disposal from café outlet areas arranged at respective waste disposal containers.</p> <p>4.4 Café area cleanliness inspected and meet café food safety and hygiene requirements.</p> <p>4.5 Café outlet cleanliness and condition report produced according to café standard operating procedures.</p>

CU TITLE& CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		5. Carry out café on job training	5.1 Café on job training requirements identified in accordance with café on job training procedure. 5.2 Café on job training schedule arranged according to café on job training requirements. 5.3 Café on job training materials organised based on café on job training module guidelines. 5.4 Café staff on job training conducted according to café on job training module guidelines. 5.5 Café trainees' performance and competency achievement evaluated as specified in café on job training assessment guidelines. 5.6 Café on job training report produced according to café on job training procedure.
		6. Inspect café outlet sales activity	6.1 Personnel for café product sales and promotion delegated based on manpower availability. 6.2 Safety and access of cash collection box monitored in accordance with café cash handling procedure. 6.3 Daily café sales collection record verified against total collection value and consistent with daily café sales closing report. 6.4 Reconciliation of sales collection amount verified with explanation for discrepancies. 6.5 Daily café sales reports produced according to café standard operating procedure.

CURRICULUM OF COMPETENCY UNIT
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
BARISTA SERVICES OPERATION
LEVEL 3

15. Curriculum of Competency Unit

15.1. Coffee Bar Customer Services Coordination

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
GROUP	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES		
AREA	COFFEE OUTLET SERVICES AND OPERATION		
NOSS TITLE	BARISTA SERVICES OPERATION		
COMPETENCY UNIT TITLE	COFFEE BAR CUSTOMER SERVICES COORDINATION		
LEARNING OUTCOMES	<p>The person who is competent in this CU shall be able to perform customer services coordination in café.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> 1. Maintain coffee bar customer services requirements 2. Implement café products and services promotion 3. Handle customer's enquiry and complaints 4. Prepare coffee bar customer services report 		
TRAINING PRE-REQUISITE			
CU CODE	I563-001-3:2018-C01	NOSS LEVEL	THREE (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Maintain coffee bar customer services requirements	1.1 Basic principles in café customer services coordination such as: <ul style="list-style-type: none"> • Personal grooming and dress code • Food safety and hygiene practices • Communication etiquettes • Café standard operating procedure • Café organisational function 	1.1 Identify coffee bar customer services requirements 1.2 Check café staff grooming and attire 1.3 Inspect café area cleanliness and condition 1.4 Verify café area cleanliness status and condition 1.5 Identify café promotion requirements 1.6 Determine café promotion setup	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Effective communication with staffs • Alert to food contamination • Friendly <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 	1.1 Coffee bar customer services requirements elaborated according to café standard operating procedure 1.2 Café staff grooming and attire assessed and meet food handling requirements 1.3 Café area cleanliness status and condition checked and confirmed based on visual observation and meet food safety and hygiene requirements 1.4 Café marketing and promotion requirements confirmed and described according to café

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.2 Café customer services requirements such as: <ul style="list-style-type: none"> • Questionnaire form • Survey form • Café marketing and promotional materials • Café staff availability 1.3 Café marketing and promotion setup such as: <ul style="list-style-type: none"> • Special offers and discounts • Promotional materials arrangement • Menu board display • Café environment, decorations and displays 1.4 Staff job delegation	requirements 1.7 Gather café promotional materials from management 1.8 Check questionnaires and survey forms availability at designated location 1.9 Check café staff availability 1.10 Arrange staff for promotion setup in café 1.11 Inspect café promotion setup	café environment	standard operating procedure 1.5 Café marketing and promotional materials determined and retrieved according to café standard operating procedure 1.6 Café promotional information distinguished and elaborated for promotion setup 1.7 Café questionnaires and survey forms availability at designated location confirmed according to café standard operating procedure 1.8 Café staff availability and job delegation confirmed based on café promotion setup requirement 1.9 Café promotion setup evaluated and meet café promotion requirements
2. Implement café products and services promotion	2.1 Customer greetings and customer interaction implementation 2.2 Café promotion planning, policy and procedures 2.3 Café target customer such as: <ul style="list-style-type: none"> • Age • Gender • Occupation • Lifestyle 2.4 Various type of café promotion methods such as: <ul style="list-style-type: none"> • Discounts • Free items with 	2.1 Evaluate staff-customer greetings and interaction 2.2 Identify café promotion target customers 2.3 Categorise café promotion method 2.4 Update changes to product pricing and special discounts in the POS machine 2.5 Arrange staff to promote café products and services 2.6 Distribute café promotional materials to customers	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Friendly towards customers • Follow café standard operating procedure <u>SAFETY</u> <ul style="list-style-type: none"> • - <u>ENVIRONMENT</u> <ul style="list-style-type: none"> - 	2.1 Customer greetings and customer interaction determined and meet customer services communication etiquette 2.2 Café promotion differentiated based on target customers and café promotion planning 2.3 Café product pricing and special discounts confirmed and set in the POS machine based on café promotion requirements 2.4 Café staff allocation for café product and services promotion confirmed 2.5 Café promotional materials

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> purchase • Vouchers • Mobile applications • Event and special occasions 2.5 Café product pricing updating such as: <ul style="list-style-type: none"> • Point of Sales (POS) machine • Announcement board display 2.6 Coffee knowledge and experience sharing session arrangement 2.7 Promotional materials distribution 2.8 Café products and services recommendation	2.7 Arrange coffee sharing session with customers 2.8 Conduct coffee sharing session with customers 2.9 Recommend café products and services to customers		confirmed for distribution 2.6 Coffee sharing sessions set and executed based on customer availability at café 2.7 Café products and services recommendation elaborated to customer in positive gestures and professional attitude
3. Handle customer's enquiry and complaints	3.1 Customer complaints and enquiry handling such as: <ul style="list-style-type: none"> • Type of complaints • Type of enquiry • Listening skills • Answering skills • Record 3.2 Resolution action requirements such as: <ul style="list-style-type: none"> • Method to resolve complaints • Relevant personnel • Follow up method • Record 	3.1 Determine customer's enquiry and complaints 3.2 Identify resolution action 3.3 Determine resolution requirements 3.4 Delegate personnel for resolution action 3.5 Resolve customer complaints 3.6 Follow up customer complaints and resolution action 3.7 Organise questionnaire and survey forms	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Responsive towards customer enquiry and complaints • Answer to customer enquiry and complaints professionally • Ensure safety of cash collection <u>SAFETY</u> <ul style="list-style-type: none"> • - <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • - 	3.1 Customer's enquiry and complaints interpreted and confirmed as per café standard operating procedure 3.2 Resolution action confirmed and elaborated as per café standard operating procedure 3.3 Relevant personnel for resolution action assigned and explained as per café standard operating procedure 3.4 Customer complaints and resolution action recorded and confirmed as per café standard operating procedure

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	3.3 Organising customer feedback such as: <ul style="list-style-type: none"> • Questionnaire forms • Feedback forms • Distribution method • Relevant personnel • Record 3.4 Basic of café service quality implementation	distribution		3.5 Questionnaire and survey forms distributed to customer and collected as per café standard operating procedure
4. Prepare coffee bar customer services report	4.1 Coffee bar customer services report requirements such as: <ul style="list-style-type: none"> • Format • Compilation • Authorisation • Standard operating procedure 4.2 Customer feedback analysis based on: <ul style="list-style-type: none"> • Questionnaire • Survey forms • Customer follow up 4.3 Café service quality improvement based on: <ul style="list-style-type: none"> • Feedback analysis • Resolution action taken • Café product presentation • Services offered in café 	4.1 Identify café and services activity record 4.2 Review café and services activity record 4.3 Review questionnaire and survey forms 4.4 Compile customer complaints record 4.5 Evaluate effectiveness of resolution action 4.6 Write customer services report	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Follow café standard operating procedure • Communicate effectively among café staffs • Systematic in documentation <u>SAFETY</u> <ul style="list-style-type: none"> • - <u>ENVIRONMENT</u> <ul style="list-style-type: none"> - 	4.1 Café products and services activity record confirmed and documented according to café standard operating procedure 4.2 Customer questionnaire and survey forms retrieved and interpreted for future café service quality improvement 4.3 Customer complaints reviewed for future café service quality improvement 4.4 Resolution action confirmed for future café service quality improvement 4.5 Suggestion for future café service quality improvement documented as per café standard operating procedure 4.6 Customer services report generated and submitted to café management

Employability Skills

Core Abilities

- Please refer NCS-Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

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15. Curriculum of Competency Unit

15.2. Coffee Bar Equipment and Beverage Calibration

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
GROUP	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES		
AREA	COFFEE OUTLET SERVICES AND OPERATION		
NOSS TITLE	BARISTA SERVICES OPERATION		
COMPETENCY UNIT TITLE	COFFEE BAR EQUIPMENT AND BEVERAGE CALIBRATION		
LEARNING OUTCOMES	<p>The person who is competent in this CU shall be able to calibrate coffee bar equipment in order to produce consistent beverage quality.</p> <p>Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Prepare coffee bar equipment calibration requirements 2. Perform coffee bar equipment and beverage calibration 3. Identify coffee bar equipment problems during calibration. 4. Troubleshoot espresso and milk related problems 		
TRAINING PRE-REQUISITE			
CU CODE	I563-001-3:2018-C02	NOSS LEVEL	THREE (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare coffee bar equipment calibration requirements	1.1 Type of equipment to be calibrated such as: <ul style="list-style-type: none"> • Coffee machine • Coffee grinder • Thermometer • Chiller • Weighing scale 1.2 Type of coffee bar equipment such as: <ul style="list-style-type: none"> • Brand • Model • System 1.3 Equipment parameters	1.1 Identify equipment to be calibrated 1.2 Determine type of coffee bar equipment 1.3 Identify parameters for calibration 1.4 Select coffee bar equipment for calibration 1.5 Check coffee bar equipment functionality 1.6 Retrieve calibration tools 1.7 Clean residual coffee	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledge-able in coffee bar equipment calibration • Diligent <u>SAFETY</u> <ul style="list-style-type: none"> • Alert to potential hazards and safety requirements <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • - 	1.1 Coffee bar equipment to be calibrated confirmed and retrieved for calibration purposes 1.2 Calibration parameters confirmed and distinguished 1.3 Functionality of coffee bar equipment confirmed and described as per equipment manual 1.4 Calibration tools confirmed and gathered for calibration use 1.5 Residual coffee ground from grinder removed using appropriate brush according to grinder

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	such as: <ul style="list-style-type: none"> • Temperature • Pressure • Time • Dose • Volume • Weight 1.4 Type of calibration tools such as: <ul style="list-style-type: none"> • Timer • Weighing scale • Thermometer • Measuring jug 	ground from grinder		cleaning procedure
2. Perform coffee bar equipment and beverage calibration	2.1 Basic thermometer calibration 2.2 Basic weighing scale calibration 2.3 Basic coffee grinder calibration such as: <ul style="list-style-type: none"> • Calibration procedure • Dose adjustment • Grind size adjustment • Grind time adjustment 2.4 Basic coffee machine calibration such as: <ul style="list-style-type: none"> • Calibration procedure • Time adjustment • Temperature adjustment 	2.1 Determine coffee bar equipment calibration procedure 2.2 Conduct basic thermometer calibration using hot boiling water 2.3 Conduct basic weighing scale calibration using standard calibrated weight 2.4 Determine coffee grinder and coffee machine calibration parameters 2.5 Adjust coffee grinder parameters to achieve desired outcome 2.6 Adjust coffee machine parameters to achieve desired calibration 2.7 Assess beverage	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledge-able in coffee bar equipment calibration • Focus and alert • Meticulous <u>SAFETY</u> <ul style="list-style-type: none"> • Comply with food safety and handling requirements • Alert to potential hazards and safety requirements <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Always ensure work area clean and tidy 	2.1 Coffee bar equipment calibration procedure confirmed and explained precisely 2.2 Accuracy of thermometer's temperature confirmed and ready to be used 2.3 Accuracy of weighing scale' weight confirmed and ready to be used 2.4 Coffee bar equipment parameters adjustment confirmed and demonstrated as per café standard operating procedure 2.5 Beverage quality produced observed and tasted for visual and sensory quality in order to achieve desired outcome 2.6 Beverage visual and sensory quality described and confirmed to meet café beverage quality

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Volume adjustment <p>2.5 Basic chiller calibration such as:</p> <ul style="list-style-type: none"> • Calibration procedure • Temperature adjustment • Control panel <p>2.6 Basic in coffee sensory evaluation such as:</p> <ul style="list-style-type: none"> • Basic tastes • Importance of sensory in coffee • Defining tastes and body in coffee • Quality assurance • Procedure and steps • Sample <p>2.7 Beverage visual and sensory quality criteria such as:</p> <ul style="list-style-type: none"> • Shot colour • Shot flavours • Shot tastes • Coffee bar equipment calibration recording 	<p>visually and sensory quality</p> <p>2.8 Adjust chiller temperature via control panel</p> <p>2.9 Update calibration record book</p>		<p>2.7 Chiller temperature changed to recommended temperature range via control panel according to chiller manual</p> <p>2.8 Calibration record book filled in for future reference according to café standard operating procedure</p>
3. Identify coffee bar equipment problems during calibration	3.1 Type of coffee machine problems such as: <ul style="list-style-type: none"> • Machine cold • No pressure • Water inlet • Water leaking 	3.1 Determine type of problems 3.2 Observe equipment operation 3.3 Check equipment functionality	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledge-able in coffee machine equipment operation • Always ensure work area clean and tidy 	3.1 Coffee bar equipment operated and functionality described as per equipment manual 3.2 Malfunction parts confirmed based on visual observation of coffee bar equipment

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Steam leaking 3.2 Type of grinder problems such as: <ul style="list-style-type: none"> • Grinder not grinding coffee • Grinder grind too slow • Grind size too coarse/too fine 3.3 Cannot adjust grind size	3.4 Determine malfunction parts from visual observation 3.5 Assess equipment sound 3.6 Assess equipment physical condition 3.7 Highlight problems to superior for further action	<u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety precaution when handling equipment • Alert to potential hazards and safety requirements <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • - 	3.3 Coffee bar equipment sound and physical condition confirmed and recorded according to café standard operating procedure 3.4 Type of coffee bar equipment problems confirmed and described based on observation of the equipment operation
4. Troubleshoot espresso and milk related problems	4.1 Espresso sensory quality such as: <ul style="list-style-type: none"> • Aroma • Colour • Taste balance • Tactile • Flavour • Volume 4.2 Milk quality (hot and cold) <ul style="list-style-type: none"> • Aroma • Texture • Flavour • Colour 4.3 Common espresso and milk related problems 4.4 Ingredients quality check for: <ul style="list-style-type: none"> • Coffee bean roast date • Coffee bean bag open date • Milk carton open date 	4.1 Assess the visual characteristics of the espresso 4.2 Assess the aroma, taste and flavour of the espresso 4.3 Assess the visual characteristics of the milk 4.4 Assess the taste and flavour of the milk 4.5 Determine problem in the ingredients 4.6 Conduct ingredients quality check 4.7 Evaluate ingredients quality 4.8 Execute basic remedy method 4.9 Recalibrate coffee bar equipment 4.10 Replace café ingredients 4.11 Evaluate quality of	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledge-able in espresso sensory quality • Focus and alert • Meticulous <u>SAFETY</u> <ul style="list-style-type: none"> • Comply with food safety and handling requirements • Alert to potential hazards and safety requirements <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Always ensure work area clean and tidy 	4.1 Espresso visual and sensory quality described and confirmed as per café beverage quality 4.2 Milk visual and sensory quality described and confirmed as per café beverage quality 4.3 Problem in the ingredients confirmed and described based on ingredients quality evaluation 4.4 Basic remedy method confirmed and demonstrated to produced desired beverage quality as per café standards Troubleshooting steps listed and documented according to café standard operating procedure

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Contamination 4.5 Basic remedy method for espresso and milk related problems such as: <ul style="list-style-type: none"> • Recalibration • Replacement of ingredients 4.6 Troubleshooting record and references	beverage produced 4.12 Record troubleshooting steps for future reference		

Employability Skills

Core Abilities

- Please refer NCS-Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

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15. Curriculum of Competency Unit

15.3. Coffee Bar Equipment Preventive Maintenance

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
GROUP	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES		
AREA	COFFEE OUTLET SERVICES AND OPERATION		
NOSS TITLE	BARISTA SERVICES OPERATION		
COMPETENCY UNIT TITLE	COFFEE BAR EQUIPMENT PREVENTIVE MAINTENANCE		
LEARNING OUTCOMES	<p>The person who is competent in this CU shall be able to maintain coffee bar equipment to ensure proper functioning and keeping the equipment last longer for café operation.</p> <p>Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Identify coffee bar equipment maintenance requirements 2. Prepare coffee bar equipment maintenance requirements 3. Perform coffee bar equipment preventive maintenance 4. Coordinate coffee bar equipment cleaning 5. Prepare coffee bar equipment maintenance report 		
TRAINING PRE-REQUISITE			
CU CODE	I563-001-3:2018-C03	NOSS LEVEL	THREE (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Identify coffee bar equipment maintenance requirements	1.1 Coffee bar equipment maintenance requirements such as: <ul style="list-style-type: none"> • Maintenance schedule • Maintenance Frequency • Inspection criteria • Equipment operating manual 1.2 Visual observation of equipment wear and tear parts for:	1.1 Check equipment preventive maintenance schedule 1.2 Determine frequency of coffee bar equipment maintenance 1.3 Check equipment wear and tear parts 1.4 Assess coffee machine visually 1.5 Assess coffee grinder visually 1.6 Check chiller and	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledgeable in coffee bar equipment maintenance • Follow café standard operating procedure <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety precautions during maintenance 	1.1 Equipment preventive maintenance schedule and frequency of maintenance confirmed as per café standard operating procedure 1.2 Equipment wear and tear parts observed and condition confirmed as per visual inspection 1.3 Coffee machine visual, physical and sound assessments confirmed and recorded according to café

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Group seal • Net shower • Grinder burr <p>1.3 Equipment visual assessment such as:</p> <ul style="list-style-type: none"> • Pressure gauge (steam and pump pressure) • Temperature • Operating light indication • Cleanliness • LED display • Grinder burr <p>1.4 Equipment sound assessment irregularities for:</p> <ul style="list-style-type: none"> • Coffee grinder • Coffee machine • Chiller • Freezer 	<p>freezer temperature</p> <p>1.7 Check irregularities in coffee equipment sound</p> <p>1.8 Check equipment function switches</p> <p>1.9 Confirm equipment maintenance requirements</p>	<p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • - 	<p>standard operating procedure</p> <p>1.4 Coffee grinder visual, physical and sound assessments confirmed and recorded according to café standard operating procedure</p> <p>1.5 Chiller and freezer visual, physical and sound assessments confirmed and recorded according to café standard operating procedure</p> <p>1.6 Equipment maintenance requirements explained and recorded according to café standard operating procedure</p>
<p>2. Prepare coffee bar equipment maintenance requirements</p>	<p>2.1 Maintenance tools such as:</p> <ul style="list-style-type: none"> • Brush • Blind filter • Screwdriver • Cloth • Sponge • Green pad 	<p>2.1 Identify required tools</p> <p>2.2 Select required tools</p> <p>2.3 Identify cleaning agents</p> <p>2.4 Retrieve cleaning agents</p> <p>2.5 Identify equipment replacement parts</p> <p>2.6 List equipment parts to be replaced</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Knowledge-able in coffee bar equipment maintenance • Follow café standard operating procedure <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety 	<p>2.1 Required maintenance tools retrieved and confirmed according to equipment maintenance requirement</p> <p>2.2 Cleaning agents selected and confirmed according to coffee bar equipment maintenance requirement</p> <p>2.3 Coffee bar equipment and parts</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> 2.2 Soaking bowl 2.2 Cleaning agents such as: <ul style="list-style-type: none"> • Espresso cleaning detergent • Soap • Grinder cleaner 2.3 Maintenance details such as: <ul style="list-style-type: none"> • Maintenance record details • Work order from supplier • Part replacement • Equipment replacement • Manufacturing maintenance 2.4 Equipment maintenance quotation request and requirements such as: <ul style="list-style-type: none"> • Type of parts • Equipment model / brand / system • Warranty info • Quantity • Date of request • Authorised personnel 2.5 Supplier contact details 	<ul style="list-style-type: none"> 2.7 Review equipment inspection report on damaged and malfunction equipment 2.8 Identify replacement equipment 2.9 Arrange equipment for replacement 2.10 Produce quotation request details of equipment parts to be replaced 2.11 Follow up with superior or relevant personnel for quotation request 	<p>precautions during maintenance</p> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • - 	<p>recorded, confirmed and retrieved for replacement according to café standard operating procedure</p> <p>2.4 Coffee bar equipment parts confirmed and information summarised for request</p> <p>2.5 Quotation request confirmed and informed to superior or relevant personnel in accordance with café standard operating procedure</p>
3. Perform coffee bar equipment preventive	3.1 Basic in coffee bar equipment preventive maintenance	<ul style="list-style-type: none"> 3.1 Identify maintenance timeline 3.2 Identify preventive 	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Knowledgeable in coffee bar equipment 	3.1 Coffee bar equipment for preventive maintenance confirmed according to

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
maintenance	3.2 Type of preventive maintenance such as: <ul style="list-style-type: none"> • Daily • Weekly • Monthly • Yearly 3.3 Maintenance procedure such as: <ul style="list-style-type: none"> • Back flushing • Back washing • Drain tray • Steam system • Grinder 3.4 Safety precautions during maintenance 3.5 Maintenance details recording	maintenance schedule 3.3 Execute coffee bar equipment preventive maintenance 3.4 Execute scheduled maintenance 3.5 Identify parts to be replaced 3.6 Replace loose wares 3.7 Check and test equipment operation function 3.8 Update café maintenance record	maintenance <ul style="list-style-type: none"> • Follow café standard operating procedure • Always ensure work area are clean, neat and safe <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety precautions during maintenance <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • - 	maintenance schedule and timeline requirements 3.2 Coffee bar equipment basic preventive maintenance demonstrated as per equipment maintenance manual 3.3 Coffee bar equipment parts to be replaced confirmed and loose wares replacement executed as per equipment manual 3.4 Coffee bar equipment operated and functioning properly according to café standards 3.5 Coffee bar equipment operation confirmed and recorded in café maintenance book
4. Coordinate coffee bar equipment cleaning	4.1 Coordination in coffee bar equipment cleaning such as: <ul style="list-style-type: none"> • Personnel availability • Job delegation • Arrangement • Inspection 4.2 Café cleanliness and hygiene practices	4.1 Identify personnel availability for equipment cleaning 4.2 Delegate cleaning tasks to café staffs 4.3 Check equipment, tools and utensils cleanliness status 4.4 Inspect disposal of wastes 4.5 Check equipment, tools and utensils arrangement at respective location 4.6 Validate coffee bar equipment cleanliness	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Communicate clearly with staffs • Follow café standard operating procedure • Always ensure work area are 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 	4.1 Personnel delegation for equipment cleaning confirmed and job assigned according to café standard operating procedure 4.2 Coffee bar equipment, tools and utensil cleanliness status assessed and confirmed and meet café hygiene requirement 4.3 Wastes disposal checked, confirmed and meet café hygiene requirement 4.4 Coffee bar equipment, tools and utensil arrangement confirmed as per café layout

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
Prepare coffee bar equipment maintenance report	5.1 Coffee bar equipment maintenance reporting such as: <ul style="list-style-type: none"> • Equipment replacement • Equipment repair 5.2 Café reporting system <ul style="list-style-type: none"> • Authorisation • Method of reporting • Forms • Filing system 5.3 Café standard operating procedures	5.1 Follow up equipment replacement for malfunction equipment with supplier 5.2 Record maintenance details or work order from supplier 5.3 Update equipment replacement status 5.4 Validate equipment readiness status for use 5.5 Compile maintenance records	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Follow café standard operating procedure <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety aspects when operating machine <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • - 	5.1 Coffee bar equipment replacement checked with supplier and status confirmed according to café standard operating procedure 5.2 Equipment maintenance status checked with supplier and confirmed according to café standard operating procedure 5.3 Maintenance details or work order from supplier filed according to café standard operating procedure

Employability Skills

Core Abilities

- Please refer NCS-Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 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.
- 2 Moldvaer, A. 2014. Coffee Obsession. Dorling Kindersley Limited. ISBN-13: 9781465419552.
Wechselberger, J. and Hierl, T. 2011. The Ultimate Coffee Book for Beginners & Professionals. Braumüller. ISBN-13: 9783991000426.

15. Curriculum of Competency Unit

15.4. Coffee Bar Brewing Coordination

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
GROUP	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES		
AREA	COFFEE OUTLET SERVICES AND OPERATION		
NOSS TITLE	BARISTA SERVICES OPERATION		
COMPETENCY UNIT TITLE	COFFEE BAR BREWING COORDINATION		
LEARNING OUTCOMES	<p>The person who is competent in this CU shall be able to maintain café operation in terms of beverage preparation and ensuring the quality beverage are being served to customer as per café standard operating procedure.</p> <p>Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Organise customer's beverage order 2. Organise coffee brewing and arts requirements 3. Inspect espresso shots 4. Inspect beverage art style presentation 5. Monitor beverage serving 		
TRAINING PRE-REQUISITE			
CU CODE	I563-001-3:2018-C04	NOSS LEVEL	THREE (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Organise customer's beverage order	1.1 Coordination of café beverage order preparation: <ul style="list-style-type: none"> • Ordered menu • Ordering sequence • Staff availability 1.2 Café standard operating procedure 1.3 Café organisational function 1.4 Food safety and hygiene practices 1.5 Café cash handling	1.1 Identify beverage order quantity 1.2 Check beverage order sequence 1.3 Arrange café staffs for beverage preparation 1.4 Check café staffs' personal grooming and hygiene practices 1.5 Check prepared beverage quality 1.6 Verify café sales collection amount 1.7 Secure café sales cash collection	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Communicate clearly with staffs • Follow café standard operating procedure • Always ensure work area are clean, neat and safe • Responsible <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements 	1.1 Café beverage order quantity and sequence confirmed as per café standard operating procedure 1.2 Café staffs' personal grooming and hygiene practices confirmed as per café standard operating procedure 1.3 Prepared beverage quality meet with café standard operating procedure 1.4 Café sales collection amount confirmed for the day of sales

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			<u>ENVIRONMENT</u> <ul style="list-style-type: none"> Clean and conducive café environment 	
2. Organise coffee brewing and arts requirements	2.1 Coordination of coffee brewing and art requirements: <ul style="list-style-type: none"> Mise en place volume Consumables Utensils Beverage menu Equipment readiness Manpower 2.2 Estimation on daily volume requirements 2.3 Distribution of café staff duties 2.4 Café standard operating procedure	2.1 Determine coffee brewing and art requirements 2.2 Check café menu 2.3 Check prepared <i>mise en place</i> volume 2.4 Check coffee brewing and art requirements readiness 2.5 Inspect consumables and utensils at coffee bar workstation 2.6 Stock up required number of consumables and utensils at coffee bar workstation 2.7 Distribute coffee brewing and arts duties to café staffs	<u>ATTITUDE</u> <ul style="list-style-type: none"> Communicate clearly with staffs Follow café standard operating procedure Always ensure work area are 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 	2.1 Coffee brewing and art requirements confirmed as per café beverage preparation workload 2.2 Prepared <i>mise en place</i> volume confirmed and meet café beverage preparation workload 2.3 Consumables and utensils at coffee bar workstation stock up amount confirmed and executed to meet café usage requirement 2.4 Coffee brewing and arts manpower duties assigned and confirmed as per café workload requirements
3. Inspect espresso shots	3.1 Espresso sensory quality such as: <ul style="list-style-type: none"> Aroma Colour Taste balance Tactile Flavour Volume 3.2 Milk quality (hot and	3.1 Assess the visual characteristics of the espresso 3.2 Assess the aroma, taste and flavour of the espresso 3.3 Assess the visual characteristics of the milk 3.4 Assess the taste and	<u>ATTITUDE</u> <ul style="list-style-type: none"> Communicate clearly with staffs Follow café standard operating procedure Always ensure work area are clean, neat and safe <u>SAFETY</u>	3.1 Espresso visual and sensory quality described and confirmed as per café beverage quality 3.2 Milk visual and sensory quality described and confirmed as per café beverage quality 3.3 Coffee extraction rate confirmed and meet the espresso shot quality 3.4 Coffee utensils and equipment

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	cold) <ul style="list-style-type: none"> • Aroma • Texture • Flavour • Colour 3.3 Espresso quality check for: <ul style="list-style-type: none"> • Coffee beans quality • Coffee extraction rate • Coffee dosage • Flavour • Possibility of contamination 3.4 Common espresso and milk related problems 3.5 Basics in coffee dosage adjustment <ul style="list-style-type: none"> • Micro-adjustment • Effects on body and flavour when increasing or decreasing dose 	flavour of the milk 3.5 Determine coffee beans quality 3.6 Check coffee extraction rate 3.7 Check utensils and equipment cleanliness 3.8 Execute coffee dosage adjustment	<ul style="list-style-type: none"> • Adhere to food safety and hygiene requirements • Exercise good posture to reduce repetitive strain injuries <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Clean and conducive café environment 	cleanliness confirmed as per café food safety and hygiene requirements 3.5 Coffee dosage adjustment demonstrated and meet espresso shot quality requirements
4. Inspect beverage art style presentation	4.1 Coffee brewing procedure 4.2 Milk texturing technique 4.3 Advanced in beverage art patterns and styles	4.1 Determine beverage menu 4.2 Determine art styles presentation 4.3 Execute coffee brewing procedure 4.4 Dispense the required amount and type of milk 4.5 Execute milk texturing technique 4.6 Swirl textured milk to combine foam and milk,	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Clean as you go • 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 to reduce repetitive strain 	4.1 Beverage menu and type of beverage art styles confirmed as per café standard menu 4.2 Coffee brewing demonstrated in compliance café food safety and hygiene practice 4.3 Milk texturing technique demonstrated in compliance café food safety and hygiene practice 4.4 Milk poured and achieved foam level with the right texture and temperature for the beverage

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		for even consistency 4.7 Conduct milk pouring technique into espresso base immediately with art style 4.8 Check prepared beverage presentation 4.9 Wipe spillage / stains on cups	injuries <u>ENVIRONMENT</u> <ul style="list-style-type: none"> Clean and conducive café environment 	4.5 Latte art styles produced consistent with beverage quality standards 4.6 Prepared beverage presentation quality confirmed and have no spillage before serving to customer as per café beverage quality requirements
5. Monitor beverage serving	5.1 Quality of prepared beverages 5.2 Café staff arrangement for serving 5.3 Beverage order sequence 5.4 Beverage serving time 5.5 Beverage serving etiquette	5.1 Assess the quality of prepared beverage 5.2 Arrange café staffs for beverage serving to customer 5.3 Identify beverage order sequence 5.4 Organise prepared beverage for serving 5.5 Check beverage serving time to be within preparation time 5.6 Inspect beverage serving etiquette	<u>ATTITUDE</u> <ul style="list-style-type: none"> Communicate clearly with staffs Follow café standard operating procedure Always ensure work area are 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 	5.1 Quality of prepared beverages confirmed and meet café beverage quality 5.2 Café staffs duties for beverage servings assigned and confirmed based on beverage order 5.3 Beverage servings to customer executed according to beverage order sequence 5.4 Beverage being served to customer and within preparation time as per café standard operating procedure 5.5 Beverage serving etiquette to customer demonstrated as per café standard operating procedure

Employability Skills

Core Abilities

- Please refer NCS-Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 Brown, D. R. 2007. The Restaurant Manager's Handbook: How to Set Up, Operate, and Manage a Financially Successful Food Service Operation. 4th Edition. ISBN-13: 978-0910627979.
- 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 Moldvaer, A. 2014. Coffee Obsession. Dorling Kindersley Limited. ISBN-13: 9781465419552.
Wechselberger, J. and Hierl, T. 2011. The Ultimate Coffee Book for Beginners & Professionals. Braumüller. ISBN-13: 9783991000426.

15. Curriculum of Competency Unit

15.5. Coffee Bar Operation Supervision

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
GROUP	(56) FOOD AND BEVERAGE SERVICE ACTIVITIES		
AREA	COFFEE OUTLET SERVICES AND OPERATION		
NOSS TITLE	BARISTA SERVICES OPERATION		
COMPETENCY UNIT TITLE	COFFEE BAR OPERATION SUPERVISION		
LEARNING OUTCOMES	<p>The person who is competent in this CU shall be able to maintain café daily operation as per café standard operating procedure.</p> <p>Upon completion of this competency units, trainees will be able to:-</p> <ol style="list-style-type: none"> 1. Prepare café manpower schedule 2. Prepare café work instructions 3. Inspect café inventory status 4. Inspect café outlet cleanliness 5. Carry out café on job training 6. Inspect café outlet sales activity 		
TRAINING PRE-REQUISITE			
CU CODE	I563-001-3:2018-C05	NOSS LEVEL	THREE (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare café manpower schedule	1.1 Café manpower arrangement such as: <ul style="list-style-type: none"> • Working shifts • Café duties • Work schedule • Staff attendance 1.2 General café supervision and responsibilities such as: <ul style="list-style-type: none"> • Work instruction briefings 	1.1 Identify café manpower duties and shifts 1.2 Check café manpower attendance and leave records 1.3 Schedule café manpower duty and shifts	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Communicate clearly with staffs • Follow café standard operating procedure • Always ensure work area are clean, neat and safe • Responsible <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to food safety and hygiene 	1.1 Café manpower duties confirmed and elaborated as per café standard operating procedure 1.2 Café manpower availability confirmed and café duties allocated based on café manpower attendance and leave record 1.3 Café manpower duty schedule set, produced and distributed as per café standard operating

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> Café occupational safety briefings and protocols Cash collection and monitoring 		requirements <u>ENVIRONMENT</u> <ul style="list-style-type: none"> Clean and conducive café environment 	procedure
2. Prepare café work instructions	2.1 Café occupational safety briefings and protocols 2.2 Distribution of café staff duties Café standard operating procedure	2.1 Determine daily café work instructions and safety protocols 2.2 Execute café work instruction and safety briefings 2.3 Distribute café duties and tasks	<u>ATTITUDE</u> <ul style="list-style-type: none"> Communicate clearly with staffs Follow café standard operating procedure Always ensure work area are 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 	2.1 Work instruction and safety briefings confirmed and demonstrated to café staffs as per café standard operating procedure
3. Inspect café inventory status	3.1 Café stock and inventory monitoring 3.2 Café stock up requisition such as: <ul style="list-style-type: none"> Incoming goods verification Café stocks storage and arrangement 	3.1 Identify coffee bar stock up requirements 3.2 Check coffee bar stock up requisition 3.3 Determine café incoming goods 3.4 Review incoming goods details 3.5 Delegate personnel for café stocks storage 3.6 Check café stocks storage arrangement	<u>ATTITUDE</u> <ul style="list-style-type: none"> Communicate clearly with staffs Follow café standard operating procedure Always ensure work area are clean, neat and safe <u>SAFETY</u> <ul style="list-style-type: none"> Adhere to food safety and hygiene requirements Exercise good posture to 	3.1 Coffee bar stock up requirements inspected and details confirmed for stock ordering 3.2 Café incoming goods details explained upon receiving according to cafe stock up requirements 3.3 Café stocks storage arrangement assessed to comply with café First Expired and First Out (FEFO) storage requirements

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			<p>reduce repetitive strain injuries</p> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Clean and conducive café environment 	
4. Inspect café outlet cleanliness	<p>4.1 Café outlet food safety and hygiene requirement</p> <p>4.2 Café outlet housekeeping scheduling</p> <p>4.3 Café outlet housekeeping task delegation</p> <p>4.4 Café tools cleanliness and sanitation requirement</p> <p>4.5 Café food safety and hygiene issues and remedial actions for example:</p> <ul style="list-style-type: none"> • Food contamination • Poor hygiene practice • Sign of pests • Etc. <p>4.6 Café waste disposal procedure</p> <p>4.7 Grease trap maintenance and cleaning</p>	<p>4.1 Assign personnel for café outlet cleaning tasks</p> <p>4.2 Inspect café outlet cleanliness status</p> <p>4.3 Inspect café tools cleanliness and sanitation</p> <p>4.4 Resolve any food safety and hygiene issues</p> <p>4.5 Arrange café waste disposal requirement</p> <p>4.6 Validate café housekeeping and cleanliness status</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Clean as you go • Always ensure work area are clean, neat and safe <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Safe operational practices and dangers of working with hot steam • Exercise good posture to reduce repetitive strain injuries <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Clean and conducive café environment 	<p>4.1 Café outlet cleanliness and housekeeping requirement explained according to cafe standard operating procedure</p> <p>4.2 Food safety and hygiene issues explained and resolution presented according to food safety and hygiene requirement</p> <p>4.3 Café waste disposal arrangement explained and demonstrated as per café standard operating procedure</p>
5. Carry out café on job training	<p>5.1 Café new staff training requirement</p> <p>5.2 On-job training requirements such as:</p> <ul style="list-style-type: none"> • Training activities 	<p>5.1 Determine on job training activities</p> <p>5.2 Carry out café staff on job training session</p> <p>5.3 Assess training outcome</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Communicate clearly with staffs • Follow café standard operating procedure 	<p>5.1 Café staff on job training session conducted and demonstrated as per café training requirements</p> <p>5.2 Beverage serving etiquette to customer demonstrated and</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Training materials • Training delivery method 5.3 On-job training evaluation criteria such as: <ul style="list-style-type: none"> • Skills • Knowledge • Attitude 	5.4 Write trainee performance report	<ul style="list-style-type: none"> • Always ensure work area are 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 	explained to new staff as per café standard operating procedure
6. Inspect café outlet sales activity	6.1 Cash collection and monitoring 6.2 Café cash handling procedure 6.3 Cash collection shortage and reconciliation	6.1 Inspect café cash handling procedure 6.2 Verify cash collection of the day	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Follow café standard operating procedure • Communicate effectively among café staffs • Resourceful in café services <u>SAFETY</u> <ul style="list-style-type: none"> • Alert to hazards related to food contamination and accident <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Ensure clean and conducive café environment 	6.1 Café cash handling procedure and safety of café cash collection maintained at all times according to café standard operating procedure 6.2 Shortage of cash collection explained and recorded for reconciliation

Employability Skills

Core Abilities

- Please refer NCS-Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

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- 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 Moldvaer, A. 2014. Coffee Obsession. Dorling Kindersley Limited. ISBN-13: 9781465419552.
Wechselberger, J. and Hierl, T. 2011. The Ultimate Coffee Book for Beginners & Professionals. Braumüller. ISBN-13: 9783991000426.

16. Delivery Mode

The following are the **recommended** training delivery modes:-

KNOWLEDGE	SKILL
<ul style="list-style-type: none"> • Lecture • Group discussion • E-learning, self-paced • E-learning, facilitate • Case study or Problem based learning (PBL) • Self-paced learning, non-electronic • One-on-one tutorial • Shop talk • Seminar 	<ul style="list-style-type: none"> • Demonstration • Simulation • Project • Scenario based training (SBT) • Role play • Coaching • Observation • Mentoring

17. Tools, Equipment and Materials (TEM)

BARISTA SERVICES OPERATION**LEVEL 3**

CU No.	CU CODE	COMPETENCY UNIT TITLE
CU1	I563-001-3:2018-C01	Coffee Bar Customer Services Coordination
CU2	I563-001-3:2018-C02	Coffee Bar Equipment and Beverage Calibration
CU3	I563-001-3:2018-C03	Coffee Bar Equipment Preventive Maintenance
CU4	I563-001-3:2018-C04	Coffee Bar Brewing Coordination
CU5	I563-001-3:2018-C05	Coffee Bar Operation Supervision

*Items listed refer to TEM's **minimum requirement** for skills delivery only.

No	ITEM*	RATIO (TEM : Trainees)	CU1	CU2	CU3	CU4	CU5
A. Tools							
1	Shot Glass	2:1		√	√	√	√
2	Serving Cup	2:1		√	√	√	√
3	Tamper	1:5		√	√	√	√
4	Tamping Mat	1:5		√	√	√	√
5	Thermometer	1:5		√	√	√	√
6	Rubbish Bin	1:25		√	√	√	√
7	Test Pen	1:5			√		
8	Screwdriver	1:5			√		
9	Grinder Brush	1:2			√		
10	Group Head Brush	1:2			√		
11	Soaking Bowl	1:2			√		
B. Materials							
1	Point of Sales Terminal	1:25	√				√

No	ITEM*	RATIO (TEM : Trainees)	CU1	CU2	CU3	CU4	CU5
2	Cafe area model	1:25	√	√	√	√	√
3	Coffee counter area model	1:25		√	√	√	√
4	Coffee Machine Group Head	1:5		√	√	√	√
5	Grinder	1:5		√	√	√	√
6	Chiller	1:25		√	√	√	√
7	Weighing Scale	1:2		√	√	√	√
8	Milk Pitcher	1:1		√	√	√	√
9	Knock Box	1:5		√	√	√	√
C. Materials							
1	Feedback Forms and Questionnaire sample	1:1	√				
2	Promotional Materials	1:1	√				
3	Café manpower schedule sample	1:1	√			√	√
4	Cafe area layout diagram	1:25	√	√	√	√	√
5	Personal attire and dress code i.e. apron, clothing etc	1:1		√	√	√	√
6	Colour Coded Cloth Set of three	1:1		√	√	√	√
7	Calibration Log Book	1:1		√	√		√
8	Maintenance Log Book	1:1		√			√
9	Cleaning Detergents	As required			√		
10	Sponge	1:5			√		

18. Training Hour Summary

The following table shows the nominal training hours based on recommendations made by the Standard Development Committee (SDC). For purpose of Malaysian Skills Certification through accredited centre training, the program duration is subject to Malaysian Skills Certification System.

**BARISTA SERVICES OPERATION
LEVEL 3**

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (HOURS)	RELATED SKILLS (HOURS)	TRAINING DURATION (HOURS)	SKILLS CREDIT
I563-001-3:2018-C01	Coffee Bar Customer Services Coordination	1. Maintain coffee bar customer services requirements	10	30	130	13
		2. Implement café products and services promotion	10	30		
		3. Handle customer's enquiry and complaints	5	30		
		4. Prepare coffee bar customer services report	5	10		
I563-001-3:2018-C02	Coffee Bar Equipment and Beverage Calibration	1. Prepare coffee bar equipment calibration requirements	10	50	250	25
		2. Perform coffee bar equipment and beverage calibration	10	50		
		3. Identify coffee bar equipment problems during calibration	20	50		
		4. Troubleshoot espresso and milk related problems	10	50		

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (HOURS)	RELATED SKILLS (HOURS)	TRAINING DURATION (HOURS)	SKILLS CREDIT
I563-001-3:2018-C03	Coffee Bar Equipment Preventive Maintenance	1. Identify coffee bar equipment maintenance requirements	10	40	220	22
		2. Prepare coffee bar equipment maintenance requirements	10	40		
		3. Perform coffee bar equipment preventive maintenance	15	40		
		4. Coordinate coffee bar equipment cleaning	10	30		
		5. Prepare coffee bar equipment maintenance report	5	20		
I563-001-3:2018-C04	Coffee Bar Brewing Coordination	1. Organise customer's beverage order	10	30	240	24
		2. Organise coffee brewing and arts requirement	10	50		
		3. Inspect espresso shots	15	50		
		4. Inspect beverage art style presentation	15	20		
		5. Monitor beverage serving	10	30		
I563-001-3:2018-C05	Coffee Bar Operation Supervision	1. Prepare café manpower schedule	5	20	180	18
		2. Prepare café work instructions	5	20		
		3. Inspect café inventory status	10	30		
		4. Inspect café outlet cleanliness	5	20		
		5. Carry out café on job training	10	20		
		6. Inspect café outlet sales activity	5	30		
TOTAL HOURS (CORE COMPETENCY)			230	790	1020	102