

job READY

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JOBREADY FRAMEWORK

MODULE 5

FOOD AND BEVERAGE SERVICE
OPERATIONS

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Module 5: Food and Beverage Service Operations

I. Module Overview

This module provides learners with knowledge of the roles and responsibilities of professionals in kitchens, bars and restaurants. Specifically, it expands on the key aspects of each area of Food and Beverage services and provides learners with information, theory, practices and exercises that will help them develop skills that will enable them to work safely and professionally in such environments.

Food and Beverage Service Operations		Duration (Hours)
Classroom-based Learning	Content Delivery	22
	Individual Work	4
	Assessment	1
Theoretical and Practical Learning		To be implemented and practiced in a VET School simulated environment.

II. Learning Units Overview

Learning Units	Duration (Hours)
LU5.1 - Kitchen	10
LU5.2 - Bar	6
LU5.3 - Restaurant	6

1. Learning Unit 1: KITCHEN

• Learning Unit Description

This learning unit describes the knowledge, skills and practices required to work in a professional kitchen; Specifically, it includes topics about the roles and responsibilities of Kitchen Staff, Health and Safety and Food preparation, alongside some basic food preparation recipes/techniques.

• Learning Outcomes and Objectives

Learning Outcomes	Learning Objectives	Duration (Hours)
LO5.1 Identify the staff roles in a Professional Kitchen	Kitchen Staff 5.1.1a The main Kitchen Staff Roles and Responsibilities 5.1.1b The Role and Responsibilities of the Executive Chef, Sous Chef and Line Cooks 5.1.1c The Role and Responsibilities of the Expeditor, Pastry Chef, Prep Cooks and kitchen support staff.	2
LO5.2. Explain and Demonstrate effective use of kitchen equipment	Kitchen Navigation 5.2.1 Learn about safe navigation in a professional kitchen environment Kitchen Equipment 5.2.2 Safe Use of Kitchen Equipment 5.2.2a Safe operating temperatures of refrigerators and safe oven use 5.2.2b Safe operation of food processors and grills	2
LO5.3 Explain the concept of Food Safety and Hygiene and demonstrate safe food preparation techniques	Food Safety and Hygiene 5.3.1a The concept of Food Safety and Hygiene 5.3.1b Types of Allergens 5.3.1c Cross Contamination prevention practices	3

	Food Preparation Techniques 5.3.2a Preparing steak dish 5.3.2b Preparing caesar salad dish	
LO5.4 Explain the concept Health and Safety and relevant practices	5.4.1 The concept of Health and Safety in a Kitchen 5.4.2 Kitchen Inspection and Cleaning Procedures	3

- **Learning Outcome 5.1 – Activities and Reference Sheets**

- **L05.1 Identify the staff roles in a Professional Kitchen**

Learning Objectives	Kitchen Staff 5.1.1a The main Kitchen Staff Roles and Responsibilities 5.1.1b The Role and Responsibilities of the Executive Chef, Sous Chef and Line Cooks 5.1.1.c The Role and Responsibilities of the Expeditor, Pastry Chef, Prep Cooks and kitchen support staff.
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Reference Sheet 1.a: Kitchen Staff Roles

- **Executive Chef:** The head of the kitchen, responsible for overseeing all kitchen operations, creating menus, managing inventory, and ensuring quality and consistency in food preparation.
- **Sous Chef:** The second-in-command who assists the executive chef in managing the kitchen. They may be responsible for supervising the kitchen staff, planning menus, and coordinating food preparation.
- **Line Cooks:** These are the cooks responsible for preparing specific items on the menu. There may be different line cooks for different stations such as grill, sauté, fryer, and salad.

Reference Sheet 1.b: Kitchen Staff Roles

- **Prep Cooks:** Prep cooks are responsible for preparing ingredients before the service begins. This may include chopping vegetables, marinating meats, and preparing sauces.
- **Pastry Chef:** The pastry chef is responsible for creating and preparing desserts and pastries.
- **Expeditor:** The expeditor is responsible for organizing orders, ensuring that they are prepared correctly, and coordinating the timing of dishes.
- **Dishwashers:** Dishwashers are responsible for cleaning dishes, utensils, and kitchen equipment.
- **Kitchen Porters:** kitchen porters assist with cleaning and maintaining the kitchen, including tasks such as taking out trash, sweeping, and mopping.
- **Assistant Chefs:** Depending on the size of the kitchen, there may be additional assistant chefs, helping with various tasks.

Activity 1: Kitchen Staff Roles Quiz

Instructions: Read the following questions/statements and circle the right answer with a pen/pencil. Discuss your answers with the group.

1. The kitchen expeditor is responsible for tasting the food before sending it out to guests.

a) True
b) False

2. Prep Cooks are must always wash the dishes before preparing food for cooking.

a) True
b) False

3. An Assistant Chef is second-in-command in a kitchen and oversees the other cooks.

a) True
b) False

4. Who is responsible for preparing the menu? (there may be more than one right answer!)

a) The executive chef
b) The kitchen porter
c) The expeditor
d) The sous chef

- **LO5.2 Explain and Demonstrate effective use of kitchen equipment**

Learning Objectives	Kitchen Navigation 5.2.1 Safe navigation in a professional kitchen environment Kitchen Equipment 5.2.2 Safe Use of Kitchen Equipment 5.2.2a Safe operating temperatures of refrigerators and safe oven use 5.2.2b Safe operation of food processors and grills
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Reference Sheet 2: Safe Navigation around the Kitchen Area.

Tips for safely navigating a professional kitchen:

1. Warn others when you walk behind them.
2. Warn others when you are carrying hot food, liquids or cooking pots.
3. Warn others when you carry sharp or heavy objects.
4. Establish and maintain walking pathways in the kitchen and **never rush**
5. Always use oven mits and make sure that a pair is always around.
6. Maintain a dry floor to avoid slipping.
7. Make sure you know the fire alarm and evacuation procedures of the establishment.
8. Make sure you know where the first aid kit is.

Reference Sheet 3.a: Safe Use of Common Kitchen Equipment.



Professional Refrigerator, generated by Bing AI Image Generator

Refrigerator

Maintaining **correct temperatures** of the kitchen refrigerators is **critical for maintaining the flavour of the items** served to guests, as well as **avoiding contamination**.

Temperatures of refrigerators should be between **2°C - 4°C**, and of freezers at **-18°C**.

Oven

Always use an oven mitt when taking hot food and cutlery out of the oven. **Never use kitchen towels or anything else!** Also, before opening the oven during busy times, always **make sure that there is enough space available for placing the hot food** that comes out in advance.



Professional Oven, generated by Bing AI Image Generator

Reference Sheet 3.b: Safe Use of Common Kitchen Equipment.



Professional Food Processor, generated by Bing AI Image Generator

Food Processor

Ensure the food processor is turned off and **unplugged before assembling or disassembling** parts, and use the appropriate attachments.

Always turn off the processor from its power switch, indicating that the speed is '0'. Never use the power socket switch to turn it off while it's working.

Grill

Keep grill surfaces clean to prevent flare-ups and use long-handled, metal or wooden utensils.

To avoid burns, and **be cautious of grease build-up** that can cause fires.

If there is a **window nearby**, it good practice to always have it open.



Professional Grill, generated by Bing AI Image Generator

- **L05.3 Explain the concept of Food Safety and Hygiene and demonstrate safe food preparation techniques**

Learning Objectives	Food Safety and Hygiene 5.3.1a The concept of Food Safety and Hygiene 5.3.1b Types of Allergens 5.3.1c Cross Contamination prevention practices Food Preparation Techniques 5.3.2a Preparing steak dish 5.3.2b Preparing caesar salad dish
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Reference Sheet 4: The Concept of Food Safety

Food Safety in a professional kitchen helps **prevent foodborne illnesses**.

Maintaining Food Safety is not only the **responsibility** of the chef, but of **everyone involved in kitchen operations**.

Food Safety Revolves around 4 main Pillars:

- 1. Personal Hygiene:** using gloves and regular handwashing with soap and water before and after handling food, after using the restroom, and after handling raw meats.
- 2. Kitchen Cleaning:** regular cleaning and sanitizing of kitchen surfaces, equipment, and utensils. Cleaning schedules should be established and followed diligently. Finally, this includes non-toxic pest control.
- 3. Equipment Control:** maintaining correct refrigeration temperatures and implementing cooking practices that prevent cross-contamination.
- 4. Allergen Awareness:** being aware of allergens present in menu items and informing guests.

Reference Sheet 5: Cross Contamination.

Cross-contamination is a severe risk in any kitchen in a home or professional environment. It occurs when harmful microorganisms, such as bacteria, viruses, or parasites, are **transferred from one food or surface to another**. The **most common factors of Cross Contamination are:**

- **Raw Meats:** Raw meats, poultry, seafood, and their juices often contain harmful bacteria such as **Salmonella, E. coli, and Campylobacter**.
- **Unwashed Produce:** Fruits and vegetables may carry harmful parasites from the soil, water, or handling during harvest.

Did you know?

*Even unwashed vegetables can be hosts to a bacterium called **Toxoplasma**, which can have disastrous consequences if ingested by pregnant women.*

- **Dirty Utensils and Kitchen Surfaces:** Using the same utensils or surfaces for raw and ready-to-eat foods can lead to cross-contamination.
- **Poor personal hygiene**

Activity 2: Cross-contamination Factors – Group Discussion

Instructions: Read the following example...

''Using the same knife to slice raw chicken and then cut vegetables for salad is a prime example of cross-contamination that can lead to food poisoning.''

1. How many other examples can you name?
2. Share your findings with the group.
3. In groups, discuss how you can avoid cross-contamination in the cases you have shared.

Materials: Pen or pencil and paper

Reference Sheet 6.a: Allergens

What is an Allergen?

An allergen is a substance that can cause an allergic reaction. In some people, **the immune system recognizes allergens as foreign or dangerous.** This reaction of the immune system is exactly what creates the **symptoms of an allergy.**

Common Allergens:

Wheat (and other cereals)

Cereals contain a type of protein called **Gluten**, which can be very **harmful to people with Celiac Disease or Gluten Intolerance.**

Gluten can be present in bread, pasta, cereal, baked goods, and even soy sauce.



Products containing Gluten, generated by Bing AI Image Generator

Nuts and Sesame

Nuts and sesame are a common allergen and can be **found in various forms, including oil, flour and sauces.** They are used in almost all cuisines, baked goods and desserts.



Products containing Nuts, generated by Bing AI Image Generator

Reference Sheet 6.b: Allergens

Fish and Shellfish

Menu items that include **whole or traces of shrimp, crab, lobster, clams, oysters or any kind of fish** can be very harmful to guests with allergies to fish and shellfish.



Variety of Seafood, generated by Bing AI Image Generator

Lactose

Milk and dairy contain Lactose, a substance that is harmful to people with **Lactose Intolerance**. Lactose can be found in many foods, including **milkshakes, cheese, yogurt, ice cream, baked foods, creamy sauces and many desserts**.



Variety of Dairy Products, generated by Bing AI Image Generator

Soy

Soy is a common allergen and can be found in various forms, including **soybeans, soy sauce, tofu, tempeh, and edamame**. It is often used as a meat substitute and in Asian cuisine.



Variety of Dairy Products, generated by Bing AI Image Generator

Activity 3: Allergens Quiz

Instructions: Read the following questions/statements and circle the right answer with a pen/pencil. Discuss your answers with the group.

1. Cross-contamination can only occur through direct contact between raw and cooked foods.

- a) True
- b) False

2. As the kitchen leaders, only the chef and Sous Chef should have allergen awareness and communicate allergen information to guests.

- a) True
- b) False

3. The correct procedure for using gloves in the kitchen is to:

- a) Use the same pair of gloves for handling all types of food to save resources.
- b) Change gloves after handling raw meat or before starting a new task.
- c) Wash gloves between tasks instead of changing them to prevent waste.

4. Regardless of whether you are trained in First Aid or not, when someone has a severe allergic reaction (i.e. choking, wheezing, vomiting, fainting) you should always call the European Emergency number which is...

- a) 112
- b) 120
- c) 199

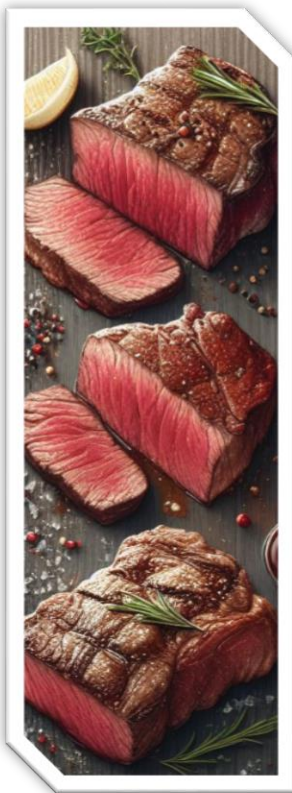
Reference Sheet 7.a: Food Preparation Techniques

Below, you can find two popular menu items and a few tips on how to prepare them. To complete the exer-

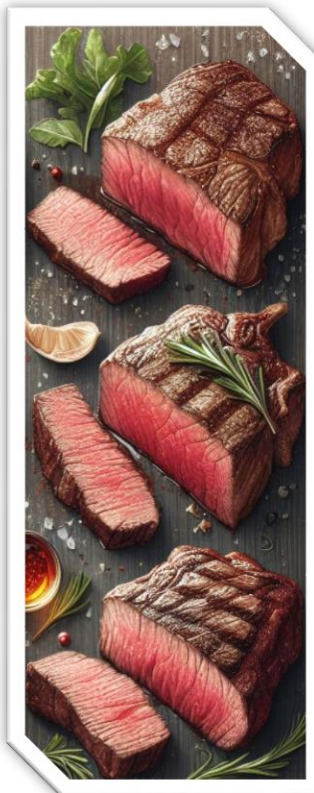
1. Steak

Beef Steak with potatoes and vegetables is one of the most flavourful and popular dishes on any menu. **Being able to cook a steak properly can 'make or break' any chef or cook!**

Steak cooked
'Rare'



Steak cooked
'Medium Rare'



Steak cooked
'Medium'



Steaks, Rare to Medium Rare, generated by Bing AI Image Generator

Reference Sheet 7.b: Food Preparation Techniques - Steak

Steak cooked
'Medium Well'



Steak cooked
'Well Done'



Steaks, Medium Well to Well Done, generated by Bing AI Image Generator

Steak (1-inch thickness)	Cooking Time	Description
Rare	2-3 min. per side	<ul style="list-style-type: none"> - Internal Temperature: 120-130°F (49-54°C). - Cook the steak briefly on each side over high heat until the exterior is well-seared. Steak should be soft and juicy.
Medium Rare	3-4 min. per side	<ul style="list-style-type: none"> - Internal Temperature: 130-135°F (54-57°C). - Cook the steak a little longer than rare. It should still be tender and juicy with some pinkness.
Medium	4-5 min. per side	<ul style="list-style-type: none"> - Internal Temperature: 140-145°F (60-63°C). - Cook the steak until it has a pink center with some juice visible.
Medium Well	5-6 min. per side	<ul style="list-style-type: none"> - Internal Temperature: 150-155°F (66-68°C). - Cook the steak until it has a small amount of pink in the center but mostly gray-brown.
Well Done	6-8 min. per side	<ul style="list-style-type: none"> - Internal Temperature: 160°F (71°C) and above. - Cook the steak thoroughly until there is no pinkness remaining. It will be brown throughout and have a firmer texture.

Reference Sheet 7.c: Food Preparation Techniques

2. Caesar Salad

Caesar Salad is a staple item in restaurants around the world. The Caesar dressing consisting of ingredients such as garlic, mayonnaise, parmesan cheese and mustard is what gives it its delicious flavour!

Traditionally, Caesar salad is quite simple to make. In most restaurants however, chefs add a variety of ingredients such as extra vegetables, chicken and even bacon!



Caesar Salad, generated by Bing AI Image Generator

Reference Sheet 7.d: Food Preparation Techniques

How to make a Caesar Salad:

Ingredients:

- Lettuce
- Caesar dressing
- Grated Parmesan cheese
- Croutons
- Optional: chicken, bacon, corn, tomatoes, peppers

Step 1: Rinse the Romaine lettuce under cold water. Pat the lettuce with a dry paper towel to remove moisture. **Chop the lettuce** into bite-sized pieces and place them in a large salad bowl.

Step 2: Add other vegetables and ingredients to the salad, according to preference.

Step 3: Make the Caesar Dressing; in a small bowl, whisk together minced garlic, lemon juice, Worcestershire sauce, mustard, salt, and pepper. Drizzle some olive oil to the mixture.

Step 4: Drizzle Caesar dressing over the Romaine lettuce, starting with a small amount and adding more to taste.

Step 5: Toss the salad with the dressing until evenly coated.

Step 6: Add grated Parmesan cheese and croutons to the salad and toss again.

Step 7: Ready to serve!

Activity 4: Cooking Steaks (optional)

Your trainer will assign you to cook* a steak either rare, medium rare, medium, medium well, or well done.

Materials needed:

- Beef steaks
- Pan/Grill
- Salt
- Pepper
- Utensils
- Thermometer

Discuss your conclusions with the group.

*This exercise is optional applicable only in training environments with fully equipped kitchens.

Activity 5: Making a Caesar Salad (optional)

Your trainer will assign you to make* a Caesar salad.

Materials needed:

- Lettuce
- Caesar dressing
- Grated Parmesan cheese (home-made or store-bought)
- Croutons
- Optional: chicken, bacon, corn, tomatoes, peppers

Discuss your conclusions with the group.

*This exercise is optional applicable only in training environments with fully equipped kitchens.

Activity 6: Food preparation Quiz

Instructions: Read the following questions/statements and circle the right answer with a pen/pencil. Discuss your answers with the group.

1. A Halal Caesar Salad contains bacon.
 - a) True
 - b) False

2. Instead of ready-made Caesar dressing, we can make our own using ...
 - a) Mayonnaise and mustard mix (70%/30%) with some garlic, lemon juice, and Worcestershire sauce
 - b) Ketchup and BBQ sauce mix with oregano, chives and some lemon juice

3. We can correctly measure steak temperature while cooking using ...
 - a) Our index finger
 - b) We cannot measure steak temperatura without cooking
 - c) Thermometer

4. To cook a 'medium' steak, we need to cook each side for
 - a) 1-2 minutes
 - b) 6 minutes
 - c) 3-4 minutes

- **LO5.4 Explain the concept Health and Safety and relevant practices**

Learning Objectives	5.4.1 The concept of Health and Safety in a Kitchen 5.4.2 Kitchen Inspection and Cleaning Procedures
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Reference Sheet 8: Health and Safety in a Kitchen Work Environment

Health and Safety (H&S) in a professional kitchen is critical for maintaining the health of kitchen staff, the quality of products that leave the kitchen, and ultimately the overall service quality that the guests experience.

All establishments with operational kitchens, have Health and Safety protocol in place. These protocols, are usually referred to as **ISO/TUV Quality Standards**. ISO and TUV are international organisations that certify the compliance with these standards.

The H&S standards cover everything from appropriate uniform, staff equipment, kitchen equipment, daily checks and cleaning, to emergency procedures.

In the case of H&S, the international quality standard is referred to as 'ISO 45001'.

All employees of an establishment are involved in H&S Protocols to some extent, depending on their role and their duties. **When working in a professional kitchen, it is useful to familiarise yourself with their specific H&S manual.**

Reference Sheet 9.a: Kitchen Inspection and Cleaning Procedure

In Preparation for the Service:

1. Remove all unnecessary items from counter-tops, shelves, and prep areas.
2. Make sure that all surfaces are clean using a detergent or degreaser to remove grease, food residue, and dirt.
3. Ensure that all electrical equipment is clean and plugged in.
4. Ensure that the freezers and refrigerators are operating at the correct temperature.
5. Ensure that the floor is clean and dry.
6. Ensure that there are no obstructions in kitchen pathways and in the storage.
7. Talk with your colleagues and make sure that nobody needs help and everything is in order.

Reference Sheet 9.b: Kitchen Inspection and Cleaning Procedure

After the Service:

1. Ensure all cooking equipment is turned off and cooled down before starting the cleaning process.
2. Clean surfaces using a non-toxic detergent or degreaser to remove grease, food residue, and spills. Make sure that there are enough scrub brushes or scrub pads.
3. Rinse surfaces thoroughly with water and wipe dry with clean towels or cloths.
4. Wash utensils, pots and pans in hot, soapy water. Allow utensils to air dry completely before storing.
5. Sweep or the vacuum floor.
6. Mop the floor.
7. Remove items from storage shelves and racks.
8. Organize storage areas to maximize space and access.
9. Ensure that the freezers and refrigerators are operating at the correct temperature.

2. Learning Unit 2 BAR

• Learning Unit Description

This learning unit will educate learners about the key equipment of a Bar, the role of Bartenders, Responsible Bar Services and provide them with a set of basic cocktail and mocktail recipes. Furthermore, it will help learners gain a basic understanding about handling the financial aspects of a bar and inventory management.

• Learning Outcomes and Objectives

Learning Outcomes	Learning Objectives	Duration (Hours)
LO5.1 Explain the Role of the Bartender and use of Bar Equipment	<p>The Role of the Bartender 5.1.1 The role and responsibilities of the Bartender</p> <p>Bar Equipment 5.1.2a Use of Bar Equipment: shaker, jigger, bar spoon 5.1.2b Use of Bar Equipment: strainer, muddler, garnish tray</p>	2
LO5.2 Demonstrate competence in preparing Beverages	<p>Preparation of Beverages 5.2.1a Preparing a Mojito Cocktail 5.2.1b Preparing a Cosmopolitan Cocktail 5.2.1c Preparing a virgin Pina Colada Mocktail 5.2.1d Preparing an Arnold Palmer Mocktail</p>	2
LO5.3 Describe the Bartender's Responsibilities and Duties	<p>Responsible Service of Alcohol 5.3.1 Responsible Service of Alcohol 5.3.1a The circumstances under which the bartender has the legal right to refuse service</p> <p>Bar Management 5.3.2a Cash Handling practices 5.3.2b Point-of-Sale Systems</p>	1

LO5.4 Explain the practice of Inventory Management	Managing the Inventory of a Bar 5.4.1a. Storing bar materials and equipment 5.4.1b Inventory monitoring and stock 5.4.1c Recycling	1
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- **LO5.1 Explain the Role of the Bartender and use of Bar Equipment**

Learning Objectives	The Role of the Bartender 5.1.1 The role and responsibilities of the Bartender Bar Equipment 5.1.2a Use of Bar Equipment: shaker, jigger, bar spoon 5.1.2b Use of Bar Equipment: strainer, muddler, garnish tray
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Reference Sheet 1: Introduction to Bartending

A Bartender is not only responsible to make and serve beverages. Just like the chef in a kitchen, the bartender is responsible for overseeing the entirety of their bar. Their responsibilities are:

1. Procuring and managing inventory of alcoholic and non-alcoholic beverages.
 2. Monitoring stock levels, ordering supplies as needed, and maintaining accurate records of inventory transactions.
 3. Checking and ensuring the quality of raw materials.
 4. Beverage Preparation: cocktails, mocktails, beers, wines, and spirits.
 5. Ensuring consistency and quality in beverage preparation by following standardized recipes and using proper techniques.
 6. Development and excellent knowledge of the Beverages Menu, so they can make recommendations and successfully sell items.
-
1. Managing customer complaints and enquiries.

Reference Sheet 2: Essential Bar Equipment

Cocktail Shaker

Shakers are essential for mixing and chilling cocktails by shaking ingredients with ice.



Shaker, generated by Bing AI Image Generator

Jigger

A small measuring tool used to accurately measure and pour liquid ingredients, ensuring consistency in cocktails. Jiggers typically have two different-sized cups.



Bartender using Jigger, generated by Bing AI Image Generator

Bar Spoon

A small measuring tool used to accurately measure and pour liquid ingredients, ensuring consistency in cocktails. Jiggers typically have two different-sized cups.



Bar Spoon, generated by Bing AI Image Generator

Reference Sheet 2.b: Essential Bar Equipment

Strainer

Strainers are used to strain out ice and other solid ingredients from mixed cocktails when pouring them into serving glasses.



Strainer, generated by Bing AI Image Generator

Muddler

Muddlers are used to crush fruits, herbs, and other ingredients in the bottom of a glass or shaker to release their flavours and aromas.



Bartender using a Muddler, generated by Bing AI Image Generator

Garnish Tray

Organizing garnishes in a garnish tray makes it easy for bartenders to access and add them to drinks.



Bartender organising a garnish tray, generated by Bing AI Image Generator

- **LO5.2 Demonstrate competence in preparing Beverages**

Learning Objective	Preparation of Beverages 5.2.1a Preparing a Mojito Cocktail 5.2.1b Preparing a Cosmopolitan Cocktail 5.2.1c Preparing a virgin Pina Colada Mocktail 5.2.1d Preparing an Arnold Palmer Mocktail
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Reference Sheet 3: Cocktail and Mocktail Recipes

Below, you can find 4 recipes for two popular alcoholic and two non-alcoholic beverages:

(To implement the drinks preparation exercises access to a training kitchen or a real kitchen environment must be arranged in advance.)

1. Mojito Cocktail Recipe (alcoholic)

The Mojito is a classic cocktail with origins in Cuba, known for its refreshing and minty flavour.



*Mojito Cocktail, generated by
Bing AI Image Generator*

How to make a Mojito Cocktail:

Ingredients:

1. White Rum
2. Fresh Mint Leaves
3. Lime
4. Simple Syrup or brown sugar
5. Soda Water
6. Ice

Step 1: Muddle Mint and Lime in a glass or cocktail shaker.

Step 2: Add Rum and Simple Syrup or Brown Sugar into the glass or shaker with the muddled mint and lime.

Step 3: If using a shaker, add ice and shake the ingredients vigorously. If using a glass, stir the ingredients together using a bar spoon.

Step 4: Top with Soda water leaving some space at the top for stirring.

Step 5: Gently stir the cocktail to combine all the ingredients.

Step 6: Garnish the Mojito with a sprig of fresh mint and a lime wedge.

Step 7: Ready to serve!

2. Cosmopolitan Cocktail Recipe (alcoholic)

The Cosmopolitan, often referred to simply as a "Cosmo," is a classic cocktail known for its vibrant pink colour and tangy-sweet flavour.



*Cosmopolitan Cocktail, generated
by Bing AI Image Generator*

How to make a Cosmopolitan Cocktail:

Ingredients:

1. Vodka
2. Triple Sec (sweet orange-flavored liqueur that adds sweetness and depth to the cocktail)
3. Cranberry Juice
4. Fresh Lime Juice
5. Simple Syrup
6. Ice

Step 1: Combine vodka, triple sec, cranberry juice, and fresh lime juice in a shaker.

Step 2: Fill the shaker with ice cubes, covering the liquid ingredients. **Shake the cocktail vigorously for about 10-15 seconds** to chill the ingredients and mix them thoroughly.

Step 3: Strain the mixture into a chilled martini glass using a cocktail strainer to catch the ice.

Step 4: Garnish the Cosmopolitan with a twist of lime or a wedge of lime on the rim of the glass.

Step 5: Ready to serve!

3. Virgin Piña Colada (mocktail, non-alcoholic)

A Virgin Piña Colada is a non-alcoholic version of the classic Piña Colada cocktail, which maintains the delicious tropical flavours of coconut and pineapple without the addition of rum.



*Piña Colada, generated by Bing
AI Image Generator*

How to make a Virgin Piña Colada Mocktail:

Ingredients:

1. Pineapple Juice
2. Coconut Cream or Coconut Milk:
3. Cream of Coconut (Optional)
4. Ice
5. Optional Garnish: A slice of pineapple

Step 1: In a blender, combine pineapple juice, coconut cream or coconut milk, and cream of coconut (if using it).

Step 2: Add a generous amount of ice to the blender to create a slushy consistency.

Step 3: Blend the ingredients on high speed until smooth and creamy. Adjust the consistency by adding more ice if needed.

Step 4: Taste the Virgin Piña Colada and adjust the sweetness or tartness by adding more pineapple juice or cream of coconut if desired.

Step 5: Garnish the Virgin Piña Colada with a slice of pineapple, a maraschino cherry, or a wedge of lime for a decorative touch.

Step 6: Ready to serve!

4. Arnold Palmer (mocktail, non-alcoholic)

The Arnold Palmer mocktail is a refreshing and classic non-alcoholic beverage named after the famous American golfer. It's a simple yet delicious combination of iced tea and lemonade.



*Arnold Palmer Mocktail, generated by
Bing AI Image Generator*

How to make an Arnold Palmer Mocktail:

Ingredients:

1. Iced Tea; brewed black tea or green tea, sweetened or unsweetened depending on preference.
2. Freshly squeezed lemon juice or store-bought lemonade
3. Ice
4. Lemon Wedges

Step 1: Brew a pot of black tea or green tea, following the instructions Alternatively, you can use pre-bottled or canned iced tea.

Step 2: Prepare the lemonade; If using freshly squeezed lemon juice, mix it with water and sweetener (sugar or simple syrup) to make lemonade. If using store-bought lemonade, you can dilute it with water if desired.

Step 3: In a pitcher or glass, combine equal parts iced tea and lemonade. Start with a 50/50 ratio and adjust to taste.

Step 4: Stir the Arnold Palmer mocktail mixture well to ensure the flavours are evenly distributed.

Step 5: Fill the glass with ice cubes to chill the mocktail and keep it cold.

Step 6: Garnish the glass glass with a lemon wedge for a decorative touch and extra lemon flavour.

Step 7: Ready to serve!

Activity 1: Making a Cocktail or a Mocktail (optional)

Instructions: Your trainer will assign you to prepare* either a Mojito, a Cosmopolitan, a Virgin Piña Colada or an Arnold Palmer.

Materials needed:

- Cocktail/Mocktail ingredients as per the recipes
- Bar equipment as per the recipes

1. Individually or in groups, make the cocktail or mocktail assigned to you using the available ingredients and bar equipment.
2. Rate each other's beverages from 1 to 10; your feedback should be constructive, and you can score presentation and flavour!
3. Discuss your conclusions with the group.

Activity 2: Beverage preparation Quiz

Instructions: Read the following questions/statements and circle the right answer with a pen/pencil. Discuss your answers with the group.

1. 'Virgin' beverages contain extra-pure alcohol.

- a) True
- b) False

2. The base of a Piña Colada cocktail is ...

- a) Passion Fruit juice
- b) Pineapple juice

3. The base of an Arnold Palmer mocktail is ...

- a) Tea and lemon
- b) Rum
- c) Pineapple juice

4. There is no alcohol in mocktails and the regulations do not prohibit it, so it is generally OK to serve mocktails to children and teenagers.

- a) True; if there is no alcohol or even traces of alcohol in the drink, we can serve mocktails to children and teenagers freely.
- b) False; mocktails even without alcohol, promote alcoholism and therefore, we refuse service even when parents give their consent
- c) Depends; we can serve mocktails to children and teenagers if we have consent of their parents.

- **I05.3 Describe the Bartenders' Responsibilities and Duties**

Learning Objective	Responsible Service of Alcohol 5.3.1 The responsible Service of Alcohol 5.3.1a The circumstances under which the bartender has the legal right to refuse service Bar Management 5.3.2a Cash Handling practices 5.3.2b Point-of-Sale Systems
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Reference Sheet 4a: Responsible Service of Alcohol

Selling alcoholic beverages to people under a certain age is illegal in most countries. As an example, this age threshold is 16 years in Italy, 18 in Hungary and Greece, 20 in Iceland.

Furthermore, in each country, the minimum age differs depending on whether the customers are drinking the alcohol on the premises or buying it from a shop. As an example, in Sweden, it's 18 in restaurants and 20 in shops while in Denmark, it's 18 in bars and restaurants, and 16 in shops.

Reference Sheet 4b: Responsible Service of Alcohol

Before selling alcohol to a customer, Bartenders are legally obliged to:

1. Ask to see ID or Passport in order to confirm their age
2. Ensure that they are not already drunk to the point where they are a danger to themselves and other.
3. Know the legal working hours of the establishment, according to the national law of the country they work in.
4. Refuse service if any of the above do not meet the legal regulations; refusing service should be done professionally and respectfully.



Image created by Bing AI Image Generator

Reference Sheet 5: Cash Handling

Secure cash handling procedures are crucial in a bar and restaurant environment to prevent theft and maintain accurate accounting. Cashiers should make sure to:

- Count cash carefully and correctly
- Verify authenticity of bills
- Give accurate change

Regular cash drops should be conducted to reduce the amount of cash at the point of sale and minimize the risk of theft.

Cash should be stored securely in a locked cash drawer or safe, with access restricted to authorized personnel only.

Documentation of all cash transactions should be maintained, including sales receipts and cash register tapes, to reconcile with financial records.



POS System, generated by Bing AI Image Generator

Reference Sheet 6: Point of Sale Systems (POS)

A POS system streamlines the ordering and payment process in a bar, improving efficiency and accuracy. They can be customized to include menus, drink recipes, and pricing, making it easier for bartenders to input orders accurately.

Integration with inventory management systems allows bars to track stock levels and automate reordering processes, reducing the risk of running out of popular items.

POS systems often include features for splitting bills, applying discounts or promotions, and processing various payment methods, such as cash, credit cards, and mobile payments.

Reporting capabilities of POS systems provide valuable insights into sales trends, top-selling items, and employee performance, aiding in decision-making and business analysis.



POS System, generated by Bing AI Image Generator

- **LO5.4 Explain the practice of Inventory Management**

Learning Objective	Managing the Inventory of a Bar 5.4.1a Storing bar materials and equipment 5.4.1b Inventory monitoring and stock 5.4.1c Recycling
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Reference Sheet 7.a: Managing the Inventory of a Bar

Bartenders are responsible for monitoring and controlling the inventory of alcoholic and non-alcoholic beverages, as well as other bar supplies such as glassware, garnishes, and mixers. This involves keeping track of stock levels, identifying low or out-of-stock items, and replenishing supplies as needed. The inventory management of a Bar, revolves around 3 key practices:

- 1. Ordering and Receiving;** Bartenders should be knowledgeable about the products they use and ensure that orders are placed in a timely manner to maintain adequate stock levels.
- 2. Storing;** Upon delivery of orders, bartenders should verify the accuracy of the shipment and inspect the quality of the products. They should properly store inventory in designated areas, following food safety protocols.
- 3. Inventory Tracking:** Bartenders use various methods to track inventory, such as manual counts, bar inventory software, or point-of-sale (POS) systems.

Reference Sheet 7.b: Waste Management

An important aspect of Inventory Management in Bar, is Waste Management; naturally, Bars produce a lot of organic waste (i.e. from garnishes) and inorganic waste such as plastic and glass waste. Bartenders should be responsible to manage this waste through recycling.

Bartenders should make sure that recycling bins are available nearby and that they are emptied regularly!



Image generated by Bing AI Image Generator

3. Learning Unit 3 RESTAURANT

- **Learning Unit Description**

This learning unit describes the role of Waiting Staff and educates learners on the theoretical and practical aspects of the particular profession. Through this Module, learners will acquire knowledge and skills related to quality waiting services and techniques.

- **Learning Outcomes and Objectives**

Learning Outcomes	Learning Objectives	Duration (Hours)
LO5.1 Explain the Role of the Waiter	The Waiter 5.1.1 The Role and Responsibilities of the Waiter	1
LO5.2 Explain the concept of Customer Service Excellence	Table Setting 5.2.1 Table setting and presentation 5.2.2 Taking reservations	3
LO5.3 Explain Serving Wine etiquette	Serving Wine 5.3.1 Serving wine professionally with the appropriate etiquette	1
LO5.4 Explain Key Menu Aspects and Suggestive Selling Techniques	Menu Knowledge 5.4.1 Menu aspects that a waiter should know and communicate to guests 5.4.1a Restaurant Menu common allergens Suggestive Selling 5.4.2 Suggestive Selling techniques (promotions, special offers)	1

- IO5.1 Explain the Role of the Waiter

Learning Objectives	The Waiter 5.1.1 The Role and Responsibilities of the Waiter
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Reference Sheet 1: The Role of Waiting Staff

The reputation of any restaurant depends on two factors; the first one of course, the food quality. The second factor is the service quality, ensured by the waiting staff. The role the waiting staff in a restaurant is crucial for providing excellent customer service and ensuring a pleasant dining experience for guests. The responsibilities of waiting staff include:

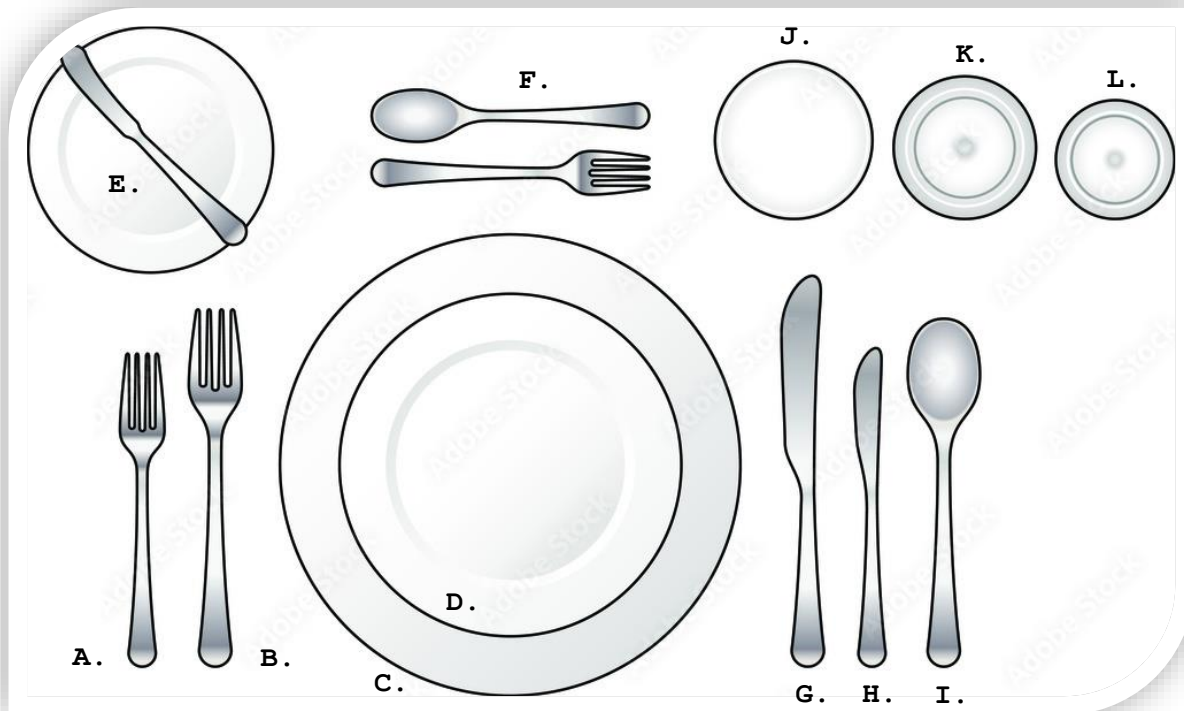
1. Welcoming Customers, seating them at their tables, providing menus and taking orders.
2. Accurately communicating orders to kitchen/bar staff (most commonly the expeditor).
3. Having excellent knowledge of the menu and providing recommendations.
4. Being aware of allergens present in menu items and informing customers accordingly.
5. Addressing customer concerns and ensuring their satisfaction.
6. Handling Payments

- I05.2 Explain the concept of Customer Service Excellence

Learning Objectives	Table Setting
	5.2.1 Table setting and presentation
	5.2.2 Taking Reservations

Reference Sheet 2: Table Setting and Presentation

Setting a table is very important, as it significantly contributes to the creation of a stylish, relaxed and welcoming atmosphere in a restaurant.



Basic Table Setting, image from: www.stock.adobe.com

A	Salad Fork	G	Dinner Knife
B	Dinner Fork	H	Salad Knife
C	Service Plate	I	Soup Spoon
D	Dinner Plate	J	Water Glass
E	Bread & Butter Plate & Knife	K	Red Wine Glass
F	Dessert Utensils	L	White Wine Glass

Activity 1: Setting a Table

Instructions: Your trainer will assign you to set a table*, using the available utensils and equipment. This exercise can be done in a classroom/simulation or in a real restaurant environment.

Materials needed:

- Table cloth
- Service Plate
- Dinner Plate
- Dessert Utensils (optional)
- Spoons, forks and knives
- Water Glasses
- Wine glasses

In groups, discuss the experience and rate each other's tables with a score from 1 to 10.

*This exercise is optional applicable only in training environments with dining area setups.

Reference Sheet 3: Reservations

Taking reservations over the phone correctly ensures that the guests will have a table as per their requirements. Here are some tips to help you effectively manage reservations:

1. Check the restaurant's reservation book or computer system to confirm availability for the requested date and time
2. Record information such as date, time, party size, and any special requests or dietary restrictions.
3. Be prepared to answer questions about menu, parking options, and any special events or promotions.
4. Repeat the reservation details back to the caller to ensure accuracy.
5. Ask for the caller's name and contact information, in case you need to follow up or confirm the reservation closer to the date.



Restaurant Host taking reservation, generated by Bing AI Image Generator

- I05.3 Explain Serving Wine Etiquette

Learning Objectives	Serving Wine 5.3.1 Serving wine professionally with the appropriate etiquette
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Reference Sheet 4: Serving Wine

Waiting staff should be familiar with the wine list, and know the wine flavour profiles and regions, especially in the case of local wines. Serving wine is not a difficult task, but it requires finesse! Here are some useful tips:

1. Always open a wine bottle in front of the guests.
2. Pour a small amount of wine into the guest's glass for them to taste and approve. After the guest approves, continue pouring wine for the rest of the table.
3. Keep an eye on guests' glasses throughout the meal and offer to refill them as needed.



Waiter pouring wine for guests, generated by Bing AI Image Generator

- **LO5.4 Explain Key Menu Aspects and Suggestive Selling Techniques**

Learning Objectives	Menu Knowledge 5.4.1 Learn about Menu aspects that a waiter should know and communicate to guests 5.4.1a Learn about and Restaurant Menu common allergens Suggestive Selling 5.4.2 Learn about Suggestive Selling techniques (promotions, special offers)
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Reference Sheet 5: Menu Knowledge

Waiting Staff should be familiar with all menu dishes, including beverages and their preparation methods.

Most importantly, they should understand which menu items contain common allergens* such as nuts, dairy, gluten, or shellfish. They should be prepared to advise guests with food allergies or dietary restrictions and offer suitable alternatives. Finally, they should know about the following:

1. **Portion sizes**
2. **Prices**
3. **Item availability;** able to suggest alternatives.
4. **Accompaniments;** sauces, garnishes and side dishes so they can make suggestions and inform guests about their options.

*Information on Allergens can be found in LU1: KITCHEN

Reference Sheet 5: Suggestive Selling

Waiting staff with excellent knowledge of the menu, should be able to maintain a high quality dining experience for their guests by drawing their attention to daily special dishes and promotional offers.

Furthermore, by knowing the menu they can safely encourage guests to try something new!

When a restaurant has a promotional offers such as special lunch menu, 'value meal deals', the waiting staff should know about them well and be able to communicate such information to their guests.



Image generated by Bing AI Image Generator

Activity 2: Discussing Value for Money at Restaurants

Instructions: In groups, discuss the following questions and then present your conclusions to the rest of the class

Materials needed:

- Pen and paper

1. Do you remember the last time you purchases a deal or promotional offer at a restaurant?
2. What was the offer and how much it cost?
3. Did you feel like you received value for money? If yes, 'Why'? If not, 'Why not'?

III. Individual Work Assignments

Individual Work Assignment 1: Hospitality Staff Roles

Materials: pen, notebook, laptop/phone/tablet

Instructions: On your own time, identify a Hospitality Staff Role that you are interested in from the list below:

- Executive Chef
- Sous Chef
- Line Cook
- Prep Cook
- Pastry Chef
- Expeditor
- Bartender
- Waiter/Waitress

2. Do your own research and list three primary responsibilities of the chosen role.

3. Write a brief paragraph detailing the three responsibilities of the selected kitchen staff role. List what skills are required for that role. How many of those skills do you already possess? Where can you improve?

4. Discuss your conclusions with the group and your trainer.

Individual Work Assignment 2: Kitchen H&S Protocol Study

Instructions: On your own time, access and study an example of a Kitchen H&S Protocol [here](#) .

1. In your notebook, outline the key chapters of a Kitchen H&S Protocol and write a summary (2-3 lines) of each one, describing the content of each chapter.
2. In your notebook, write down at least 2 questions you would like to discuss with your trainer.

Materials: pen, notebook, laptop/phone/tablet

Individual Work Assignment 3: Preparing a Dish for Friends

Instructions: At home, prepare a dish of your choice for your friends/family. Make sure to do the following:

1. In your notebook, write down the dish of your choice, the recipe and preparation procedure.
2. Cook the dish and ask your friends or family to taste it.
3. Take some pictures for documentation purposes (to show to your trainer)
4. Ask the tasters to give your dish a score, from 1 - 10. Ask them to rate your dish in terms of presentation and flavour. Would they make any adjustments to the dish?
5. Write down your own notes and conclusions and present them alongside your recipe to the group and your trainer.

Individual Work Assignment 4: Preparing a Beverage for Friends

Instructions: At home, prepare a cocktail or mocktail of your choice for your friends/family. Make sure to do the following:

6. In your notebook, write down the cocktail or mocktail of your choice, the recipe and preparation procedure.
7. Make the beverage and ask your friends or family to taste it.
8. Take some pictures for documentation purposes (to show to your trainer)
9. Ask the tasters to give your beverage a score, from 1 - 10. Ask them to rate your dish in terms of presentation and flavour. Would they make any adjustments to the beverage?
10. Write down your own notes and conclusions and present them alongside your recipe to the group and your trainer.

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