

<b>Title</b>	<b>Prepare and present espresso beverages for service</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This entry-level unit standard is for people who are interested in working in the area of making espresso beverages.</p> <p>People credited with this unit standard are able to: prepare espresso equipment and ingredients; extract espresso, and explain potential problems with espresso and espresso equipment; prepare milk, and explain potential problems with preparing milk, for espresso beverages; and present espresso beverages for service.</p>
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<b>Classification</b>	Hospitality > Food and Beverage Service
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<b>Available grade</b>	Achieved
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**Explanatory notes**

- 1 Definitions
 

*Establishment requirements* – any policy, procedure, process or agreed requirement, either written or oral, that is made known to the candidate prior to assessment against this unit standard.

*Freshly ground* – coffee beans used for espresso should be used within 15 minutes of grinding.
- 2 Range
 

Espresso beverages include but are not limited to – short black, cappuccino, latté, long black, mochaccino, flat white;  
evidence is required of a minimum of three espresso beverages coordinated in one order.
- 3 Legislation and regulations to be complied with include but is not limited to – Food Act 2014, Health and Safety at Work Act 2015.
- 4 For the purpose of this unit standard the immediate service environment must be kept clean, safe, and ready for use in accordance with establishment requirements.
- 5 Evidence for the practical components of this unit standard must either be gathered in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.

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## Outcomes and evidence requirements

### Outcome 1

Prepare espresso equipment and ingredients.

#### Evidence requirements

- 1.1 Cold, filtered water and high-quality, fresh ingredients are made available in sufficient quantity for service in accordance with establishment requirements.
- Range ingredients include but are not limited to – coffee beans, milk, accompaniments, garnishes; quality includes but is not limited to – within expiry date, aroma, appearance.
- 1.2 Equipment service items are kept at the correct temperature, clean, free from damage, and ready for use within the time-frame for service, in accordance with establishment requirements.
- Range equipment service items include but are not limited to – espresso equipment, grinder, cups and saucers, spoons, stirrers.
- 1.3 Coffee beans used are appropriate for service, freshly ground, and the correct grind and consistency for extraction and equipment used, in accordance with establishment requirements.

### Outcome 2

Extract espresso, and explain potential problems with espresso and espresso equipment.

#### Evidence requirements

- 2.1 Portafilter is cleaned, dosed, and tamped in accordance with establishment requirements.
- 2.2 Espresso is extracted in accordance with establishment requirements.
- Range extraction includes but is not limited to – colour, aroma, taste.
- 2.3 Potential problems with espresso and espresso equipment are explained in accordance with establishment requirements.
- Range problems include but are not limited to – crema, over and under extraction.

### Outcome 3

Prepare milk, and explain potential problems with preparing milk, for espresso beverages.

**Evidence requirements**

- 3.1 Milk is aerated to correct texture, temperature, and volume for beverage being served in accordance with establishment requirements.
- 3.2 Potential problems related to the preparation of milk for espresso beverages are explained in accordance with establishment requirements.  
  
Range problems include but are not limited to – temperature, taste, texture of aerated milk, impact of seasonal milk production.

**Outcome 4**

Present espresso beverages for service.

**Evidence requirements**

- 4.1 Espresso beverages are served in correct, pre-heated vessel for beverage being served in accordance with customer expectations and establishment requirements. Espresso beverages are contained completely within clean and damage-free service vessel, with no drips or spillage.
- 4.2 Espresso beverages are served to customers using service methods that maintain its quality in accordance with establishment requirements.  
  
Range quality indicators – temperature, aroma, taste, body.
- 4.3 Presentation of multiple servings of espresso beverages is coordinated to ensure group customer orders are satisfied in accordance with establishment requirements.
- 4.4 Correct and sufficient accompaniments are served with espresso beverages in accordance with establishment requirements.

<b>Planned review date</b>	31 December 2019
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	23 February 2000	31 December 2013
Review	2	16 December 2004	31 December 2013
Review	3	23 April 2008	31 December 2017
Review	4	12 December 2008	31 December 2017
Review	5	20 February 2014	31 December 2017
Revision	6	19 November 2015	31 December 2017
Revision	7	21 July 2016	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Please note**

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the CMR. The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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**Comments on this unit standard**

Please contact ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.