

Prepare and Serve Espresso Coffee in a Safe and Hygienic Manner

STUDENT WORKBOOK

SITHFAB204 Prepare and serve espresso coffee
SITXFSA101 Use hygienic practices for food safety

Practical Workshop and Self-paced Learning Resources and Assessments

Welcome to the Coffee School Accredited course *Prepare and Serve Espresso Coffee in a Safe and Hygienic Manner* which combines SITXFSA101 Use hygienic practices for food safety and SITHFAB204 Prepare and serve espresso coffee.

SITHFAB204 Prepare and serve espresso coffee (<http://training.gov.au/Training/Details/SITHFAB204>)

Unit Purpose - This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee beverages using commercial espresso machines. It requires the ability to advise customers on coffee beverages, select and grind coffee beans, prepare and assess espresso coffee beverages and to use, maintain and clean espresso machines. Complex repairs of equipment would be referred to specialist service technicians.

SITXFSA101 Use hygienic practices for food safety (<http://training.gov.au/Training/Details/SITXFSA101>)

Unit Purpose - This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards

Course Structure

This course is delivered via both a practical workshop and self-paced learning resources. The practical workshop is a 3 hour course, and the remainder of the course is completed in your own time with an estimated further 1-2 hours duration. The workbook contains some activities that you will complete during class as well as the assessment tasks for the course. ***You must complete all assessment tasks satisfactorily by submitting them to your trainer for marking, to be deemed competent for these units.***

The course is very practical and the class will be very hands on, giving you lots of opportunities to practice the skills required to prepare and serve coffee, in a safe and hygienic manner.

You will learn how to make different types of coffee. You will work on your own and in groups during the course and you will be asked to imagine that you are in a 'coffee shop' environment as you practice your skills.

Learning and assessment resources will be provided in three sections –

1. Student workbook (this resource)
2. Student Assessment Summary and checklists for practical assessments (provided by your trainer at the time of workshop)
3. Written questions and results sheet (provided upon enrolment)

The assessment tasks to be completed during the course are

Assessment event 1 – Observation/Practical Checklist (Formative assessment)
Assessment event 2 – Observation/Practical Checklist (Formative assessment)
Assessment event 3 – Observation/Practical Checklist (Formative assessment)
Assessment event 4 – Written Questioning (Summative assessment)

All results will be recorded as AC (Achieved Competency) or NC (Not Yet Competent)

Introduction to Food Hygiene

Safety First!

As a professional in the hospitality industry one of the most important factors you need to consider is the safety of the food you handle. After all, your customers need to know they can trust that the food they buy from you will not make them sick!

This means all staff (not just chefs) have to know how to work safely with food and use the right tools for the job to prevent food contamination. By doing this you will

- Keep your customers
- Protect your business and its reputation and
- Ensure compliance with Food Safety Standards
- **What do you need to be aware of to do this?** Know your legal obligations
- **Have a clear understanding of the expectations of your establishment** Policies & Procedures
- **Staff** Training from your employer relevant to the organisations food safety plan & procedures.
- It is important to remember that hygiene is a legal requirement and non-compliance can cost a great deal to an establishment in fines, reputation and even closure.
- In the instance of a complaint or food poisoning incident the establishment may have to prove that the food they serve is safe
- Employers and employees have a legal obligation to ensure hygiene standards are met.

Uniform – PPE (Personal Protective Equipment)

Personal Protective Equipment (PPE) is safety clothing and equipment for specified circumstances or areas, where the nature of the work involved or the conditions under which people are working, requires its wearing or use for their personal protection to minimise risk. PPE in the hospitality industry could be:

- **Goggles** eye protection from foreign objects
- **Mask** Respiratory protection
- **Chef, Jacket, Pants** Protective clothing for body against burns, heat and spillages
- **Chef hat, cap, hair net** Prevents hair falling into food & beverage
- **Apron** Keeps clothes clean from dirt and spillages
- **Gloves** Hand protection prevents the spread of germs
- **Non slip, Steel Cap** Safety footwear to protect feet from heavy & sharp objects

Use of disposable gloves

- It is not a legal requirement for food handlers to wear gloves.
- Some workplaces insist upon it as a matter of policy only. If you do, on what occasions are gloves are to be used?
 - They should be thrown out after each continuous task
 - They must be worn over a band aid or bandage and changed regularly
 - You must remove them when you are going to the toilet, eating, smoking, coughing, sneezing and touching parts of your body. Picking up food or rubbish from the floor
- It is still important for hands to be washed thoroughly before gloves are worn

Hand washing

- Proper hand washing is essential to avoid cross contamination. Cross contamination occurs when any unwanted substance (bacteria, chemicals, etc) are transmitted from one item to another.

Appropriate hand washing facilities

- Appropriate hand washing facilities must be designated for that purpose only i.e. not be used for food preparation or production
- They must be easily accessible
- They must provide Hot and Cold running water, soap and hand drying equipment
- Must be single use towels, also a rubbish bin for used towels



FACT - Bacteria can live on tea towels, cleaning cloths and rags – these can be a major source of contamination because bacteria love warm, damp conditions to grow. Use single-use wipes such as paper towel. This will STOP a potential hazard in your environment.

Single use items

- These are intended to be used once only and are usually individually wrapped
- They need to be displayed and stored appropriately to minimize contamination
- Straws for example should be in a dispenser rather than an open glass
- Examples are teabags, sugar portions, disposable plates and cups, jams, face wipes, drinks and condiments

Report any personal health issues

Personal Hygiene

- The human body carries bacteria so as a food handler you must minimise the risk of contaminating food.
- Ensure you shower daily
- Do not wear nail polish, shellac. This can chip and go into food
- Do not wear false nails, they can fall off into the food
- Wear bright coloured band aids over sores and wounds - they must be BLUE in colour - gloves to be worn over it, and must be changed regularly
- Wash your hands after handling different types of meats e.g. chicken
- Wash hands after smoking

Jewellery

Why are food handlers are not permitted to wear jewellery except a wedding band while at work? Germs can get under jewellery and into fine crevices and infect the food they are handling. So no Jewellery to be worn by food handlers!!

Illness

- Illness is something that must be considered carefully with food handlers
- Viral illnesses such as colds, influenza and gastroenteritis are easily transferable into foods
- Viruses are very difficult to kill by cooking

A food handler must notify his or her superior if the following occurs

- A food handler has symptoms that indicate the handler may be suffering from a food-borne disease
- A food handler knows he or she is suffering from a food-borne disease, or
- A food handler knows he or she is a carrier of a food-borne disease

In this situation a food handler should

- Not handle food if there is a risk of food being contaminated
- Seek medical attention
- Only return to handling of food when you have received clearance from a doctor
- Prevent food from being contaminated

Food Contamination and Cross Contamination

Food Poisoning – What is food poisoning and what are the signs?

Food poisoning occurs when a person becomes sick after eating food that is contaminated (poisonous).

Food can become contaminated through

- Incorrect storage
- Insufficient cooking
- Cross contamination through dirty equipment
- Dropping food on the floor
- Insufficient washing of foods
- Using food that is past its use-by date
- Chemical contamination
- Not using tongs or utensils to handle food
- Not following safe food handling procedures
- Not washing hands
- Not wearing gloves
- Poor personal hygiene
- Dirty uniform

Symptoms of food poisoning

- Nausea
- Stomach cramps
- Diarrhoea
- Fever
- Headaches



There are **three** ways in which food can be contaminated:

1 Microbiological

The term biological contaminants refers to micro-organisms that

- can be transmitted to food through cross contamination
- or that already occur naturally in food and have multiplied to such an extent that the food becomes toxic - this is often call food poisoning

2 Physical

Physical contaminants are any non-edible object in food items. Sources of physical contaminants could include:

- Glass from bottles/ jars
- Metal- nuts and bolts from machinery, steel wool
- Light fixtures
- Wood from matches, boxes
- Stones- from dried fruits, vegetable and grains
- Rubber- fridge seals
- Plastic or Band-aids
- Bones- from fish
- Insects
- Faecal pellets
- Jewellery

3 Chemical

Chemicals that could contaminate food can be both natural and man-made and can come from foods that people often eat. Chemical contamination can be prevented by

- Washing foods such as fruits and vegetables
- Correct storage of cleaning chemicals in food preparation areas
- Purchasing from reputable suppliers- not backyard gardeners
- Knowledge of toxic plants and animals

What is Cross contamination?

Cross contamination is the transferral of micro-organisms from contaminated foods to prepared foods, or from contaminated surfaces to cooked or prepared foods. This can occur by

- Hands
- Unclean equipment or utensils
- Other foods eg raw meat touching cooked meat
- Sneezing/ coughing
- Food falling on the floor
- Tea towels/ dish cloths

Toxins

Bacteria	Method of eradication	Source of poisoning	Foods affected	Method of introduction to food	Signs and symptoms of illness
Staphylococcus Aureus	Killed by moist heat at 60°C for 30 minutes.	TOXIN No taste or odour. Heat resistant destroyed by boiling (100°C) for 60 minutes.	Salty and sugary foods. Non-acid foods, eg cooked ham, silverside, custards, cream.	By food handlers with nasal discharges or skin infections/cuts, wounds.	Vomiting, diarrhoea, stomach cramps within 3-6 hours of eating.
Clostridium Perfringens	Killed by boiling (100°C) for 1-4 hours.	TOXIN Released by Clostridium perfringens in intestines of man.	Non-acid foods. Large volumes and large pieces of meat, sausage, rolled roast.	Found in soil, dust, water, air. Natural contaminant of meat.	Diarrhoea, stomach cramps, and vomiting within 6-20 hours of eating.
Clostridium Botulinum	Killed by boiling (100°C) for 20 hours. Killed by steam under pressure 120°C for 20 minutes.	TOXIN Extremely deadly.	Non-acid canned foods and small goods, eg canned meat, vegetables and fish and salami.	Found in soil, dust, water, air.	Double vision; paralysis of vocal cords, digestive system, heart and lungs within 12-36 hours of eating. Death rate 50%.

Food Poisoning

- Salmonella - Chicken, egg dairy products
- Campylobacter - Raw or undercooked meat
- Escherichia coli – Dirty fruit, vegetables
- Staphylococcus – Open wounds, meats
- Clostridium Botulinum – Blown canned fruit, root vegetables

Food Spoilage

Keeping food safe from spoilage takes care and proper organisation. Sometimes food spoilage can't be avoided and you can tell straight away if food is unsafe to eat. It may look, smell or taste bad.

Here are the types of food spoilage which can occur to a variety of food products.

- Bacteria - Protein food Eg. Fish, Milk, Meat –
- Yeast - Sugar/Acid foods Eg. Fruit juice
- Mould - Chemically complicated food Eg. Cheese, fruit, vegetables

HACCP - Hazard Analysis Critical Control Point

Your organisation should have a HACCP in place or accredited food safety plan.

HACCP stands for Hazard Analysis Critical Control Point and it is the system used to determine where risks and hazards occur in the processing, storage and cooking of food and beverage items.

It was developed in the USA as part of the Space Program to reduce the risk of food poisoning amongst astronauts.

Things you should know

What is your organisation's food safety plan?	HACCP
What the critical control points are?/ setting out specific food handling controls related to	Receipt, storage, display, transportation, packaging, disposal and recall of food. Skills and Knowledge of food handlers, the health and hygiene of food handlers and the cleaning, sanitising and maintenance of the food premises and equipment.
Where the food plan is displayed?	Usually in the kitchen
How to monitor control points/ CCPS are points in foods production from its raw state to consumption by customer	Cooking temperatures and times monitored / documented Fridge and freezer temperatures monitored / documented Storage areas monitored/ documented Receipt of goods temperatures and quality monitored / documented
Reasons why you should follow a food safety program in the workplace	Keep food safe Prevent cross contamination Reporting procedures Identify food hazards
What are the reasons for reasons for implementing a food safety program in the workplace?	Reduce the risk of food contamination Identify food hazards To know you report to the supervisor Secure safe food handling

The Code

FSANZ –Food Standard Australia and New Zealand

Division 4 – Health and hygiene requirements

Subdivision 1 – Requirements for food handlers

13 General requirement

A food handler must take all reasonable measures not to handle food or surfaces likely to come into contact with food in a way that is likely to compromise the safety and suitability of food.

14 Health of food handlers

(3) A food handler must notify his or her supervisor if the food handler knows or suspects that he or she may have contaminated food whilst handling food.

15 Hygiene of food handlers

(1) A food handler must, when engaging in any food handling operation –

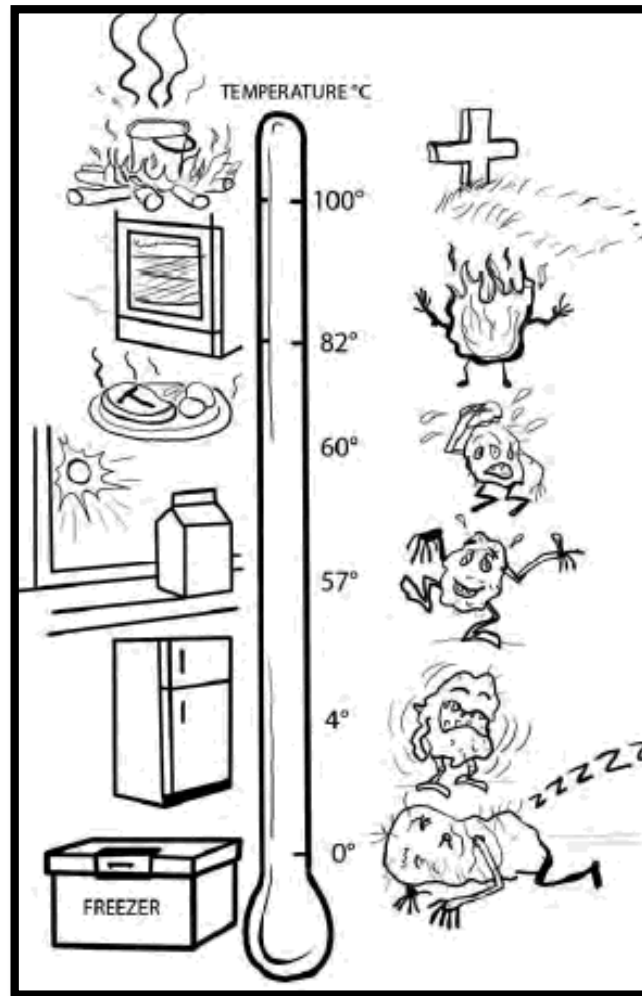
(a) take all practicable measures to ensure his or her body, anything from his or her body, and anything he or she is wearing does not contaminate food or surfaces likely to come into contact with food;

(b) take all practicable measures to prevent unnecessary contact with ready-to-eat food;

(c) ensure outer clothing is of a level of cleanliness that is appropriate for the handling of food that is being conducted

Refer to <http://comlaw.gov.au/>

Stock Rotation and know your Temperature



Bacterial hazards – VERY IMPORTANT!

We must understand the following main **growth requirements** for bacteria.

Temperature

- The danger zone is between 5 - 60°C. Low temperatures slow down their growth but does not kill them
- Under 5°C safe to store
- Over 60°C safe to consume

Bacteria

- Bacteria are single-celled living organisms and are the major cause of food poisoning throughout the world.
- Although bacteria are larger than a virus, they are still very small and not able to be seen with the naked eye.
- About 400 million would fit on a pinhead!

FIFO – First in First Out rule

- When storing stock, the products you put in first must be pulled to the front or used first before storing any other stock
- New stock will be stored behind the older stock
- This is why it is called first in first out - this makes sure stock is rotated so there should be no out of date or old stock
- Stock should always be dated as well

Storage

Storage conditions - Meats should be placed in metal containers on bottom shelves to prevent juices dripping onto other foods, or separate cold rooms for different types of foods

Storage temperatures

Cold food below	Below 5°C
Frozen food	-18°C
Hot food	60°C + Above
Commercial Fridge	2-4 c

So why do you think products should be stored like this and at these temperatures?

- Cross contamination – Food poisoning
- Growth of Bacteria – Food poisoning

If food smells bad and is an unusual colour do not use it. It could contain food poisoning bacteria

Cleaning

Cleaning with detergent will remove food, dirt and grease

The right method of cleaning – Pre-clean, Wash and Rinse, Sanitise and Rinse, Dry

Number	Steps	Explanation
1	Pre-clean	Scrape, wipe or sweep away food scraps and rinse with water
2	Wash	Use hot water and detergent to take off any grease and dirt. Soak if needed.
3	Rinse	Rinse off any loose dirt or detergent foam
4	Sanitise	Use a sanitizer to kill any remaining germs
5	Final rinse	Wash off sanitizer (read the sanitiser's instructions to see if you need to do this).
6	Dry	Allow to drip-dry

Why good hygiene and cleaning are so important

- To prevent bacteria and other contamination from poor food handling
- To prevent cross contamination through wrong cleaning products and practices
- To prevent food spoilage, from poor personal hygiene
- To prevent introduction of bacteria from vermin
- To prevent the introduction of bacteria as a result of poor work practices to cleaning, housekeeping & food handling

Hazard Reporting

Hazards in the workplace that can cause serious injury or harm in a workplace. There are at least 9 causes of accidents in the workplace.

- people
- obstructions
- spills
- faulty maintenance
- unguarded machinery
- poor lighting
- incorrect storage
- unsafe shelving
- incorrect use of equipment

Which Bacteria are Responsible for Food-borne Illness?

Some bacteria cause more serious illness than others, but only a few are responsible for the majority of cases. Below is information regarding nine prominent bacteria.

Name	Found	Transmission	Symptoms
Campylobacter jejuni	intestinal tracts of animals and birds, raw milk, untreated water, and sewage sludge.	contaminated water, raw milk, and raw or under-cooked meat, poultry, or shellfish.	fever, headache, and muscle pain followed by diarrhea (sometimes bloody), abdominal pain and nausea that appear 2 to 5 days after eating; may last 7 to 10 days.
Clostridium botulinum	widely distributed in nature: in soil and water, on plants, and in intestinal tracts of animals and fish. Grows only in little or no oxygen.	bacteria produce a toxin that causes illness. Improperly canned foods, garlic in oil, and vacuum-packaged and tightly wrapped food.	toxin affects the nervous system. Symptoms usually appear within 18 to 36 hours, but can sometimes appear within as few as 4 hours or as many as 8 days after eating; double vision, droopy eyelids, trouble speaking and swallowing, and difficulty breathing. Fatal in 3 to 10 days if not treated.
Clostridium perfringens	soil, dust, sewage, and intestinal tracts of animals and humans. Grows only in little or no oxygen.	called “the cafeteria germ” because many outbreaks result from food left for long periods in steam tables or at room temperature. Bacteria destroyed by cooking, but some toxin-producing spores may survive	diarrhea and gas pains may appear 8 to 24 hours after eating; usually last about 1 day, but less severe symptoms may persist for 1 to 2 weeks.
Escherichia coli O157:H7	intestinal tracts of some mammals, raw milk, unchlorinated water; one of several strains of E. coli that can cause human illness.	contaminated water, raw milk, raw or rare ground beef, unpasteurized apple juice or cider, uncooked fruits and vegetables; person-to-person.	diarrhea or bloody diarrhea, abdominal cramps, nausea, and malaise; can begin 2 to 5 days after food is eaten, lasting about 8 days. Some, especially the very young, have developed Hemolytic Uremic Syndrome (HUS) that causes acute kidney failure. A similar illness, thrombotic thrombocytopenic purpura (TTP), may occur in older adults.
Salmonella (over 1600 types)	intestinal tract and feces of animals; Salmonella enteritidis in raw eggs.	raw or undercooked eggs, poultry, and meat; raw milk and dairy products; seafood.	stomach pain, diarrhea, nausea, chills, fever, and headache usually appear 6 to 48 hours after eating; may last 1 to 2 days.
Streptococcus A	noses, throats, pus, sputum, blood, and stools of humans.	people-to-food from poor hygiene, ill food handlers, or improper food handling; outbreaks from raw milk, ice cream, eggs, lobster, salads, custard, and pudding allowed to stand at room temperature for several hours between preparation and eating.	sore throat, painful swallowing, tonsillitis, high fever, headache, nausea, vomiting, malaise; occurs 1 to 3 days after eating, lasting a few days to about a week.
Listeria monocytogenes	intestinal tracts of humans and animals, milk, soil, leaf vegetables, and processed foods; can grow slowly at refrigerator temperatures.	soft cheese, raw milk, improperly processed ice cream, raw leafy vegetables, meat, and poultry. Illness caused by bacteria that do not produce toxin.	fever, chills, headache, backache, sometimes abdominal pain and diarrhea; 12 hours to 3 weeks after ingestion; may later develop more serious illness (meningitis or spontaneous abortion in pregnant women); sometimes just fatigue.
Shigella (over 30 types)	human intestinal tract; rarely found in other animals.	person-to-person by fecal-oral route; fecal contamination of food and water. Most outbreaks result from food, especially salads, prepared and handled by workers using poor personal hygiene.	disease referred to as “shigellosis” or bacillary dysentery. Diarrhea containing blood and mucus, fever, abdominal cramps, chills, vomiting; 12 to 50 hours from ingestion of bacteria; can last a few days to 2 weeks. Sometimes, no symptoms seen.
Staphylococcus aureus	on humans (skin, infected cuts, pimples, noses, and throats).	people-to-food through improper handling. Multiply rapidly at room temperature to produce a toxin that causes illness.	severe nausea, abdominal cramps, vomiting, and diarrhea occur 1 to 6 hours after eating; recovery within 2 to 3 days—longer if severe dehydration occurs.

Reference: Australian Government – Department of Health www.health.gov.au

How to Prepare, Make and Serve Espresso Coffee

Your trainer will demonstrate the following tasks

- Organise coffee station
- Coffee extraction
- Texture milk
- Making an espresso coffee
- Pouring milk for a cappuccino
- Making a range of coffees including caffe latte, cappuccino, espresso (short black), flat white, long black, mocha, piccolo latte, ristretto, short and long macchiato
- Coffee machine cleaning

At all times your trainer will simulate making coffee in a commercial situation and will ask students to play the role of customer.

Use the space below to take notes during the demonstration if you wish. You will be given opportunities during the class to practice the skills required to practice milk frothing and to make these different coffee types in a safe and hygienic manner. Your trainer may also ask the class to instruct him or her through each of the steps for making the coffee to check for your knowledge recall.

Notes

Examples of Coffees



Cappuccino



Short Black



Flat White



Café Latte



Long Black



Mocha

The Coffee Menu

SHORT BLACK/ESPRESSO (SB) 30ml of Coffee served in small cup.

RISTRETTO half a single shot (15mL) of **espresso**.

LONG BLACK (LB) Put half a cup of hot water in a regular cup followed by 60ml of coffee.

SHORT MACCHIATO (MAC) 30ml of coffee, 1 or 2 teaspoon of froth, few drops of milk served in small glass.

LONG MACCHIATO 60ml of coffee, 2-4 teaspoon of froth, few drops of milk served in a larger glass

FLAT WHITE (FW) 30ml with, milk and very little froth on top served in regular cup.

CAFFÉ LATTE (CL) 30ml coffee, milk, 1 to 2cm of froth served in glass.

CAPPUCCINO (CAP) 30ml coffee, milk, lots of froth, Sprinkle chocolate on top served in a regular cup.

PICCOLO LATTE (mini latte) 30ml of coffee with milk and froth (1cm approx.) served in small glass.

MOCHA COFFEE 1 teaspoon of chocolate, 30ml coffee, milk, 1 to 2cm of froth served in cup. Sprinkle chocolate on top.

HOT CHOCOLATE (HC) 1 tablespoon of Chocolate served with frothed hot milk. Sprinkle chocolate on top

VIENNA COFFEE 60ml of coffee with whipped cream and chocolate on top.

ICED COFFEE 1 scoop ice cream. 60ml cold coffee, cold milk, Whipped cream and chocolate on top. Served in a tall glass.

ICED CHOCOLATE Coat glass with chocolate syrup. 1 scoop ice cream. Cold milk, whipped cream and chocolate on top. Served in a tall glass.

CHAI LATTE – 2 teaspoons Chai powder in a glass with milk and froth. $\frac{1}{4}$ of the way through the pour stop to mix powder and resume pouring.

AFFOGATO – 30ml of coffee with one scoop of vanilla ice-cream.

Coffee Beans

Arabica bean is grown at altitudes above 800m, better quality, more expensive and more popular

Robusta bean is grown at altitudes below 800m, lower quality bitter taste, cheaper and used in instant coffee

Preparation

Always have preparation stock items on hand including

- Warm cups, saucers, teaspoons, milk, sugar on hand for preparation
- Coffee should be stored in a cool dark place, an airtight container, away from vermin.
- Milk should be stored in a refrigerator at approximately 4 degrees Celsius

To determine the right quantity of coffee in the group handle

- Fill and tamp group handle to the top of the shower screen.
- Remove external excess
- Excessive quantities of coffee will not allow group handle to enter group head

The following 'variables' can affect the quality of coffee produced

Beans, Temperature of milk, Cleanliness of machine, Humidity, Grind Size, Storage Conditions

Grind Setting

If coffee pours too **FAST** – Grind is too coarse

If coffee pours too **SLOW** – Grind is too fine

Machine Problems

- If **grinder makes strange sound** – Turn off power – Look inside. Call supervisor
- If machine **does not work after being turned on** – Check machine is plugged into wall socket
- If **flecks of coffee appear on crema** – clean the machine

How to Texture Milk

- 1 Pour fresh cold milk into jug
- 2 Expel water from steam wand
- 3 Place tip of steam wand under surface of milk
- 4 Foam milk and apply to side of pot until too hot to touch (65 C)
- 5 Purge and wipe steam wand
- 6 Pour milk straight away

Types of Milk

Regular - fat 3.8%
Skim - Less than 1% milk fat
Soy – Made from soy beans

Semi- Automatic Espresso Machines - requires one button to start and stop pouring.
Manual Espresso Machines - uses a lever that the operator uses to force the water through the grounds instead of an electric pump.

Types of Coffee Grind

Medium – Plunger or Percolator
Fine – Espresso Machine
Super Fine – Turkish Coffee

IMPORTANT: To Reduce Risk of Injury

- 1 Follow cleaning instructions
- 2 Take care cleaning steam wand and using chemicals
- 3 Clean spills immediately

How to Clean Espresso Equipment

- 1 Wipe Steam Wand
- 2 Clean filter and group handles
- 3 Backwash group heads with blind filter
- 4 Wipe the machine clean
- 5 Soak Handles
- 6 Clean and Empty Grinder

Cafetto Usage Directions - Procedure to back-flush each delivery group

- 1 Remove coffee filter from group handle and replace with 'blind' filter
- 2 For daily cleaning add 1 teaspoon of Espresso Clean into the group handle and insert as if brewing an espresso. Note: If the machine is cleaned less often, use 2 teaspoons
- 3 Start cycle and allow to run for 10 seconds to dissolve cleaner
- 4 Stop cycle and allow to sit for 10 seconds
- 5 Start and stop cycle 4 more times – run for 10 seconds, stop for 10 seconds
- 6 Remove the group handle and rinse well under stream of water from delivery group. Turn off
- 7 Re-insert handle with blind filter, start and stop cycle 10 times – run for 5 seconds, stop for 2 seconds to ensure thorough rinsing. Remove blind filter and insert regular filter
- 8 Brew and discard a single espresso to re-season machine

Procedure to clean filters and group handles

- 1 Soak group handles and filters in 500ml of hot water with 2 teaspoons of Espresso Clean Espresso Machine Cleaner for 10 minutes.
- 2 Rinse thoroughly under running hot water.

Coffee Quality

The following can impact the quality of the coffee and the precautions you should take to avoid this from happening

Factor	Impact/Mistake?	How to avoid this/Precautions?
Dirty coffee machine	Impacts on coffee flavour	Clean coffee machine as required
Cold espresso cup	Coffee will go cold quicker	Use warm cup
Coffee beans not stored in an airtight container	May result in the coffee being bitter, impacts on flavour	Ensure coffee is stored in air tight containers. Only use fresh coffee beans

Characteristics of the milk types

Milk	Characteristics
Regular milk	On average contains 3.8% milk fat and no less than 3.2% milk fat. Pasteurised and homogenised.
Skim	Has no more than 0.15% milk fat. Milk solids are added to optimise the taste
Soy	Soymilk is the rich creamy milk of whole soybeans. With a unique nutty flavor

Different characteristics of the coffee machines

Machine	Characteristics
Manual Espresso Machine	<p>A manual espresso machines uses a lever that the operator uses to force the water through the grounds instead of an electric pump.</p> <p>These were the first type of espresso machines. They are not for the average user as the consistent pulling of the lever takes practice to master.</p>
Semi-Automatic Espresso Machine	<p>A semi-automatic machine lets the use add the coffee to the portafilter manually, and the pump starts and stops when the user pushes the brew button.</p> <p>This machine requires a separate grinder. These are the types of machines found in most commercial establishments.</p>

What each coffee grind is best used for

Grind	Use
Medium	A medium ground coffee is what is required by drip pots and vac-pot brewers. There are different degrees of medium depending upon filter type.
Fine	Fine coffee grind is usually used in espresso machines
Super Fine	It is use for the Turkish coffee maker (ibrik).

Assessment Event 1 of 4 - Observation / Role Play**Correct handwashing is important**

Correctly washing your hands is an important step you can take to minimise the risk of foodborne illness in your food business. Thorough hand washing physically removes dirt, food waste, grease and harmful bacteria and viruses from your hands. It is a legal requirement for food handlers to wash their hands.

Student Instructions

You are to undertake a role-play to demonstrate your ability to wash your hands in a safe and proper way. For the purpose of this role play, your trainer will act as your supervisor and your fellow students will act as your colleagues. You will all be washing your hands in a designated area. Your teacher will then inspect your hands with an ultraviolet light for germs. A group discussion regarding the consequences of misuse should follow on with possible outcomes and solutions.

Group task - Practice hand washing

As part of this role-play you must be able to provide evidence of understanding of the following

1. The correct use of the eight steps of hand washing
2. Understanding where to wash your hands
3. The outcome of incorrect hand washing and its consequences

Cleaning a dirty bench

Proper cleaning practices are important to reduce contamination of foods that we consume. Your ability to identify a hazard and then report this to a supervisor, is vital in a day to day operation.

Student Instructions

This exercise should be conducted in small groups of 3-5. You are to undertake a role-play to demonstrate your ability to follow procedures for the correct cleaning of a dirty bench and reporting a hazard to your supervisor.

Group task – Cleaning a dirty bench

For the purpose of this role play, your trainer will act as your supervisor and your fellow students will act as your colleagues. You will be broken up into groups of three – five.

A group discussion in regards to the consequences should follow on with possible outcomes and solutions.

As part of these role-plays you must be able to provide evidence of understanding of each of the following:

1. Show correct steps of cleaning.
2. Use of safety equipment.
3. Verbal communication reporting a hazard to the supervisor

The results for this assessment event will be recorded on the combined Assessment sheet for Assessment events 2 and 3

Assessment Event 2 of 4 - Observation / Role Play

'Quiet Dinner Service' Role Play

Student Instructions

This task is designed to simulate a 'Quiet Restaurant during Dinner Service' in which you must make 2 different types of coffee for one order.

Your ability to prepare and serve coffee will be assessed in the context of this quiet dinner service.

1. Working with another student (customer) you are required to prepare **two** (2) coffees in accordance with their request.
2. For the role play you will play the part of the Barista and the other student the customer. You will then change roles.
3. Please order the coffees one at a time. Customer orders the coffee verbally with specific requirements, e.g. very hot or cooler, full milk, flavouring etc.
4. You will need to write orders and basic notes on customer preferences and prepare a coffee accordingly, in a safe and hygienic manner.
5. For each of the role plays, the trainer/assessor will complete an observation checklist *Assessment Event 1 and 2 of 4 – Results Sheet checklist*. One of these will be completed for each student.
6. Please refer to **"The Coffee Menu"** in this workbook. You are required to read and interpret the menu and standard recipes for espresso coffee by answering the following questions asked by the customer.

Customer: Ask the question -

1. Can you please tell what the **difference** is between a **long macchiato** and a **long black**?
2. Once the Barista has answered your question - order a **long black with specific requirements verbally**.

Customer: Ask the question -

1. Can you please tell me the **difference** between a **flat white** and a **latte**?
2. Once the Barista has answered your question – order a **latte with specific requirements verbally**.

Assessment Event 3 of 4 – Observation / Role Play

'Busy Breakfast Service' Role Play

Student Instructions

This assessment task will simulate a busy coffee shop during breakfast service to customers in a training food and beverage outlet servicing customers

Your ability to prepare and serve coffee will be assessed in the context of this busy breakfast service.

1. **2 students** will take the role of **2 customers** and will give you **an order for 4** different espresso coffees at the same time. You will be required to make these coffees simultaneously within industry realistic timeframes. You will also be asked some questions about different types of coffee.
2. You will be observed - Preparing espresso coffee - Serving espresso coffee - Cleaning and maintaining the coffee machine in a safe and hygienic manner.
3. The practical assessment requires demonstration of the skills detailed in the *Assessment Event 1 and 3 of 4 – Results Sheet checklist*. One of these will be completed for each student.
4. You will be given a MSDS for cafetto. You are required to follow the MSDS instructions to clean your workstation and coffee machine.

During this assessment you will also be assessed on your ability to:

- Wash hands using appropriate facilities and following correct procedures
- Use hygienic work practices
- Clean a dirty bench
- Verbally report hygiene hazards

If you do not complete the task satisfactorily you will be given 1 more attempt

Please note: In the event that any WHS risks are identified, resulting in potential danger, the assessment must be stopped immediately.

The results for this assessment event will be recorded on the Assessment sheet for Assessment event 3 of 4