

FOOD AND BEVERAGE SERVICE

LEVEL - II

Based on November 2022, Curriculum version 2



Module Title: - Operating Bar and Cellar System

Module Code: - CTH FBS2 M01 1122

Nominal duration: - 96 Hours

Prepared by: Ministry of Labor and Skill

November-2022

Addis Ababa, Ethiopia

Table of Content

| | | | |
|---------------|---|-------------------------------------|-------------------------------|
| Page 1 of 118 | <u>Author/Copyright :</u> Ministry of Labor and Skills | Food and Beverage Service Level- II | Version - 2 November, 2022 |
|---------------|---|-------------------------------------|-------------------------------|

| | |
|--|-----------|
| ACKNOWLEDGMENT | 4 |
| INTRODUCTION TO THE MODULE | 5 |
| UNIT ONE: BAR AND CELLAR AREA | 7 |
| 1.1 SET UP BAR SERVICE AND CELLAR DISPLAY..... | 8 |
| 1.1.1 <i>Bar</i> | 8 |
| 1.1.2 <i>Cellar area</i> | 12 |
| 1.2 RESTOCK BAR PRODUCT AND MATERIAL..... | 13 |
| 1.3 STORE ALL ITEM AT CORRECT TEMPERATURE | 16 |
| 1.4 PREPARE AND STORE GARNISHES | 20 |
| 1.5 STORE BEER SYSTEMS AND OTHER BEVERAGES | 22 |
| 1.6 CLEAN BEVERAGE SYSTEM PARTS..... | 29 |
| 1.7 REPORT DISPENSING SYSTEM FAULTS | 31 |
| 1.8 MONITOR REFRIGERATION SYSTEM..... | 36 |
| SELF-CHECK -1 | 38 |
| UNIT TWO: QUALITY OF BEVERAGE PRODUCTS | 39 |
| 2.1 MONITOR STORAGE TEMPERATURE FOR BEVERAGE PRODUCTS..... | 40 |
| 2.2 CHECKING OF CELLAR CONDITIONS | 40 |
| 2.3 USE PRODUCT ROTATIONS TO MAINTAIN QUALITY | 43 |
| 2.4 MANUAL OR ELECTRONIC STOCK CONTROL SYSTEM | 44 |
| 2.5 TEST QUALITY OF BEVERAGE PRODUCTS | 46 |
| 2.6 APPROPRIATE ACTION TO RECTIFY FAULTS | 48 |
| SELF-CHECK -2 | 51 |
| UNIT THREE: PROCESS OF DRINK ORDERS | 52 |
| 3.1 ORDERS TAKING | 53 |
| 3.2 CHECK PRODUCT AND BRAND PREFERENCE..... | 56 |
| 3.4 SPECIFIC CUSTOMER PREFERENCES | 58 |
| SELF-CHECK -3 | 59 |
| OPERATION SHEET 3 | 60 |
| LAP TEST 3 | 60 |
| UNIT FOUR: PREPARE AND SERVE DRINKS | 61 |
| 4.1 PREPARE DRINK USING THE CORRECT EQUIPMENT AND INGREDIENTS..... | 62 |
| 4.2 SERVE DRINKS TO CUSTOMER..... | 88 |
| 4.3 TRAY SERVICE | 90 |
| 4.4 MISHAPS | 90 |
| 4.5 PAYMENT PROCESS | 92 |
| SELF-CHECK -4 | 96 |
| OPERATION SHEET 4.1 | 97 |
| OPERATION SHEET 4: 2..... | 98 |
| OPERATION SHEET 4.3 | 98 |

| | |
|---|------------|
| LAP TEST -4..... | 99 |
| UNIT FIVE: CLOSE DOWN OPERATIONS | 100 |
| 5.1 SHUT DOWN EQUIPMENT’S AND MACHINES | 101 |
| 5.2 CLEAR BAR AREA | 103 |
| 5.3 CHECK AND REORDER STOCKS | 104 |
| 5.4 SET UP BAR FOR THE NEXT SERVICE | 104 |
| 5.5 INFORMATION SHARE BETWEEN BAR STAFF..... | 106 |
| SELF-CHECK -5 | 107 |
| UNIT SIX: NEGATIVE ENVIRONMENTAL IMPACTS | 108 |
| 6.1 ENERGY, WATER AND OTHER RESOURCES | 109 |
| 6.2 MECHANISM OF RECYCLING..... | 111 |
| 6.3 WASTE DEPOSAL..... | 114 |
| SELF-CHECK -6..... | 116 |
| REFERENCES..... | 117 |

ACKNOWLEDGMENT

Ministry of Labor and Skills wish to extend thanks and appreciation to the many representatives of TVET instructors and respective industry experts who donated their time and expertise to the development of this Teaching, Training and Learning Materials (TTLM).

Introduction to the Module

In the food and beverage service field, operate bar and cellar system drink help peoples to know about bar and cellar area, to identify quality of beverage products, to provide awareness for customers on process of drink orders, to identify close down bar operations, and to explain environmental impacts.

This module is designed to meet the industry requirement under the food and beverage service occupational standard, particularly for the unit of competency: **Operate bar and cellar system**

This module covers the units:

- Bar and cellar area
- Quality of beverage products
- Process of drink orders
- Prepare and serve drinks
- Close down bar operations
- Environmental impacts

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to -

Learning Objective of the Module

- Identify bar and cellar area
- Describe quality of beverage products
- Apply the process of drink orders
- Demonstrate how to prepare and serve drinks
- Apply close down bar operations
- Identify environmental impacts

Learning Instructions:

For effective use this modules trainees are expected to follow the following module instruction:

| | | | |
|---------------|------------------------------|--|----------------|
| Page 5 of 118 | Author/Copyright : | Food and Beverage Service Level- II | Version - 2 |
| | Ministry of Labor and Skills | | November, 2022 |

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Do the “LAP test” given at the end of each unit and
5. Read the identified reference book for Examples and exercise

Unit one: Bar and cellar area

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- set up bar service and cellar display
- Restock bar products and materials
- Store all item at correct temperature
- Prepare and store garnishes
- Store beer systems and other beverages
- Clean beverage system parts
- Report dispensing system faults
- Monitor refrigeration system

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Apply set up bar service and cellar display.
- Identify restock bar products and materials
- Identify the ways of storing all item at correct temperature
- Demonstrate the ways to prepare and store garnishes
- Apply the ways of storing beer systems and other beverages
- Apply cleaning of beverage system parts
- Report dispensing system faults
- Monitor refrigeration system

1.1 Set up bar service and cellar display

1.1.1 Bar

A bar is a licensed place for selling all kinds of alcoholic beverages to customers. There are various types of bars are found in hotels, resorts, clubs, casinos, and many such establishments and they can also be operated as independent units.

a place where drinks, especially alcoholic drinks, are sold and drunk, or the area in such a place where the person serving the drinks stands:

Beverages means alcoholic and non-alcoholic beverages, drinks and other potable liquids intended for human consumption, including beer, wine, soft drinks, fruit juices, milk, liquid dietary supplements and packaged or bottled water (but excluding products that constitute Pharmaceuticals).

The following are some of the different bars, categorized either according to the kind of alcoholic drinks served or the place where it is served.

These are the different bar types in a hotel:

1. Pubs

The pub is a word derived from a public house that is licensed to sell alcoholic beverages. Pubs mainly serve all kinds of beers along with other alcoholic drinks.

2. Lounge bar

The lounge is an area meant for relaxing which is normally located near the reception area. The drinks may be collected from the main bar and carried on a tray to the lounge and served. The lounge bar is often seen in Airports, Clubs, Casinos, Luxury hotels, Ships, etc.

3. Wine bar

This bar sells only wines of all kinds, mainly the most expensive wines. It has a good collection of a wide range of wines. The guests may buy bottles of wine for consumption later or drink in the wine bar itself.

4. Cocktail bar

This cocktail bar serves all kinds of cocktails along with other alcoholic drinks. It may be found in Airports, Casinos, Hotels, Ships, etc.

5. Banquet bar

A banquet bar is a temporary bar set up in the banquet suits to serve alcoholic drinks during a specific function. The banquet bar collects the required stock either from the main bar or from the cellar.

6. Dispense bar

A dispense bar is a kind of bar attached to a restaurant, serving alcoholic drinks to the guests in the restaurant during their mealtime. Here the stock may be either collected from the main bar or from the cellar.

Equipment's should every bar have includes:

- Cocktail and bartending equipment.
- Beverages and beverage dispensing bar equipment.
- A bar POS system.
- Bar furniture and other equipment.

- Food and kitchen supplies.

Essential components of a full bar:

Liquors: Ideally, stock a bottle of each: cognac, white rum, gin, bourbon, vodka, tequila, and blended Scotch. However, if you don't have the room or the budget to collect them all, start with your favorites; after all, it's your bar. Alcoholic mixers to have on hand: triple sec, dry vermouth, sweet vermouth, and bitters. Nice to have: a liqueur or two (for example, Irish cream or coffee- or almond-flavored).

Nonalcoholic mixers and drinks: Go ahead and pick up your favorite mixer, whether it's a citrus-flavored soda or margarita mix, but also stock up on the basics: club soda, tonic water, cola, ginger ale, cranberry juice, and orange juice. These can also double as beverages on their own for those who don't care to imbibe.

Wine. Though wine is the most common host(ess) gift (in other words, you don't need to buy a lot of it), you should have at least a couple of bottles of your favorite red, white and rose on hand when the first guest arrives.

Beer. For those who want nothing more than a nice cold one, keep some bottles of light and dark brews in your fridge or an ice chest.

Garnishes. Garnishes add a splash of visual appeal and flavor to a finished cocktail. At a bare minimum, provide lime and lemon wedges, pitted green olives and kosher salt. Extra points for mint leaves and lemon twists.

Glassware. In order to have a full bar you must also have a full glass set: beer mugs, shot glasses, martini/cocktail, rock glasses (tall/short), and wine glasses. This collection ensures that your guest will be able to enjoy absolutely anything that your bar can offer.

Tools. Cocktails don't just pour out of a bottle and into a glass. Here are the standard bar tools for most mixed drinks:

- **Ice cube trays and/or ice:** If you have room in your freezer, start making ice the day before your party and store it in large plastic bags as you make it. Otherwise, get a few bags of ice for drinks on the rocks and a few more if you plan to have a cooler.
- **Bar spoon:** A cereal spoon or a straw just doesn't cut it for a proper cocktail. A bar spoon is tall and thin enough to stir in any type of glass, allows you to pour one liquor over another for a tequila sunrise or other layered drink, and even serves a measuring tool.
- **Muddler:** If you plan to make an old-fashioned or mojito, you'll need this big, fun-to-use tool to give the ingredients the little extra crush they need to release all their flavors.
- **Jigger:** A jigger is a small measuring device, much like a shot glass. It usually has two barrels the standard, larger end holds 1.5 ounces, while the smaller end holds an ounce.
- **Cocktail shaker:** Most cocktails must be shaken before they're served; some shakers even include their own strainer.

- **Strainer:** The last thing you want in a drink is a bunch of pulp and ice bits falling in after it's shaken and ready to be served. To avoid that, just pour the drink through a strainer.
- **Citrus press:** If you use fresh fruit in your drinks, this tool is a must. An essential for any drink that calls for a kick of citrus.
- **Others:** Corkscrew, bottle opener, straws/stir sticks, ice tongs, pour spouts.

Set-up bar display work area

The service staff should clean and set-up the service equipment and utensils ready before service activities commence. This is known as mise-en-place. Service tools which must be cleaned and display in the bar are:-

- Service counters and stool
- Cocktail shaker, refrigerated trolley Blenders
- Cutlery & chopping board
- Crockery like cups, bowls and salad plates,
- Glass ware like beer glasses, spirit glasses, wine & champagne goblets
- Decanter, strainers& Service trays
- Icing machines espresso machine
- Cellar or beverage store shelves and crockery store
- Chilling units, fridges, air conditioning systems &All lightening

Bar / Counter Set-Up

- The refrigerator(s) are stocked.
- Juice, purees and consumables are fresh and within expiration date.
- The back bar and speed rails are fully stocked.
- Fruit is prepared.
- Ice station is fully stocked.
- All bar guest supplies and condiments are fully stocked

Check that your ice stations and refrigerators are well stocked.

Floor & Table Set-Up

Make certain that:

- Lounge menus and promotional fliers are
 - Clean

- In good condition
- Pre-set on each table facing the Bar/Lounge entrance
- All furniture is positioned correctly according to the approved floor plan.
- Carpets and flooring are clean and free from debris.
- Tables are clean, sanitized and set.
- Lights are at the proper level.
- Music is playing in the background. Music should always be the source for background noise unless there is a television broadcast of a major event.
- Popcorn made or snacks set out if it is appropriate.
- If your facility has televisions, turn them on.

Make sure that menus and Promotional materials are in place on the table.

Ordering a set up involves choosing two things: your favorite liquor (which arrives in a half-pint bottle) and a mixer, like a can of Diet Coke or fruit juice.

The following are factors to be considered during set up:

- dry till
- inclusive packages
- cash drinks
- set limits
- pre-set drinks
- open and prepare bar

Dry Till

Dry Till refers to an “open Bar”. This is where you add in the different types of dry till, for example – “standard” with standard house drinks, “premium” with premium drinks and spirits, “soft drinks only” etc. You set the dry till amount when entering your event.

Cash drink(cash bar): is a bar as at a banquet, club luncheon, or reception, where guests pay for alcoholic drinks

Setting limits with kids means setting a guideline for behavior-even when there's not an official household rule. Since you can't set a rule about everything, limits are those spur of the moment guidelines that are situational.

1.1.2 Cellar area

This is the main area designed to store all alcohol and associated products that are to be served in a bar operation.

Operating and maintaining beverage dispensing systems correctly as well as the monitoring of refrigeration systems is key to ensuring that a quality product is sold to customers. The basic responsibility of cellar staff is to ensure a continuous, just-in-time supply of high quality product to the bars

This includes, but is not limited to:

- Wine casks, bottles and bulk boxes
- Beer kegs, bottles, cans and cartons
- Spirit bottles and bulk containers
- Soft drink bottles, cans and bulk boxes
- Juices, milk, cream
- Snacks

1.2 Restock bar product and material

Inventory restocking refers to the process of replenishing products at the right time and at the right place based on demand and projected sales.

Cellar and Bar Checklist

1. Hygiene

- Clean up any beer spillages immediately
- Ensure the cellar is cleaned thoroughly once a week with an odor free cleaner
- Wash all cask equipment after use and allow to air dry
- Scrub shives and keystones with hot water before venting and tapping
- Don't store food in the cellar

2. Temperature

- Ensure the cellar is kept at a constant 11 to 13° centigrade
- Keep the cellar door and drop closed at all times, other than to ventilate for 10 minutes each day

3. Deliveries

- Check the BB dates on casks and kegs: 14 days ahead of the BB date on cask, 20 days ahead of the BB date on Keg
- Ensure the right size container is being delivered
- Check there are no damaged or leaking containers
- Operate a First In First Out system of stock rotation

4. Equipment Checks

- Top up remote ice bank coolers once a week
- Brush any debris from the grills of coolers and fans
- Clean auto tilts with hot water once a week
- Top up Ale Python Control Units with water once a week
- Clean keg couplers at the same time as line cleaning
- Secure gas cylinders upright with chains or straps

5. Line Cleaning

- Clean all cask and keg lines every 7 days

- Always flush beer from the lines with clean cold water before introducing line cleaning solution
- Make up solution according to the manufacturer's instructions
- Agitate the solution through the lines at 10 minute intervals
- Don't leave the line cleaning solution in the lines for longer than an hour
- Switch off glycol coolers 1 hour before the line clean
- Flush line cleaning solution from the lines with plenty of water
- Test no traces of solution are left in the lines by using litmus paper

6. Glassware

- Use a clean, cold, dry glass every time (branded if possible)
- Only use the glass washer for glasses
- Clean the glass washer thoroughly at the end of the night, drain the water, and leave the door open
- Renovate glassware regularly
- Ensure detergent and rinse aid are topped up in the glass washing machine
- Use Quash to remove lipstick and grease from the rims of glasses

7. Perfect Serve

- Always hold the glass by the bottom half
- For keg products, tilt the glass at a 45-degree angle, open tap fully and straighten as the liquid rises up the glass. Keep nozzle out of liquid
- For cask using a bottom fill spout with sparkler attached: hold glass straight, sparkler at base of glass, and create head with first pull. Keep the sparkler beneath the surface of the head
- For cask using a top fill spout with no sparkler, hold glass at 45-degree angle, spout above surface of beer and straighten the glass as it fills
- Bottles and cans: hold glass at 45-degree angle and keep the neck of the bottle/can away from the rim of the glass

8. Serve Temperatures

- Regularly check the temperature of a sample of the draught beer with a probe
- Cask: 11 to 13° centigrade
- Lager: 2 to 5° centigrade
- Keg Ale: 2 to 8° centigrade
- Bottles and Cans: 4 to 6° centigrade

9. Personal Hygiene

- Always wash hands before coming on shift, after smoking or eating and after visiting the toilet
- Don't wear heavy perfume, aftershave or hand cream
- Tie long hair back
- Cover any cuts or abrasions with a colored waterproof plaster

After observing the bar operations over a series of lunch and dinner shifts, several issues became clear:

- **Beer temperature:** The temperature of the draft system was 42EF when it should be 38EF. The beer companies were cleaning the taps, but the long-draw glycol system had not been serviced, resulting in higher temperatures, foaming and waste.
- **Post mix brix:** The soda poured was too sweet, and the tonic was weak. The proper brix service and maintenance had not been completed for months.
- **Garnishes:** Lime and lemon wedges were different sizes. The fresh fruits were mixed with old garnishes, and containers were not labeled or dated.
- **Ice levels:** Bartenders were half-filling glasses with ice, requiring them to add more mix and, consequently, making the drink recipe weaker.
- **Pouring levels:** Glasses were overfilled, and drinks were spilling over the sides.
- **Pre-mixes:** Again, containers were not labeled or dated. Partial cans of pineapple juice, energy drinks and tomato juice were not stored at room temperature.
- **Refrigerators:** Temperature gauges were not working, shelves were dirty and filters were clogged.
- **Pour spouts:** Pour spouts were worn and leaking.

- **Bar cleanliness and organization:** The floor mats were worn, the backbar was cluttered with personal belongings and the bar top had not been cleaned. Plus, fruit flies had invaded the bar!
- **Glassware:** The glassware was spotty and chipped.

1.3 Store all item at correct temperature

A food and beverage service operation needs to have clearly defined storage areas and procedures for several reasons. First, by providing storage facilities it is possible to purchase supplies in quantities large enough quantities to get price breaks. Second, the ability to store supplies on the premises reduces the cost and time needed to order supplies and handle them upon delivery. Third, menu planning is easier when you are aware of the quality, quantity, and types of supplies that are on hand. If there is a run on a particular menu item, it is nice to know there are enough materials on hand to ensure that everyone who orders the item can be served.

Input and commodity are materials or ingredients required to process and make everything we need or we use.

- Milk and other perishable ingredients, including fruits and vegetables, should be stored in the cool room at a temperature of between 1 and 4°C.
- Frozen ingredients, such as ice and ice-cream, should be stored in the freezer at below -18°C.
- Tea, coffee, sugar and other non-perishable ingredients should be stored at room temperature.
- All ingredients should be stored in appropriate containers, labelled and dated. Stock-rotation principles of Last in, Last out (LILO) and First in, First Out (FIFO) should be implemented to ensure ingredients are used before their ‘use by’ date.
- Staff should avoid handling ingredients with their hands, using tongs or wearing gloves as appropriate.

For common distilled spirits, such as whiskey, vodka, gin, rum and tequila, the general rule of thumb is to store them at room temperature. Though some experts say the ideal range is slightly lower, between 55 and 60 degrees. Keeping them in a relatively cool place preserves them longer. As temperatures rise, the alcohol begins to expand and can evaporate more

quickly. While it won't hurt your health wise to consume, storing in a warm place can cause the liquor to oxidize more quickly and change flavors over time.

There are different tips for successfully storing alcohol in the bar

There are three major factors that affect the quality and lifespan of your alcohol: light, air and temperature. This is where we will start with our alcohol beverage storage tips.

1. Don't expose the alcohol to light

Sunlight and artificial light can break down the molecules in your liquor bottles. While this mostly impacts color, over time, it can affect the taste as well. That's why many bars and restaurants have interior storage for their alcoholic beverages with lighting that won't compromise the quality of the drink. When stored at the bar, ensure the bottles are out of direct sunlight.

2. Reduce the amount of air the alcohol is exposed to

When alcohol is exposed to air (or more specifically the oxygen in the air), it can cause oxidation speeds up the aging process and reduces the quality of the alcohol and degrades the flavor. In liquor, this can dull the taste and even make the drink tart. In wine, it can take away all the flavor and, over a long period of time, turn the wine into vinegar.

To reduce the effects of oxidation, you want to ensure all your alcoholic beverages are closed properly once opened. You can use the original cork/cap or a stopper. The key is to make sure it is on tight, and air can't get into the bottle while it is being stored.

Speed pourers are best saved for hard liquor that has a long shelf life and high turnover. Always remove speed pourers when the alcohol is being stored.

3. Avoid extreme temperature changes

Being too hot or too cold can severely affect the quality of your alcohol. But the right temperature is dependent on the type of alcohol.

Bottles of liquor can be safely stored at room temperature. Though many experts say the ideal temperature is 13°C to 16°C. If the temperature is too hot, the alcohol can expand and evaporate, affecting flavor.

Wine, on the other hand, needs to be stored in cooler temperatures around 11°C to 14°C. If stored in warmer temperatures, the wine will age quicker and dry out the cork. In cooler temperatures, the wine's development will be stunted. As white is normally served chilled, it can handle cooler temperatures as low as 7°C.

Crème liqueurs and fortified wines should be stored in the fridge once opened. This is because fortified wines like vermouth, port and sherry have less alcohol, which means they aren't as well preserved and Crème liqueurs contain ingredients like eggs and dairy that do better in the fridge.

Beer should be stored at cooler temperatures between 7°C and 16°C, with light beers being stored in cooler temperatures and strong beers at higher temperatures. While beer can be stored at room temperature, it can drastically reduce its shelf life.

4. **Keep the bottles stored the right way**

When storing wine, it is recommended you store it on its side. This will help keep the cork from drying out and shrinking, which will lead to increased oxidation. This isn't the case for liquor. Liquor should be stored upright. If it isn't, the alcohol can deteriorate the cork and seals, increasing oxidation. Beer should also be stored upright to reduce the formation of yeast rings.

5. **Empty fuller bottles last**

If you have multiple bottles open, always use the bottle with less alcohol in it first. Similarly, you want to avoid leaving small amounts of alcohol in the bottom of the bottle. That's because the less liquid there is in the bottle, the more room there is for oxygen. This in turn can increase oxidation.

If you have less than 1/3 of a bottle left, consider decanting it into a smaller bottle to reduce oxidation and expand its life.

6. Don't over order

To ensure you don't have alcohol sitting on your shelves for excessive periods of time, open or unopened, you will want to optimize your ordering. The best way to do this is by using historical data to determine just how quickly you go through each type of alcohol. Once you know that, you can create your orders accordingly. To help keep track of sales and analyze historical trends, you can use inventory control software. This will help automate the process, saving you valuable time and resources.

7. Take proper inventory

To help make sure you stay on top of your inventory and expiration dates, you need to keep a proper inventory. By regularly counting inventory, noting the number of opened bottles and tracking expirations and how long bottles have been on the shelf, you can reduce spoilage.

If you see that you have inventory that is close to expiration, such as a crème liqueur, or you have alcohol that has been on the shelf for several years, you can run promos and happy hour specials to help offload it.

By taking the time to store your alcoholic beverages properly, you can increase shelf life and reduce losses. If you are unsure whether a product has gone off, compare it to a fresh bottle. Any changes in colour or smell are signs that the alcohol may not be good anymore.

1.4 Prepare and store garnishes

A garnish is an item or substance used as a decoration or embellishment accompanying a prepared drink.

Garnishes are used by bar tender for decorating cocktails and mock tails. They need to be properly stored to maintain freshness and to be in good condition.

Store garnishes like you would store similar foods. If made with ingredients that are normally refrigerated, wrap in plastic wrap, or store in an airtight bag or container, and refrigerate.

Few examples of commonly used garnishes in bar are Lemon Wedges, Lime Wedges, Orange Zest, Lemon Spiral etc.

Lemon Wedges

Cut the ends from a lemon.

Cut the lemon in half-length ways.

Cut each half into three or four pieces length ways.

Trim the inside core of the lemon wedge to remove pith & seeds.



Lime Wedges

Cut the ends from a lime.

Cut the lime in half-length ways.

Cut each half into three or four pieces length ways.

Trim the inside core of the lime wedge to remove pith & seeds.



Lemon Zest

Cut the lemon in half at its widest point.

Place the lemon on the board with the lemon nub facing up.

Cut the peel from the fruit in four or five sections, blade down.

For Flaming or zesting keep the white pith.

For a classic ‘twist’ remove the white pith.

Orange Zest

Cut the orange in half at its widest point.

Place the orange on the board with the lemon nub facing up.

Cut the peel from the fruit in four or five sections, blade down.

For Flaming or zesting keep the white pith.

For a classic ‘twist’ remove the white pith.

Lemon Spiral

Remove the ends from the fruit, and hold the fruit length ways.

Using a canaille knife, or channel knife, carefully cut from the pole farthest from you in a straight line towards the pole closet to you for about ¼”.

Turn the blade sharply to the left and cut in a downward spiral, leaving ½” strip of peel on the fruit.

End the cut as you began with a sharp twist and straight line.

Lime Quarters

Cut the ends from the fruit.

Cut in half sideways.

Place the two halves flat side down.

Cut each piece into 4 pieces.

Pineapple Pieces

Cut off the rind and both ends.

Cut 1” slices crossways to make wheels.

Cut each wheel into 8 pieces.

Trim the core from the pieces.

Watermelon Chunks

Trim the Watermelon into a cube.

Cut the cube into 2” slices.

Cut the Slices into 2” cubes.

Horses Neck

After cutting a spiral from an orange, the remaining ½” wide spiral on the fruit can be carefully cut from the orange using a paring knife to make a ‘horses neck’.

Fruit Slices

Cut the ends from the fruit.

Place both halves flat-side down on the board.

Cut 1/8” slices cross ways to form a crescent.

Trim the inside of the fruit slice to remove pith & seeds.

Pineapple Slices

Cut the ends from the pineapple (keep the green leaves).

Cut ¾” Slices cross ways to make pineapple ‘wheels’.

Cut the Wheels into portions of 8 slices (like you would cut pizza).

1.5 Store beer systems and other beverages

Beer is an alcoholic beverage produced by extracting raw materials with water, boiling (usually with hops), and fermenting. In some countries, beer is defined by law-as in Germany, where the standard ingredients, besides water, are malt (kiln-dried germinated barley), hops, and yeast.

It is available in all bars and has low alcoholic content. It is usually between 3 and 8 %alcoholic. The ingredients used to manufacture beer are Malted barley, sugar, hops and water.

Methods of beer processing

Brewing: crushed malted barley is mixed with warm water. The solution is called wort. The wort cooled to 16⁰c in refrigerator. This process takes about 10-12 hours.

Fermentation: a special strain of yeast called brewer's yeast is added to the wort for fermentation then the wort will be break down in to alcohol and co₂. This stage takes 10-12 days.

Maturing:atthisstage fining (clarifying) agent is added to make the beer clear and bright by attracting the sediment to the bottom of the cask. The most common that can be used as clarifying agent isinglass. Isinglass is a product obtained from the bladder of sturgeon fish. If isinglass is not available we can add a solution of sugar and hops called priming which used to improve the condition of the beer. Then the beer should be left to mature in the cask for 3 to4 months.

Racking: is a process of running off the beer from one cask to another so as to leave the sediment behind.

Filtration: after racking the beer is stored in a refrigerated wooden cask for 6 months.

It is then filtered and bottled. The beer acquires it'scolour from the wooden casks.

The process of making beer is known as brewing

Type of beer: There are different types of beer those are:

Lager: is stored in refrigerated vats for 6 months during maturation stage

Pilsner lager: is bottom fermented light coloured beer derived from the Czech original (Czechoslovakia)

Ale: is slightly cloudy and hoppy to taste and traditionally served at room temperature. It has a moderate alcoholic content of 3.5 to 6%

Porter: is a fairly dark beer with strong malt flavour caused due to the malt being roasted for a long period

Stout: is dark and colour, very dry and fairly bitter in taste due to the strong hoppy flavour

Draught: is the beer that filled in sterilized kegs and is allowed to mature in the cellars before it is sold for consumption .draught beer cannot store for a long time because it can take place secondary fermentation itself.

Draught beer in cans: these draughts have an internal patented system that produces a pub-style, smooth creamy head when poured from the can.

Examples of beer : Meta, sent gorge Dashin beer, Harar beer, Bedelle beer from Ethiopia

Direct Draw System (Kegerator)

- Kegerators are the most common example of a direct draw draft system. This is a standard system for delivering draft beer from keg to tap across a short distance. Carbon dioxide or a mixture of nitrogen and CO₂, known as beer gas, is used to push beer from the keg through the beer line up to the draft tower and faucet. Cold air from the refrigeration unit holding the keg travels up to the draft tower to assist in chilling beer.
- A tower cooler or fan can help push that air upwards.
- A kegerator or draft beer system is made up of a series of components that work together to provide you with a perfectly poured pint. Knowing these pieces of draft beer equipment and having a basic understanding of how they work will help with keeping your system running smoothly.

Draft system parts and components

- | | |
|---------------------------------|---------------------------|
| 1. CO ₂ Tanks | 4. Gas Blender |
| 2. Primary Regulator | 5. Secondary Regulator |
| 3. Air Lines (In green & purple | 6. Beer Lines (in orange) |

- 7. Keg Couple
- 8. Forced Air Blower
- 9. Return Air Duct
- 10. Chilled Air Duct
- 11. Draft Tower
- 12. Drip Tray

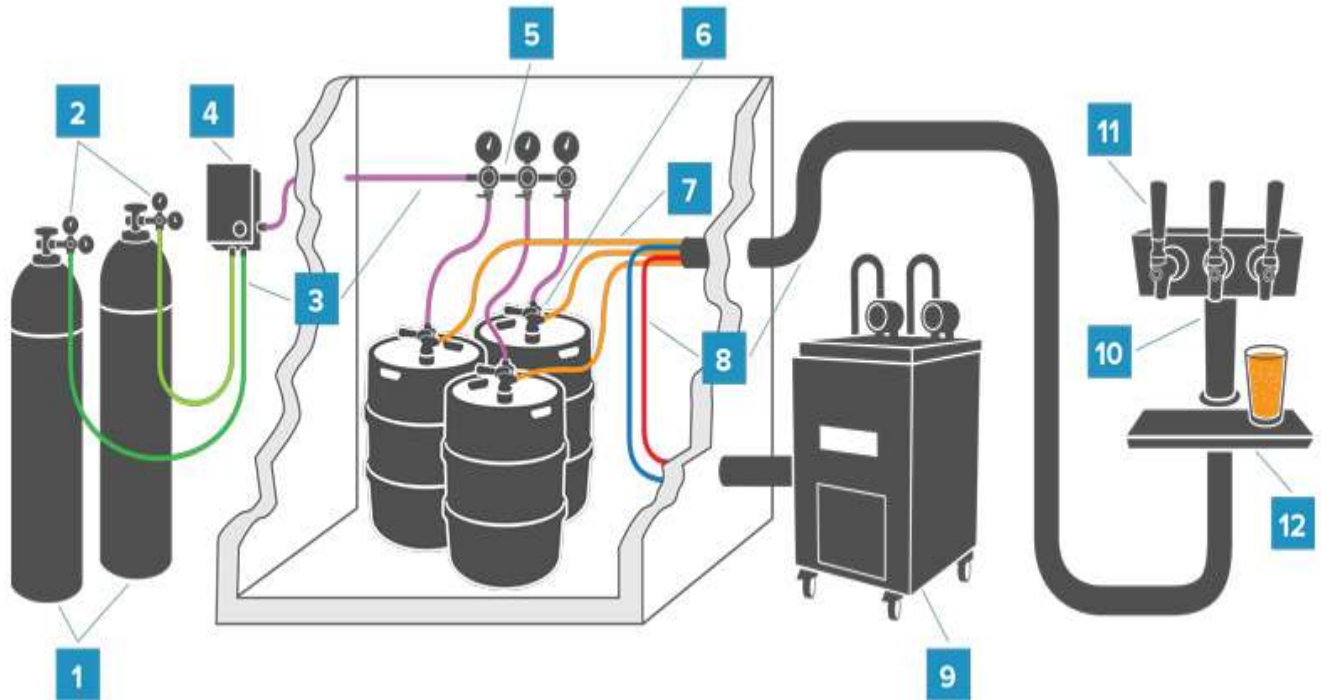


Figure: 1.1 Draft systems

1. CO2 or Mixed (CO2/Nitrogen) Tanks

Any draft system requires pressurized gas to propel beer from the keg to the faucet. When this pressurized gas is pushed into the keg through the coupler, it forces the beer out into the beer line where it eventually travels up to the tap so you can pour a pint on demand.

A 5-pound tank serves about 5-7 half kegs of beer. Don't underestimate the importance of your CO2 or nitrogen tank to your draft system. Proper maintenance and use of your tank can make all the difference in having a properly balanced draft system.

Please read and understand the following procedures before handling any CO2 cylinders.

1. Always connect the CO2 cylinder to a regulator.
2. Never connect the CO2 cylinder directly to a product container or keg.

3. Always follow the proper procedures outlined above when replacing an empty CO2 cylinder.
4. Always keep a CO2 cylinder away from heat. CO2 cylinders should be stored in a cool place, preferably 70°F.
5. Always store CO2 cylinders in an upright position and secure them with a chain or safety strap. This includes CO2 cylinders that are empty or not in use.
6. Always keep CO 2 cylinders in a well-ventilated area and leave the area immediately if a leakage has occurred.
7. Never drop or throw a CO 2 cylinder. 8. ALWAYS check the D.O.T. test date on the cylinder neck before using. If over five (5) years, do not use, return the cylinder to the gas supplier

NOTE: When removing a keg tap, first turn off the secondary regulator to the tap, located by following the red air line from the keg tap to the secondary regulator shut-off valve. Pictured to the right is a sample two product secondary regulator with shut-off valves in the closed or off position. Shut-off valve.

2. Primary Regulator

The contents of the gas inside tank are under a tremendous amount of pressure. If not careful about controlling this pressure, the beer dispensed will be a foamy mess that no one wants to drink. The regulator helps prevent this problem and ensures that gas does its job. Typically, a primary regulator will have both a high-pressure and low-pressure gauge so you can quickly identify and troubleshoot any problems.

3. Air Lines

Air lines are food-grade vinyl lines with a 5/16” ID that help transport the gas from the tank to the rest of your draft system.

Typically, they attach directly to a port on the regulator with a screw clamp. Kegeator users can use a simple 5’ line (or air line jumper) to connect a CO2 tank to their keg coupler. Commercial establishments or users with more complex systems will choose to use red tubing (or a different color) to help easily differentiate the air line from the beer line.

4. Secondary Regulator

| | | | |
|----------------|------------------------------|---------------------------|----------------|
| Page 25 of 118 | Author/Copyright : | Food and Beverage Service | Version - 2 |
| | Ministry of Labor and Skills | Level- II | November, 2022 |

When dispensing multiple kegs off of a single air tank, a secondary regulator helps ensure that each keg is dispensed at exactly the right pressure. The primary regulator attached directly to the tank is still necessary as a troubleshooting component at the point of dispense, but the secondary regulator allows for individual pressures. Similar to a gas blender, this helps you save space by not needing a separate tank at a separate pressure for each brew you want to dispense.

5. Keg Coupler

Your coupler attaches directly to the keg with an air-tight seal. The probe of the coupler pushes directly into the keg valve and acts as a critical junction point in your draft beer dispensing. The coupler has two ports: one for the airline to attach (so the gas gets pushed into the keg) and one for the beer line to attach (so the beer gets pushed out). Ensuring that your lines are connected tightly to those attachments is a quick thing to check if a given keg isn't pouring the right way.

There are six different types of keg couplers that attach to different types of kegs. The most widely used coupler is the US Sankey (D System), but it's possible (perhaps even likely) that you'll need at least one or two other styles of couplers for your dispensing. Check out our list of beers to see which coupler you'll need to dispense your chosen brew!

6. Beer Lines

The beer line is essentially the exact same thing as the air line, except it attaches directly to the coupler on one side and the shank or faucet on the other and carries beer instead of gas. It is typically 3/16" ID and made from food-grade vinyl. Beer line is purchased by the foot or you can opt for a pre-made jumper that comes complete with the hex nut connectors needed to secure the beer line to the shank and coupler.

7. Draft Beer Tower

A draft beer tower is where all of your beer lines are housed. Inside the beer tower, beer lines attach to the draft shank which carries the beer on the final leg of its journey to the draft faucet. They're available in a variety of styles and can accommodate a range of draft beer faucets

Where you mount your draft tower depends on the configuration of your draft system. Standard draft beer towers are perfect for mounting on the top of a kegerator as well as on a countertop. T-

Towers and double pedestal towers are designed to be used with commercial draft systems, and can be installed on a bar top. There are also wall mounted and under bar mounted options for draft towers.

8. Shank

This very important part connects the beer line to the faucet. The shank is a chrome-plated brass tube with external threading. It runs through the hole in a draft tower (or in the side of your fridge if you built your own kegerator) where the faucet screws onto the front end and the beer line attaches to the back end with a hose barb.

9. Draft Beer Faucet

The draft beer faucet is the tap that your beer is dispensed from. Draft faucets are available in a wide range of different quality levels and with a host of different features.

10. Tap Handle

A tap handle (or faucet handle) is the lever that screws into your draft beer faucet to make it easier to open and close your faucet when pouring. To dispense, pull it forward to pour your beer. It's one piece of draft beer equipment that allows you to give your kegerator or other draft beer system a little bit of personality.

11. Drip Tray

No one likes to constantly be wiping up drips or spills. A drip tray is a small detail that can make a big difference in the efficiency of your service and overall cleanliness of your establishment.

Drip trays can be placed on a counter or mounted to a wall depending on the location of your draft faucets. You also have the option of getting a drip tray with a built-in drain to expel liquids through a connected hose.

12. Glycol Trunk Line

For most commercial draft beer dispensing systems, and ANY system that has a considerable distance between the kegs and the faucets, a glycol cooling solution makes sense. A glycol system is powered by a power pack that contains a mixture of food-grade antifreeze and water. This mixture is powered through product lines that rest directly next to your beer lines inside of an

insulated foam trunk line. With this setup, your beer can travel up to 500 feet and maintain a steady, perfectly chilled temperature so you can be confident that every pint you pour is up to the exacting specifications of even your most demanding customers. Glycol trunk line can be configured to provide chilling for virtually as many beer lines as you need (although you may require multiple trunk lines and/or chillers to get the job done correctly).

13. Glycol Chiller

A Glycol Chiller, also known as a glycol power pack, is specifically designed to accommodate long draw draft beer systems; or, when the kegs are stored in a cooler up to 500 feet from where the beer is being served. A glycol power pack features an air-cooled compressor, glycol bath, and a pump for glycol recirculation. KegWorks carries glycol chillers with a powerful condensing unit for efficient dispensing even in high ambient temperatures. A glycol chiller provides dependable chilling power that keeps your beer cold, and nothing is more important than that.

14. Forced Air Blower

The forced air blower is an essential part of an air cooled draft system. It sends air through a duct containing beer lines, which goes to the draft tower. The cold air keeps beer in the lines chilled as well as the draft tower. The blower is attached inside a walk-in cooler or refrigeration unit, adjacent to the source of the cold air.

It is important to remember that, just like any other motorized device, the blower does generate heat when it is running. Make sure your refrigeration unit can withstand the heat generated by your blower. Many units are designed to cool the exact dimensions of the walk-in cooler they are installed in. Your blower could place a strain on your refrigeration unit.

15. Air Ducts

Air ducts carry the beer lines and chilled air to and from the draft tower as part of an air cooled draft system. In a single-duct system a larger duct, typically 4” in outer diameter (O.D.), holds two

smaller ducts (2 & 3” O.D.) inside of it. The chilled air and beer lines travel through the smallest duct from the cooler to the tower while the spent air returns to the cooler via the larger inner duct.

Be sure to use foam insulation to keep the cooled air and beer lines cold. Foam insulation should be a half-inch larger than the tubing it covers. It is imperative that your tubing is well insulated because they are vulnerable to temperature changes in the outside environment.

16. Gas Blender

Designed to be used with commercial draft systems, a gas blender allows you to pour regularly carbonated beers and nitrogenized beers from the same draft system without needing different mixes of gas. Instead of purchasing different tanks of blended gases, you can fill one CO₂ tank and one nitrogen tank and the blender will mix them depending on the required blend needed for each beer.

1.6 Clean beverage system parts

I. Turn off the Pressure Regulator

To clean the beer lines in a Glastender beer pump style beer system, start by turning off the pressure to the keg for the beer line you want to clean (figure 1). Follow the red air line to the keg to verify that you are shutting off the proper regulator

II. Disconnect the Beer Line from the Tap

Remove the keg tap from the keg. Disconnect the clear beer line from the keg tap by loosening the appropriate beer nut (figure 2). Be careful not to lose the rubber washer inside the nut.

III. Clean the Keg Tap

The keg tap should be cleaned by soaking it in a mixture of beer line cleaning detergent and hot water. Use a brush if required. Remember to rinse with clear water when finished.

IV. Clean the Beer

Line Place the beer line into a bucket containing a mixture of beer line cleaning detergent and hot water. Pull the corresponding faucet handle on the beer tower to get the detergent solution to flow through the line. Once the cleaning solution is coming out of the beer faucet, shut the faucet and let the solution soak for 10 minutes. After the 10 minute soaking

period is finished, open the faucet and let the remainder of the cleaning solution flow through the line. The more solution you use the better the result (i.e., using a 10 gallon bucket is better than a 5 gallon bucket). You may want to attach a piece of hose to the faucet to capture the cleaning solution in a bucket to reduce splashing at the beer tower.

V. Rinse the Beer Line and Reassemble

After the cleaning solution has flowed through the line, rinse the line out by repeating the process using a different bucket of clear water to flush the line. Reassemble the beer line and repeat the cleaning process for the other beer lines. A beer-clean glass is one that is free of film, odors, and bacteria. A glass that is not beer clean can lead to “flat” beer (head rapidly

disappears, releasing carbonation), a “false” head (overly large bubbles that quickly disappear), or an “off” taste (caused by remnant odors). To achieve a beer-clean glass, each glass must be properly washed, rinsed, and sanitized. Your chemical supplier can recommend cleaners and sanitizers that are specifically designed for cleaning beer glasses.

The following procedure is recommended

1. Empty used glassware into an open drain and rinse with clean water to remove any excess beer or foam.
2. Wash the glass in sink containing warm water and the appropriate odorless, low-siding detergent as recommended by your chemical supplier. Using a nylon brush or mechanical brush washer, be sure to thoroughly clean the inside and outside of the glass, including the bottom.
3. Rinse the glasses in a sink containing fresh, clean water that flows continuously. Submerging the glass with the heel end in first and removing it with the heel end out first will help ensure proper rinsing.
4. Then rinse the glass in a tank containing warm water and a sanitizer as recommended by your chemical supplier. Use the same heel end in first, heel end out first method described in step 3.
5. Let the glasses air dry upside down on a stainless steel drain board surface that allows maximum air circulation.

Once the glass is beer clean, store it in a proper fashion that will keep it beer clean. Never dry glasses with a towel and do not store them on a towel or smooth surface that will slow the drying process.

NOTE: This is a recommended procedure only and it may be preempted by local health code requirements.

1.7 Report dispensing system faults

One of the main components of a cellar operation is the use of bulk dispensing systems.

In order to be able to serve large volumes of beverages in an appropriate time, most establishments will use bulk dispensing systems.

Benefits of bulk dispensing systems

- Provides accurate and consistent drink portion sizes
- Improves speed of beverage dispensing
- Increases volume of sales
- Improves efficiency for staff
- Reduces waiting time for customers
- Provides a clear record of drinks poured by station, shift and staff member.

Types of bulk dispensing systems

These may include:

- Beer
- Spirits
- Wine
- Post-mi

Beer system

Keg beer is the most common bulk beer dispensing system. Keg beer is a term for beer which is served from a pressurized keg.

Kegs are commonly used in many establishments as they store large quantities of beer, which not only makes the sale of beer cost effective but the transporting of beer easier, as large kegs are moved as opposed to.

A keg has a single opening in the centre of the top to which a flow pipe is attached. Kegs are artificially pressurised after fermentation with carbon dioxide or a mixture of carbon dioxide and nitrogen gas.

Spirits system

Electronic dispensing units (EDU) are becoming popular as it not only makes the pouring of spirits more consistent and accurate, but an easier process.

Bottle dispensing units

These units draw spirit units directly from bottles. This allows a specific measure of spirit, normally in 30ml volumes, to be served. The only handling of bottles will take place when bottles are empty. In most cases an accurate record of the number of dispensed shots are recorded which helps the reconciliation process and identifies when discrepancies exist.

Spirit guns

Enables pre-mixed spirits to be served in a simple to use ‘gun’. This gun operates in a similar fashion to a soda post mix system. This will be explained later in the section.

Benefits of dispensing units

There are many benefits of using electronic spirit dispensing systems including:

- Simple bottle loading and replacement
- Reduced wastage of spirits
- Easy assembly of minimal parts for quick washing and maintenance
- Factory-set displacement valve and clear viewing bowl ensure accurate measures every time
- Dispensing indicator lights guarantee a fool-proof system
- Digital counters record every shot dispensed for accurate assessment checks
- Low impact, single-touch button makes pouring simple
- Reliable power supply unit with lockable keys for maximum security.

Wine system

Bulk wine dispensing systems have become a great revenue earner for many beverage establishments.

As the demand for wine continues to grow, so does the need to satisfy customers with innovative and environmentally friendly wine service.

As previously discussed, there are many benefits of using bulk dispensing units, and this also applies with the service of high volume wine.

Serving glasses or carafes of your wine from a dispense tap is highly efficient. Benefits of using a bulk wine dispensing unit include:

- It replaces the need to order, open and stock wine bottles
- It reduces the cost of packaging when purchasing wines in bulk
- Spoilage is practically non-existent
- It reduces loss of quality from opened bottles
- It is an effective technique to increase sales by offering small sample pours.

Post-mix system

A post mix system is the collective of equipment used to serve high volumes of carbonated beverages.

A soda or bar gun is a device used by bars to serve various types of carbonated and non-carbonated drinks. A soda gun has the ability to serve any beverage that is some combination of syrup, water and carbon dioxide. This includes soft drinks, iced tea, carbonated water, and plain water.

Soda guns have buttons corresponding to the drink to be served. Each button is generally labeled with one letter; the meanings of these letters are almost universal

Bulky dispensing system faults are:

1 Foamy Beer:

Caused by either with wrong temperature or pressure of the beer

A. Temperature:

Beer cooler temperature is between 36°F and 38°F any higher temperature and you will start to experience foam problems.

Do: If cooler is above 38°F you should call your refrigeration company.

Glycol bath in Power Deck is between 26°F and 29°F, any highertemperatures and you will start to experience foam problems.

Power Deck bath is frozen (buildup of ice on the refrigeration coils). Over time glycol will break down and turn to water. Your draft line service company should be checking the consistency of the glycol to ensure the proper mix of glycol and water. **Do:** If the glycol bath is frozen you should call your draft line service company.

Ensure the Pump and Motor is circulating. Check your circulating pump is working properly and has good flow.

Do: If the pump is not circulating or is trickling out you should call your draft line service company.

B. Pressure:

First make sure you have pressure to your kegs by checking the secondary regulator in the cooler and making sure the shut off valves are in the on position on the air distributor. They should be in line with the tubing.

If you don't have pressure: check if your gas is empty, if so change it, make sure you have outgoing pressure on the Nitrogen Generator. Check to see if the Nitrogen Generator indicators for the CO2 and Air are on. If not, check the source, check the air compressor and make sure it has power and is on.

You should have a general idea of what your pressure should be at, if not check when the system is working at its best and write it down.

If your pressure is too high the beer will rocket out of the faucet and foam in the glass and if the pressure is to low it will not fill the line itself creating an air pocket thus foam. Most secondary regulators work the same.

Do: To decrease the pressure, turn the center screw counter clockwise and to increase the pressure turn the screw clockwise. Be sure to make small adjustments to the regulators. If you are decreasing the pressure, make sure to vent the keg by pulling the ring on the side of the coupler for a second to release excess pressure in the keg.

2 Keg problem:

When trouble shooting a bad keg problem the first thing to do is tap a “good keg” onto the bad line and tap the “bad keg” on to a good line. If the problem follows the keg than you know it is a keg problem, but if the good keg pours bad on the bad line than you know that it is a line problem.

- Bad Keg – Most Kegs have a shelf life of 2-3 months. Do: Check the date stamp on the keg and change keg, if necessary.
- Bad Keg Seal - The rubber coupling seal on the keg itself can become damaged over time. Check to make sure the keg seal doesn’t have any cuts or chips out of it. If the coupling seal is damaged it can allow pressure to enter directly into the line, creating foam. Change the keg if you find a damaged seal.

3 Beer Will Not Pour:

- No Pressure: Refer to previous section on pressure.
- Beer Lines Frozen: If water or foam is left in the line over a long period of time, the line may become frozen due to the circulation of glycol.

Do: If you have a frozen line then disconnect power to the circulation pump on the power deck and wait. Leave the keg tapped and open the faucet every fifteen minutes or so to check if flow has been re-established. Make sure to plug the pump back in once flow has been re-established or you will have foamy beer.

Do: If the technique described above doesn’t work within two hours, call your local draft line service company.

4 Leaky Faucet:

Faucet Washer Worn: The faucet washer is a small rubber seal, which is located within the faucet body. Over time these washers can become damaged causing a small drip or leak from the faucet collar.

Do: These washers should be changed every time your beer lines are cleaned as preventative maintenance. These washers are easily changed with the use of a proper faucet wrench and washers. To save time and money faucet service kits are available.

5 Beer Line Maintenance:

What should be covered each visit (every 2-4 weeks)

Cleaning and sanitation of draft lines using agitating cleaning tanks or pumps with a non-chlorine based cleaning agent

All faucets are disassembled, scrubbed, and inspected for proper operation

All faucet washers are replaced

Keg couplers are cleaned and inspected for proper operation as well coupler washers are replaced as needed

Power deck service sheet that is updated each visit to log the cleaning of the condenser, consistency and level of glycol as well as temperature

If present we drain any fluid from the air compressor

Check and record the beer cooler temperature

1.8 Monitor refrigeration system

A fridge/freezer temperature monitoring system is monitoring temperatures at all times and delivers an uninterrupted measurement chain with tamper-proof data in the system you can use for reporting

Temperature monitoring system controls and regulates the temperature of a particular environment.

A typical refrigeration system is composed of four basic components:

1. Compressor,
2. Condenser,
3. Expansion device and
4. Evaporator.

A volatile fluid (refrigeration fluid) flows through the refrigeration system where it is repeatedly converted into liquid and vapor forms.

The compressor is responsible for compressing superheated vapor from low pressure (evaporating pressure) to high pressure (condensation pressure). After that, the refrigeration fluid at high pressure and temperature runs towards the condenser.

A condenser function is a heat exchanger that operates at high pressure and in a temperature that is higher than the temperature of the environment where the system is located. This way, the condenser is capable of rejecting heat from the refrigerant fluid to the environment. This process of heat rejection reduces the total energy of the refrigerant fluid taking it from the condition of superheated vapor to the condition of subcooled liquid in the heat exchanger exit.

The refrigerant fluid in the liquid state typically runs through a filter dryer, responsible for removing the eventually present humidity from the system. On the way out the filter dryer, the refrigerant then expands in the expansion device (a capillary tube or expansion valve, for example) having its pressure reduced, which causes part of the refrigerant to shift phases (from liquid to vapor state).

It is the process of transforming the refrigerant from liquid into vapor that causes the temperature reduction in the fluid. Refrigeration systems usually count on an intermediate heat exchanger, or a so-called CT-SL HX (capillary tube suction line heat exchanger). In general terms, this heat exchanger has the function of reducing the enthalpy in the evaporator inlet (specific cooling capacity gain) and raising the refrigerant temperature in the compressor suction, reducing problems such as line sweating or liquid return into the compressor.

| | |
|----------------------|---------------------|
| Self-Check -1 | Written Test |
|----------------------|---------------------|

Type I: Choose the correct answer for the following questions

1. From the following which one is not liquor?

- A. Mocktail B. Bourbon C. Vodka D. Tequila
2. _____ is the main area designed to store all alcohol and associated products that are to be served in a bar operation
- A. Bar area B. Cellar area C. Front bar D. Under bar
3. _____ is an item or substance used as a decoration or embellishment accompanying a prepared drink.
- A. Cocktail B. Mocktail C. Garnish D. Napkin
4. Which one of the following is not advantage of bulk dispensing system?
- A. Improves speed of beverage dispensing B. Decrease volume of sales
- C. Improves efficiency for staff D. Reduces waiting time for customers

Part II: Matching

- | | |
|-------------------------------|-----------------|
| A | B |
| 1. Bulk dispensing system | A. Lemon spiral |
| 2. Beer | B. Post mix |
| 3. Garnish | C. Ale |
| 4. Component of refrigeration | D. Condenser |

Type III: Write the correct answer for the following

1. Write down the content of the cellar and bar checklist
2. List the parts and components of draft beer systems
3. Mention refrigerator system components.
4. Describe cellar area

Unit Two: Quality of beverage products

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Monitor storage temperature for beverage products
- Checking of Cellar conditions
- Use product rotations to maintain quality
- Manual or electronic stock control system
- Test quality of beverage products
- Appropriate action to rectify faults

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Monitor storage temperature for beverage products
- Apply the ways checking cellar conditions checking
- Describe use of product rotations to maintain quality
- Apply manual electronic stock control system
- Demonstrate the way to test quality of beverage products
- Apply appropriate action to rectify faults

2.1 Monitor storage temperature for beverage products

The Cellar is a centralized storage area where stores all kinds of alcoholic beverages of a hotel. Cellar protects the valuable stock from theft, maintains the quality of the stock by storing them at an appropriate temperature, and monitors the movement of the stock.

Choose climate control when storing drinks and beverages!

Beverages and drinks including alcohol, liquor, beer, spirits, and wine. Some of these warehouses also offer co packing and repacking services for the beverages

The cellars must be maintained at temperatures of between 29°F and 55°F (-2°C and 13°C) and at 40% to 50% relative humidity to prevent mold growth, etc. The air units normally used to maintain cellar temperatures use a heat transfer fluid that is hydroscopic in direct contact with the recirculated air. The cooling coils usually use ammonia as the refrigerant.

Both humidity and temperature control should work together to ensure moisture levels in a storage unit are at an optimum level. If the humidity in the air rises, so will the air's ability to capture heat. When humidity drops, that process also helps keep temperatures low.

These in-demand relative temperature difference (RTD) temperature-controlled facilities can be set to one of four temperatures:

- Ambient: 59 °F to 86 °F
- Cool: 50 °F to 59 °F
- Refrigerated: 32 °F to 50 °F
- Frozen: -22 °F to 32 °F

Temperature controlled warehouse and distribution are facilities dedicated to storing, preparing, and shipping items that must be kept at a specified temperature, then preparing them for trucking. Sometimes, these facilities can be skipped and you can use cross docking or trans loading to move the product immediately.

2.2 Checking of Cellar conditions

Systematically check cellar conditions to ensure the requirements of the international Food Standards Code are met. Those are:

- 1 Stock requirements should be related to sales volume.

- 2 Keeping in touch with the changes in customers preferences. New brands should be given due consideration.
- 3 Determining realistic stock levels. Standard/par stock of each bin should be fixed. These levels can be adjusted up or down by management which does necessary owe to change in customers preferences, or seasonal changes
- 4 The discount should be considered carefully.
- 5 The items should be divided into slow selling and fast selling. Items should be stored considering their demand.
- 6 Bins should be constructed to hold a fixed stock. Items should be stored in such in a way so that stock can be determined quickly at any time.
- 7 Each bin should have a bin cards. Full bin card should be safely stored and new ones should be issued against the used ones. In addition to bin cards a stock register should be maintained.
- 8 Items should be issued only against requisition.
- 9 A register should be maintained for the issue of stock against the broken or corky bottles. The issues should be against proper authorization.
- 10 A register should be kept for the outward empties.
- 11 The Cellar should have fixed working hours. In the absence of the cellar man the keys should be issued against proper document.
- 12 There should be duplicate keys for the cellar (one key with the security). After closing the department, the keys should be properly deposited.
- 13 For the preparation of the Cocktail house brands should be used.
- 14 From time to time the stock should be supervised for shortage, breakage. 15. There should regular and routine stock-taking.
- 15 Only the Cellar staff should be allowed access to it. All others should gain entrance to cellar by permission only.

Cellar Location and Temperature Control:

The ideal storage place for wine, spirits and beer is an underground cellar. It is kept well away from the vibrations caused by heavy traffic. The temperature is a very important consideration for cellar. Keeping this in mind an ideal cellar should have three separate units:

- a. The major unit maintained at a temperature of 50°-60°F for table wines, fortified wines and spirits.
- b. A smaller unit maintained at a temperature of 40° F; for sparkling wines. This chamber will also serve the purpose of pre-chilling of wines prior to serving.
- c. A storage room for beer and minerals water is maintained at a temperature of 45° F.

Temperature in these units should be maintained rigidly, and therefore, they should be far away from boilers, furnaces and hot water pipes to avoid temperature fluctuations. Both extremes (too high and too low) and sudden changes of temperature should be avoided. Cellars should be kept clean; odorless and quite free from germs. The premises should be well-ventilated yet free from dampness. Concrete flooring is the best. Good ventilation helps to keep down the formation of molds on cask tops and walls. Cellars are kept well darker but not very dark. Low voltage lamps should be used. Bright light is not good for some wines and cause certain white wines to cloud.

Bins: Wines are stored in bins. Each bin is numbered. In the cellar, the wines are known by respective bin numbers. The bins are made of brick or wrought iron. Wines are stocked with great care and then left undisturbed until they are required for service.

A Spillage and Breakage Book is kept to record all write offs. Genuine spillages are credited or replaced by the supplier

Breakage and stock shortages are only written off under the authority of management. A book is kept, showing all debits and credits and stock on hand. A very careful watch should be kept upon the movement of empties and spillage.

Storing of Beverages

- Main storage area for spirits and red wine held at temp of 55 °F to 60 °F.
- A refrigerated area of 50 °F for the storage of white and sparkling wines.
- A further refrigerated area of 43 °F to 47 °F for kegs.
- An area held at temp of 50°F f for storage of beers and soft drinks.
- A totally separate area, from those above for the storage of empty bottles, kegs and crates.

2.3 Use product rotations to maintain quality

In order to successfully maintain and conduct efficient storage practice, follow the following procedures:

- Ensure cleanliness of ceiling, light fittings, walls, shelves and floor. (there should be no dust dirt, spills or insect debris)
- Ensure appropriate temperatures are maintained for storage areas as follows: o Fridges and cold room - no higher than 7°C o Cellars – no higher than 15°C
- Ensure that the FIFO principle (First In, First Out) of stock rotation is applied in the storage of all beverages.
- Carry out regular inspections to ensure compliance to organizational procedures and standards.

Cellar Conditions

It is important to ensure that cellar conditions are maintained to avoid wine spoilage and maintain quality. There should always be a thermometer in the cellar which is regularly checked to ensure that the temperature is maintained or no higher than 15°C.

It is recommended that the cellar also be air-conditioned to minimize dampness and humidity. The cellar should be on the current, controlled by the backup generator to ensure that power failures do not have a negative influence on the quality of wine.

Lighting should be good, but should be switched off when the air conditioner is not in use.

Stock rotation

Stock rotation is particularly important with white wines, de-alcoholised and alcohol-free products, which do not last as red wines do. By following stock rotation procedures you are able to ensure that older stock is used before newer stock, thus making sure that the wine does not spoil from having been laid down for too long.

The following types of wines should be laid down:

- Only the best white wines - with good acidity, and enough fruit to carry the acidity should be laid down. Only sweeter white wines can be laid down for longer than 3 years.

- Cabernet Sauvignon and Cabernet Sauvignon blends benefit from laying down as an example.

Vintage Port should be laid down for a few weeks to allow the sediment to settle. It must be decanted off the sediment (crust) before being served.

The following are the objectives of inventory control: -

- To meet unforeseen future demand due to variation in forecast figures and actual figures.
- To average out demand fluctuations due to seasonal or cyclic variations.

2.4 Manual or electronic stock control system

Measuring and counting your liquor is a cornerstone practice of bar inventory control. After all, you can't manage your bar's stock if you don't know how much you have.

There are two common ways of taking stock of liquor in bars: there's the traditional method which involves spreadsheets or a pen and paper, and then there's the modern method that uses inventory software.

Traditional (manual) stock control system

The traditional way of counting bar inventory involves manually recording inventory data into a spreadsheet, and then physically counting and measuring your bar's stock.

Here's how it works.

What you need:

- A note-taking device such as a pen and paper or an iPad/laptop if you want to digitize your notes
- A stock-taking spreadsheet with the following columns:
- Itemized list of beverages
- Beginning inventory
- Received inventory

- Current inventory
- Consumption (formula below)

Modern (electronic) stock control system

If you're looking to level up how you track alcohol usage in your business, you can modernize the process by using a bar and restaurant management system.

There are number of apps in the market that enable you to measure and record your liquor levels using your mobile device. Some solutions even integrate with your bar scale and POS system, further eliminating manual work on your end.

All you have to do is scan the barcode of your products, enter the quantity, and the liquor inventory app will record and calculate the data for you.

Each solution is different, so your counting process will depend on the bar inventory system that you're using. But here's a general overview of what the steps would look like:

What you need:

- Your mobile device with the bar management app installed
- A scale (optional)

The following are the objectives of inventory control are as follows:

- To meet the customer requirements timely, efficiently, effectively, smoothly and satisfactorily.
- To smoothen the production process.
- To facilitate intermittent production of several products on the same facility.
- To gain economy of precaution or purchase in lots.
- To reduce loss due to changes in prices of inventory items.
- To meet the time lag for transportation of goods.
- To meet the technological constraints of production/Process.
- To balance various costs of inventory such as order cost or set up costs of inventory.
- To minimize losses due to deterioration, obsolescence, damage, pilferage etc.
- To stabilize employment and improve our relations by inventory of human resources and machine efforts

There are two key types of inventory control systems. Those are:

a. Perpetual inventory system.

A perpetual inventory control system tracks inventory in real-time. As soon as a product is sold, its barcode is scanned and it is removed from a global inventory database. When one is received, it is scanned and added to the inventory database. Each part of the system has access to the same database and information.

A perpetual inventory provides a highly detailed view of inventory changes and an accurate accounting of inventory levels without the need for manual inventory counts. It is suitable for all sizes of businesses and is necessary for stores with high sales volume or multiple locations.

b. Periodic inventory system.

A periodic inventory system is kept up to date by a physical count of goods on hand at specific intervals. With a periodic inventory system, a business will not know how many products it has until after the physical count is completed. It is easy to see how this can be a problem when it comes to filling orders. Your stock count was accurate weeks or months ago, but now when a customer wants to buy, you have to physically check your inventory to see if you have it to sell.

Counting stock manually is a process that takes a lot of time and manpower. Each and every SKU(stock keeping unit) has to be counted. This would not work well for a large store. A periodic system is only acceptable for smaller businesses with minimal amounts of inventory.

2.5 Test quality of beverage products

Premium quality, delicious, healthy drinks make every beverage producer proud. Discover how to analyze alcoholic and non-alcoholic beverages as an increasing emphasis is put on quality control to secure safe drinks supplies. Determine alcohol content and additives in beer and wine or the ingredients and compositions of milk, bottled water, and other drinks, as well as many other analyses.

In the bar we can identify the qualities of beverage product by their:

- Taste
- Smell
- Flavor
- Expiration date and etc

E.g. Quality of cocktail

- It should be made from good-quality, high-proof liquors.
- It should whet rather than dull the appetite. Thus, it should never be sweet or syrupy, or contain too much fruit juice, egg or cream.
- It should be dry, with sufficient alcoholic flavor, yet smooth and pleasing to the palate.
- It should be pleasing to the eye.
- It should be well-iced

Alcoholic beverages

Most alcoholic drinks have a long shelf life, and any spirit with more than 20% alcohol content has almost no expiration date.

- Vodka: Indefinite, but it will lose its taste after 10 years
- Whiskey/ Bourbon: Indefinite if unopened, 6 – 24 months opened
- Rum: Indefinite if unopened, starts to lose flavor when opened
- Cognac: Indefinite, but will lose flavor after 10 years
- Tequila: Indefinite if unopened
- Fine wine: 10–20 years if stored properly in a wine cellar

Unopened liquor with alcohol content over 40% has an almost indefinite shelf life. Liqueurs and cordials spoil faster because of their sugar content. How long they last will depend on the amount of sugar (the more there is the shorter the shelf life). Crème based liqueurs with dairy and/or eggs go off after 1.5 to 2 years unopened, while other liqueurs, like amaretto, can last for decades unopened.

Wines continue to age in the bottle, and typically have expiration dates, although some wines will get better with age. Fortified wines, on the other hand, can last one to five years unopened because of its higher alcohol content.

Once opened, alcohol spoils faster. While some beverages, like distilled liquor, will suffer less consequences than others, your bar still has to be mindful of degraded taste and colour. The one thing all alcohol has in common is that the better stored it is, the longer it will last. So here are five tips to help improve your alcohol storage and increase shelf life.

Non-alcoholic beverages

Non-alcoholic beverages have a much shorter shelf life, usually from 6 to 12 months if they meet the required storage conditions and only last for a few days if opened. Thus, some drinks have a longer shelf-life than others.

- Energy drink: 18 – 36 month if unopened
- Iced tea: 18 – 24 month if unopened
- Sparkling water: 12 – 18 month in unopened
- Coconut water: 9 – 12 month if unopened

2.6 Appropriate action to rectify faults

All draught beverage storage areas (cellars) are different and may contain inherent risks and hazards. Any person entering such areas should be working to a venue-specific safe work plan and seek specific information and advice from the Manager/Licensee of the venue before entering the environment

| Trouble | Probable Cause | Solution |
|--|--|--|
| Dispensed beer temperature is too warm (may result in excessive foaming) | A. Line chiller glycol tank is too warm. B. Walk-in cooler temperature is too warm. C. Line chiller is not running | A. Glycol bath should be maintained between 28°F and 32°F. If it is warmer, adjust the thermostat to a colder setting. B. The walk-in cooler temperature should be maintained between 35°F and 40°F. Place a thermometer in a glass of water inside the walk-in cooler for two hours to check the temperature inside the walk-in. C. Check that the line chiller power cord is plugged in or a circuit breaker is not blown. |

| | | |
|-----------------------------------|--|--|
| No CO2 pressure on beer system. | <p>A. Empty CO2 cylinder.</p> <p>B. CO2 shutoff valve is closed at CO2 cylinder.</p> <p>C. CO2 shutoff valves in lines leading to keg taps are closed.</p> <p>D. CO2 regulators have been changed from their original settings.</p> <p>E. Leak in the CO2 system</p> | <p>A. Switch to new CO2 tank supply.</p> <p>B. Open CO2 shutoff valve at CO2 cylinder.</p> <p>C. Open CO2 shutoff valves are lines leading to the keg taps.</p> <p>D. The original beer system installer will set the regulators at the proper pressure to run your beer system. Contact the original installer if the original settings were not recorded.</p> <p>E. Find the leak and repair it.</p> |
| Beer is sour or has an off taste. | <p>A. Beer system needs to be cleaned and sanitized.</p> <p>B. Beer is spoiled due to inadequate walk-in cooler temperature.</p> <p>C. Different beers have been mixed in the same beer line.</p> | <p>A. Clean and sanitize the beer system or contact the local line cleaning contractor.</p> <p>B. Correct the walk-in cooler temperature problem, check line chiller operation, then clean and sanitize the beer system.</p> <p>C. Clean and sanitize the beer system before switching to a new beer supply.</p> |

Faults in beer

Faults in beer can be caused by poor cellar management. The common faults are:

Cloudy beer which can be due to too low temperature in the cellar and if the pipes are not cleaned properly

Flat beer which may result

- When a wrong spice has been used
- When cellar T⁰ is too low
- When dirty glasses are used for serving beer

Sour beer may be caused due to lack of business resulting the beer being left on ullage for too long or can be caused by adding stale beer to a new cask.

Foreign bodies: if there is foreign body in the bottle, cellar or keg (if any container used for beer is not clean) the beer can be flat. When the bar man (beer server) identify this problem he/she must correct or report immediately as soon as possible.

The Bar will provide its customers with a unique and friendly environment for enjoying quality beer including a pool table and a big screen television for sporting events. The Bar will be the first classy beer/wine pub located in the business area that provides its customers with quality products at affordable prices. The climate here is extremely conducive to beer consumption. In short, Ethiopia is a haven for beer lovers. Due to intense competition, bar owners must look for ways to differentiate their place of business from others in order to achieve and maintain a competitive advantage.

Therefore to serve the quality beer the bar tender (bar man) must:

- Use clean bar environment
- Check that if there is clean and dry beer glasses as required
- Identify types of quality beer
- Operate beer service systems according to the manufacturer instructions and relevant safety requirements.
- Kegs must be tapped according to safety requirements and manufacturer instructions
- Handle, connect and store beverage gas according to relevant safety standards Check post (assigned duty) mix systems for effective operation

The cellar man should be knowledgeable about the following to keep the beer or other beverages safely using correct way

- Use clean beverage container and materials for keeping beverage
- Arrange all beverages using the right storage system
- Use chemicals for cleaning safely according to relevant standards and enterprise procedures
- Identify if there is fault of dispensing system in the cellar.
- Dispensing system faults must be corrected or reported to the appropriate person according to scope of individual responsibility and enterprise contracting arrangements.
- Use bin card in the side stand (storage area)of beverages

| | |
|----------------------|---------------------|
| Self-Check -2 | Written Test |
|----------------------|---------------------|

Part I: Choose the correct answer

1. Which one of the following is not the cause of flat beer faults
 - A. When a wrong spice has been used
 - B. When cellar T⁰ is too low
 - C. When dirty glasses are used for serving beer
 - D. None
2. _____ is wine storage
 - A. Refrigerator
 - B. Keg
 - C. Bins
 - D. Can
3. All of the following are product quality characteristics except
 - A. Flavor
 - B. Test
 - C. Smell
 - D. Weight

Part II Matching

A

B

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Stock rotation 2. Objective of inventory control 3. Traditional stock control 4. Modern stock control | <ol style="list-style-type: none"> A. To smoothen the production process B. Physical counting C. POS D. FIFO |
|---|--|

Part III: Answer all the questions listed below.

1. Discuss out about inventory control systems.
2. How long should alcoholic beverages be stored?
3. Describe methods of stock control
4. Write down objective of inventory control

Unit Three: Process of Drink Orders

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Orders taking
- Check products and brand preferences
- Customer recommendations and suggestions
- Specific customer preferences

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Apply orders taking
- Apply the ways of checking products and brand preferences
- Describe customers recommendations and suggestions
- Identify specific customer preferences.

3.1 Orders taking

Order taking is the process of precisely recording orders, protecting the data, and delivering the orders.

When taking order be sure to write everything legibly so you don't make any mistakes when entering the order later on. Continue around the table clockwise as you take the orders, making sure to write everyone's order in the correct seat.

Approach the table to take the beverage order within three minutes of the guest being seated. Stand on the right-hand side of the guest where possible or at the end of the table.

Preparation for taking Beverage Orders:

1. Make sure you are well groomed and tidy.
2. Make sure you know the items on the beverage list and knowledge about any happy hours.
3. If guests are celebrating a special occasion such as a birthday, anniversary or other celebration, they may want to have wine or champagne with their meals.
4. Know which drink goes in which glasses - Learn about Type of Glasses used in Bar.
5. Prepare your order pad or Hand held device which can capture following details. Date., Your name, Table number and The number of guests.
6. Make sure your pen is working.

Approach the table:

- Approach the table to take the beverage order within three minutes of the guest being seated.
- Stand on the right-hand side of the guest where possible or at the end of the table.
- Greet the guest, remember to use the guest name where known.
- Present the beverage list, from the right side hand, make sure it's clean and tidy.
- Smile genuinely.
- Establish good eye contact.
- Maintain good posture.
- Give the guest enough time to look at the beverage list or to decide.

Taking beverage order

- Taking beverage order is able to recommend and describe beverage menu when taking order
- Greet and introduce our self
 - Good afternoon, how are you.. my name is Maria, I'll be taking care of you for this evening
 - Maintain eye contact with a sincere smile.
 - Drinks to be offered to the ladies first.
 - Beverage will be offered immediately upon seating
 - Alcoholic beverages to be offered to non-Muslim guests.
 - Do not offer mineral water as the first alternative. When Taking Order
- How to Offer a Drink
 - May I take your beverage order please?
 - Would you like a glass of juice, soft drinks or perhaps a cup of coffee Ms. Maria?
 - Would you like a glass of wine, cocktail or a soft drink while you are looking through the menu?
 - May I serve you a glass of champagne or a glass of wine cocktail to begin your evening with us Ms. June
 - Would you like to have a glass of wine cocktail as an aperitif drinks Ms. June?
- When.....
 - May I suggest you a glass of.....or.....to start? ... If guest is un decisive, offer the beverage list “ Would you like to have a look at our beverage list?
 - If the guest says Yes, then the beverage list is presented and “Please take your time and I will be back whenever you are ready to place your order”.
 - Return to the table not more than 2 minutes
 - When returning to the table to take the order, “May I place your order sir?”
 - TM will pass along all details to other colleague so that the guest will not have to repeat themselves.
- When taking the order
 - Repeat the order.
 - Preferences to be obtained.

- Regular guests will be offered their preference “(guest name) May I bring you, your usual.....?”
- Don’t rush the guest, wait till the guest is ready to order.
- Guest will never be told “NO” but offered an alternative solutions.
- Verbiages.....
 - Allow me to leave the menu with you/May I leave the menu with you.
 - I’ll be right back to take your order.
 - I’ll be back once you are ready to order v
 - Thank you, I’ll be right back with your drinks sir.
- Example of Recommendation
 - Allow me to recommend you our champagne cocktail, “cham-pin-nge” it’s a mixture of cream de cassis, pineapple juice, topped up with Gosset Champagne, its sweet and fruity, I believe you will definitely enjoy it
 - Allow me to recommend you our champagne cocktail called Bellini, it’s a mixture of peach liquor, peach syrup, topped up with Gosset Champagne, it’s sweet and fruity
 - Would you like to have a glass of “Blue Velvet” which is a champagne cocktail, added with blue curacao, known to be very smooth drink with a citrus oranges flavor, as your aperitif
- Ask guest for second drink
 - Must be pro-active and eyes for details to see if drinks need refill
 - Drink will be topped up when less than 1/3
 - Should approach the guest from the right side of the table while carrying a service tray
 - Excuse me sir, May I serve you another glass of orange juice

How to Deny alcohol service to intoxicated guests?

1. Tactfully tell guests that you care about their safety and can't serve them alcohol.
2. Do not make accusations, judge the guests or argue.
3. Suggest nonalcoholic drinks and food instead.
4. Tell your manager whenever you deny someone alcohol service.

3.2 Check product and brand preference

Brand preference indicates the degree to which a consumer is inclined to use a particular brand's product instead of a competitor's and contributes significantly to brand equity. It is important for businesses to constantly measure and assess their brand preference as it reflects their marketing.

Brand preference is when you choose a specific company's product or service when you have other, equally priced and available options. Brand preference is a reflection of customer loyalty, successful marketing tactics, and brand strengths.

Most everyone has a brand that we always choose over its competitors. We reach for Coke instead of Pepsi, Apple instead of Android, Starbucks instead of Dunkin. We're loyal to our favorite brands we've developed a clear brand preference.

Brand preference goes hand in hand with brand loyalty. When faced with the decision, customers with brand preference will choose your brand every time. This kind of repeat business leads to customer loyalty and brand advocates, in turn helping you create a successful and sustainable business.

The important brand preference

When a customer chooses one brand over another consistently, this is called their brand preference. In other words, they have gotten familiar with the competitors, maybe even tried a few products from different brands, and made a choice that they like this brand the best.

Ways to create brand preference

Brand preference, like brand loyalty, won't build up overnight. It's developed over time and with product and brand consistency. Although there are no silver bullets to build brand preference quickly, there are some things you can do to help develop it.

The following are tips to Build Brand Preference

- Highlight your benefits
- Create customer profiles.
- Analyze your customer behavior.
- Increase customer engagement.
- Support your client at each stage of their buyer journey.
- Build customer loyalty

- Create appealing branding.
- Listen to your customers
- Engage as a brand

3.3 Customer recommendations and suggestions

As a bartender or server, it's your job to guide customers through your bar or drinks list and ensure they are exposed to new products, brands and drinks. You need to not only be confident in selling a product, you also need to be knowledgeable about a range of brands and cocktails to build trust with a customer.

Drink choices play an integral role when customers are deciding which restaurant to visit for their meal.

When you offer more beverage choices, you will please your customers.

Revamp your beverage menu, and you increase the likelihood that customers will visit your restaurant during off-times, too. Your enlarged beverage menu should offer customization op

Additionally, offering more options is good for your restaurant's bottom line. According to daily Finance, drinks are ripe for industry up selling because customers don't usually pay as much attention to beverage prices as they do main dish prices.

Your customers are probably willing to pay 25 cents more for a bigger soda even if they would've been happy with a smaller one because it seems like a good value. When it comes to items like artisan beer or flavored coffees, you'll find customers are willing to pay more if you offer healthy, creative options.

Polite ways to offer someone a drink exercise

- Do you want a drink?
- Do you want a glass of juice?
- Would you like a drink?
- Would you like a glass of juice?
- Can I get you something to drink?
- Can I get you a glass of juice?
- Could I get you something to drink?
- Could I get you a glass of juice?

Make suggestions/ recommendations:

| | | | |
|----------------|------------------------------|--|----------------|
| Page 57 of 118 | Author/Copyright : | Food and Beverage Service Level- II | Version - 2 |
| | Ministry of Labor and Skills | | November, 2022 |

- Know which wines will go well with certain foods.
- Suggest specialties, signature beverages, or premium brands, water, snacks to go with the drinks when appropriate.
- A minimum of one recommendation is to be made per order (new table).
- Find out the guests' preference for service, for example, "on the rocks", "with soda", "with tonic water" or "straight up" etc.
- “May I get you one of our signature Gin or how about a glass of Chardonnay?”.
- Suggest the most popular call brands when a guest does not specify the brand.
- Suggest a specialty drink if a guest is not sure what to order.

3.4 Specific customer preferences

Customer preferences are subjective individual tastes, likes and dislikes, and predispositions. When you're building or marketing a product to your target consumers, you need to consider their personal preferences to get the best possible results. What are their motivations? Which distribution channels do they tend to buy from most? These are important questions to answer, and can be easily tested.

Customer preferences are:

- Brand loyalty.
- Price sensitivity.
- Quality of product.
- Purchasing power
- Product categories
- price points
- delivery times
- styles
- Temperature
- Garnish
- Glassware
- Ice

| | |
|----------------------|---------------------|
| Self-Check -3 | Written Test |
|----------------------|---------------------|

Part I: Choose the correct answer for the following questions

1. All of the following are tips to develop brand preference except
 - A. Highlight your benefits
 - B. Create customer profiles
 - C. Analyze your customer behavior
 - D. Minimize customer engagement
2. Order taking is the process of precisely recording orders, protecting the data, and delivering the orders.
 - A. Serving
 - B. Order taking
 - C. Presenting
 - D. Greeting

Part II. Fill the blank space

1. _____ is when a customer chooses one brand over another consistently
2. _____ are subjective individual tastes, likes and dislikes, and predispositions.

Type III: Write down the correct answer for the following questions

1. Describe preparing for taking beverage orders.
2. Write down tips for suggesting and recommending beverage.
3. Describe guest beverage order taking.
4. Write down the ways to deny alcohol service to intoxicated guests

Operation sheet 3

Operation title: Perform beverage order taking

Purpose: To practice and demonstrate the knowledge and skill required to take beverage order

Instruction: Use the given tools and equipment for taking beverage order. For this operation you have given 30 minute

Tools and requirement

Pen

Note book

Procedure

Step 1 – Greeting the guest

Step 2 – Asking for order

Step 3 – Presenting menu

Step 4 - Recommending special drinks

Step 5 - Taking the order. Excuse me, sir/madam. May I take your order?"

Step 6 - Confirming the order

| | |
|-------------------|--------------------------------|
| LAP Test 3 | Practical Demonstration |
|-------------------|--------------------------------|

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 30 minutes.

Task 1 Take guests' beverage orders

Unit Four: Prepare and Serve Drinks

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Prepare drink using the correct equipment and ingredients
- Serve drinks to customer
- Minimize wastage and spillage
- Check beverage quality service
- Tray service
- Mishaps
- Payment process

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Apply preparing drinks using the correct equipment and ingredients
- Apply the ways of serving drinks to customer
- Describe how to minimize wastage and spillage
- Describe the ways of checking beverage quality service
- Apply tray service
- Describe mishaps
- Apply payment process

4.1 Prepare drink using the correct equipment and ingredients

Without the right bar tools, the quality and taste of your drinks will suffer, your customer service time will increase and ultimately, your tips will decrease (as will sales). Selecting the right bartending supplies when you are just starting out in the business can get a little confusing.

Bartending Tools

Bar needs experienced bartenders who know how to professionally work behind the bar and provide customers with drinks that are consistent in quality and taste. To do this, bartenders require more than just the right liquor, mixes, and other ingredients that go into making drinks. They need the right tools as well to mix and serve drinks quickly and efficiently.

The following are essential bartending tools

1) Bar mats

Bartenders can prepare drinks on bar mats, which can prevent spills and protect the surface of the bar from wet glasses. Made from thick and heavy rubber, these mats provide drainage for any spilled drinks and are easy to pick up and empty into the sink.



Figure 4.1 Bar mats

2) Service mats

Much the same as bar mats, service mats are where bartenders place drinks that are ready to be delivered to customers by servers. The mats provide stability so there's less spillage, helping to reduce the cost of waste.



Figure 4.2 Service mats

3) Bar spoons

Stirring is one way to mix a cocktail, such as a gin or whiskey cocktail, gently mixing the distilled spirit to maintain a balance of flavor.



Figure 4.3: Bar spoon

For this bar spoons are essential, with their long twisted handles that make it easy to stir in a smooth circular motion. Bar spoons gently stir the ingredients to just the right dilution without breaking down the ice. They also help bartenders to layer drinks, pouring a second liquor or mix down along the stem of the bar spoon to create a layered drink that's visually appealing.

4) Bottle opener

One tool that no bar can do without is a bottle opener. For beer on tap, you won't need a bottle opener, but you will for any bottled beer or other capped beverages. Consider using openers that are wall-mounted – they're fast to use and won't be misplaced behind the bar.

5) Corkscrew

Invest in professional corkscrews that slide effortlessly into the cork and extract easily without crumbling or damaging the cork. Choose one that's stainless steel with an easy-to-hold handle.



Figure 4.5: Corkscrew

6) Cocktail shaker

A well-equipped bar has one or more cocktail shakers to provide customers with the ideal shaken beverage. Ingredients are placed in the sealed stainless steel shaker, typically liquor, syrups, fruit juices, and ice. After vigorously shaking and mixing the drink, shakers allow for easy pouring into the customer glass. Many varieties of shakers come with built-in strainers to separate the ice or other ingredients.



Figure 4.6 Cocktail shaker

7) Cocktail strainer

If your cocktail shaker doesn't come with a built-in strainer, you'll want a cocktail strainer. You'll need one of these to create cold ice-free drinks. The strainer is placed over the mouth of the shaker, with the small holes letting the drink pass through, leaving the ice in the shaker.



Figure 4.7: Cocktail strainer

A common brand used by many bartenders is the Hawthorne strainer, which is made from stainless steel, is dishwasher safe, and fits most professional bar shakers.

8) Cocktail rail

Also known as a speed rail, a cocktail rail is a metal rack that holds those liquors and mixers that are frequently used by your bartenders to prepare drinks. The rail can be attached to the side of the bar for quick access, so bartenders aren't spending valuable time reaching for bottles they use a lot.



Figure 4.8: Cocktail rail

9) Cocktail pourer

Bottles that don't have a pourer are increasing your operating costs. Using measured pourers allows you to control and manage your liquor inventory [Link to a specific article, not a search result) and keep your bartenders from over pouring. Pourers are placed on top of bottles to pour out consistent and even shots of liquor and mixes.



Figure 4.9: Cocktail pourer

10) Cutting boards

To cut garnishes for cocktails, your bar will need at least one cutting board. Not only do cutting boards provide a hygienic and safe surface for cutting, they also help protect the bar top and keep knives sharp. Choose one that's sturdy, durable, and non-slip.



Figure4.10: cutting board

11) Ice bucket

A couple of ice buckets will come in handy if your bartender is working the bar on the other side from where the ice machine is located. It can also double as a wine cooler to keep wine chilled.



Figure 4.11 Ice bucket

12) Ice crusher

Many cocktails call for crushed ice. Having an ice crusher behind the bar is the ideal way for bartenders to crush ice to the right consistency for your signature cocktails. Look for one that's portable and doesn't take up much room behind the bar. Alternatively, you can buy crushed ice, however this can increase your bar costs.



Figure 4.12: Ice crusher

13) Ice kit

Most of the time your ice maker is going to be adequate, but for some of your signature drinks, you can impress your patrons with ice cubes in different shapes. Use spherical for bourbon and whiskey on the rocks or use a floral mold for cocktails.



Figure 4.13: Ice kits

14) Jigger

To be sure your bartenders are measuring correctly and consistently, not just for taste but so they're not over-pouring, bar tool inventory needs to include a jigger. Choose jiggers of different sizes, from .5oz to 2oz.



Figure 4.14: jigger

15) Juicer

A citrus juicer is a mainstay for any bar. Nothing beats using freshly squeezed lemon, lime, or orange juice in your drinks. Use a hand-held juicer or invest in a larger, standing hand-press juicer if you're creating a lot of juice-based cocktails.



Figure 4.15 Juicer

16) Muddler

It's not just the Mojito that requires a muddler, this bartender's tool is used to create many other cocktails. A good muddler will bring out the aromatics of herbs, spices, and fruits so that their flavors are released and infused into the drink.



Figure 4.16 Muddler

Look for muddlers that are long-handled and ergonomically designed for easy holding. The long handle keeps bartenders from hitting their hands on the sides of the glass or cocktail shaker, allowing them to mix drinks safely and efficiently. Muddlers should also be durable and dishwasher-safe.

17) Peeler

For those cocktails that are embellished with a peel garnish you'll need a sharp and sturdy peeler. Opt for one that has an extra wide carbon steel blade and an easy to hold slip-free handle. It will make peeling any citrus fruit safe and easy.



Figure 4.16 Peeler

18) Rimmer

If you're making margaritas and other drinks that require a rimmed glass edge, a rimmer lets bartenders quickly create the perfect rim of salt or sugar. Choose one with multi trays, adding that burst of flavor to cocktails.



Figure 4.18 Rimmer

19) Zester

Although not the most-used tool behind the bar, some drinks such as a Dry Martini or a Cosmopolitan need a dusting of lemon or lime on top. A quick twist with a zester is all it takes for your bartenders to add that visual appeal and boost of flavor to drinks.



Figure 4.19 Zester

Bar Equipment

Just as essential as bar tools is your bar equipment, invest in equipment that's going to increase the speed and efficiency of your bar staff.

Glass rack

Space behind your bar is limited – you need to do everything you can to make it efficient and safe for your bartenders to work. A glass rack, either hanging overhead or wall-mounted, can free up valuable space and keep glassware protected. Consider buying glass racks that complement the décor of your bar, such as metal for a modern look or classic oak for a more refined style.



Figure 4.20 Glass rack

Glass washer

It may seem like a big investment, but you'll be glad you have one during your bar's peak times. A glass washer is specifically designed for bar glasses, making it faster and easier to keep up with the demand for clean glasses. Submersible underwater in your bar sink, bar glass washers install in a breeze and don't require any additional plumbing.



Figure 4.21: Glass washer

Ice maker

For any of those drinks served on the rocks you'll want to keep up with ice production. Although a larger investment, having a reliable ice maker is essential to keeping your customers happy and keeps you from dashing to the store when you've run out of ice. With your own in-house ice maker, your bartenders can keep ice buckets filled at all times.



Figure 4.22: Ice maker

Glassware: Three Rules of Glassware:

1. Always use the proper glassware for every drink
 - Glassware is specified on each drink recipe. Always use the correct glass. This ensures the correct ratio of liquor to mix. All of our recipes were developed specifically for our glassware.
 - Unless specified in the recipe, glassware must be at room temperature. Glassware just out of the dishwasher is too hot to use. Adding ice to a hot glass can cause breakage.
2. Only use sparkling clean glassware
 - A drink loses its appeal if it is served in a spotted, streaked, or dirty glass.
3. Always ensure that glassware is not cracked or chipped
 - Always use an ice scoop; this will prevent glassware from chipping and cracking, and is also a safety measure for our guests

Product knowledge

- It is essential to be familiar with all products offered in your work place

Alcohol groups

There are five groups of alcoholic beverages

- Beers
- Spirits
- Liqueurs
- Wines
- Fortified wines

1) Spirits

- A fermented (grain, starch, sugar or fruit) alcoholic beverage that has been distilled to concentrate the alcohol and to produce a refined flavor.
- They are classified in 3 categories
 - **Standard or House spirits:** Term used to describe a spirit you would use regularly. It will be stored in the speed rack or an easy to reach area. They are the cheapest available.
 - **Premium spirits:** Term used to describe a spirit that has a smoother flavor. This is because it may be distilled and filtered more than once and usually aged for longer. More expensive to purchase.
 - **Deluxe spirits:** Term used to describe a spirit which is more expensive to purchase. It is aged longer than the average and distilled more. You will find them on the top shelf of the bar and are not ordered as often.

Types of spirits

1. **Brandy:** Distilled from fermented grapes. They need to be aged for a minimum of 2 years. Their average aging period is 3 to 5 years. The premium brandy in France is called Cognac
2. **Gin:** (French for Juniper) Distilled grain spirit, flavoured with botanical extracts, mainly juniper berry.
3. **Rum:** Distilled sugar cane by-products such as molasses and cane juice. The distillate, a clear liquid, is then usually aged in oaks and other barrels. Three types are made White

rum (least flavour), Gold/Amber rum (aged in oak barrels), Dark rum (aged longer in oak barrels)

4. **Vodka:** Distilled from grains, predominantly rye. Flavoured vodka are also available
5. **Tequila:** Principally made from Blue Agave, at least 51%, the rest is a mix of sugar cane and corn. Two types are made: White tequila (aged in wax-lined vats), gold tequila (aged in oak barrels)
6. **Scotch whisky:** Produced in Scotland, aged a minimum of 3 years. Two types are produced: malt whisky (from barley) and blended whisky (from malt and grain)
7. **Bourbon:** Type of American Whiskey, produced in the USA. It must be made from at least 51%corn, and aged in oak barrels for a minimum of 2 years

Garnish

- ✓ As a rule, only white spirits need garnishing with a slice of lemon or lime. These are Vodka, Gin, Tequila and Rum.
- ✓ Rum and Tequila can be gold or dark; they need to be treated as a white spirit regarding the garnishing.
- ✓ Bourbon and Scotch do not require any garnishes.

2) Liqueurs

This is a flavored, sweetened spirit.

Some liqueurs are made from fruits, nuts, coffee, herbs, flowers...

All liqueurs start from a base spirit to which flavor has been imparted in a variety of ways.

Examples:

- **Maceration:** Used mainly for soft fruit such as berries. Flavoring substance is soaked directly in the base spirit, and agitated until it releases its aroma, flavor and color.
- **Percolation:** Similar process as coffee brewing. The spirit is pumped over the flavoring material again and again until the flavor has been extracted. Used with flavorings such as cocoa beans and vanilla pods.
- **Distillation:** The spirit is distilled with the flavoring substances. Use particularly with seeds such as caraway, anise and dried peels.

Liqueur categories

- **Proprietary:** are made exclusively by specific liqueur houses with secret formulas, some of which have been closely guarded for centuries. Example: Cointreau; Grand Marnier, Kahlua, Southern Comfort, Galliano
- **Generic:** are made by various producers using fairly standard recipes.
- **Quality brands** are typically flavored with the finest ingredients, essential oils and extracts; less expensive examples often use artificial flavorings. Example: Crème de menthe, Curacao, Triple sec, Amaretto

3) Wines

- A ferment of freshly crushed juice.
- Grape wine is produced by fermenting crushed grapes using various types of yeast. Yeast consumes the sugars in the grapes and converts them into alcohol.
- Different varieties of grapes and strains of yeasts produce different types of wine.

Red wine Made

- From red grapes and their skin.
- The grape skins, juice and yeast are put into vat and left to ferment.
- The yeast and sugar of the grape create alcohol and flavor.
- Example of red wine varieties: Pinot Noir, Merlot, Cabernet Sauvignon, Shiraz

White wines

- Made from green grapes, no skin.
- Their juice and yeast are put into fermenting vat for several weeks.
- Example of white wine varieties: Chardonnay, Riesling, Pinot Gris, Sauvignon Blanc, Semillon

Sparkling wines and Champagne

- Made from red and white grapes.
- Sparkling wine is a wine with significant levels of carbon dioxide in it making it fizzy. The carbon dioxide may result from natural fermentation, either in a bottle, as with the method champenoise (from Champagne), in a large tank designed to withstand the pressures involved (as in the Charmat process), or as a result of carbon dioxide injection.

- Sparkling wine is usually white or rosé but there are many examples of red sparkling wines such as Italian Brachetto and Australian Sparkling Shiraz. The sweetness of sparkling wine can range from very dry "brut" styles to sweeter "doux" varieties. The classic example of a sparkling wine is Champagne, but this wine is exclusively produced in the Champagne region of France. If sparkling wines are produced in other countries and regions, they cannot be called Champagne.

4) Fortified wines

- A base wine strengthened with grape spirit or brandy.
- Many different styles of fortified wine have been developed, including port, Sherry, Madeira, Marsala, and vermouth.

Serving and Presenting Wine

Serving wine at restaurants is incredibly important in the overall ‘wine experience’ you offer to your clientele – and this extends to both casual eateries and fine dining establishments.

Knowing how to serve wine at its most optimum can range from factors that maximize the quality of the varietal itself, to the way its presented to the consumer.

Temperature

Serving wine at the correct temperature brings out the best qualities in the wine. The reason white wines are best served chilled is that they contain very little tannin and have a higher acidity than red wines. Chilling white wines brings out the fruity flavour, making the acidity more pronounced and the wines more enjoyable and refreshing. The ideal serving temperatures of different wine styles are;

- Sparkling & Champagne 6°C – 8°C
- White Wine 8°C – 12°C
- Rosé 9°C – 12°C
- Red Wine 16°C – 18°C



Timing

Wine should be brought to the table as soon as possible. This is especially important when serving red wines in order to allow them to breathe. If a decanter is not available, offer to pour the wine into the glass so it may breathe in the glass. Simply, removing the lid or cork has no real impact on the wine in the short term despite widespread belief.

Presentation

| | | | |
|----------------|------------------------------|---------------------------|----------------|
| Page 77 of 118 | Author/Copyright : | Food and Beverage Service | Version - 2 |
| | Ministry of Labor and Skills | Level- II | November, 2022 |

- Always present the bottle on the right of the person who ordered the wine. The bottle should not be open at this stage. Make sure the label is facing the host and repeat the year, the winery and the type of wine to verify it is the correct one. Await approval before opening.
- Pour approximately 30ml of wine into the host's glass, await approval. If they approve, then serve the wine clockwise around the table, ladies first and finishing with the host, pouring even amounts into each glass. Give the bottle a slight twist of the wrist, counter clockwise when finishing each pour to prevent dripping. Always pour with the glass on the table and try to avoid contact between bottle and glass.
- After all guests have been served, place the bottle to the right of the host with the label facing them. If a cold wine is being served, then place the ice bucket next to the host.
- Keep an eye on the table and replenish glasses as needed.

Drink Making Priority

There are some guidelines with the order you prepare drinks that helps to ensure that the quality of our drinks are at their best when delivered to guests:

1. Pop / juice / water

- Easy and quick to make, these can be made and run to guests quickly

2. Wine / bottled beer

- Quick and easy to prepare, quality won't be compromised waiting a few minutes at the bar

3. Cocktails/ highballs

- The longer a cocktail or highball sits the more the ice will melt, dilute the alcohol and change the flavor profile of the drink

4. Draft

- If draft sits too long the "head" will be gone
- The head on a beer is important because it helps provide the aroma of the beer and is also important for the aesthetic look of the beer

5. Coffee drinks

- Coffee drinks need to be as hot as possible when delivered to guests, the longer they sit the more they cool down

- It is OK to “drag” a coffee drink if the rest of the order is ready to go

Non-alcoholic beverage preparation

Basic requirements

The basic requirements when making cold drinks include ensuring:

- Glasses used are clean – no remains of fruit or cream and no lipstick
- Glasses are not cracked
- Glasses are unchipped
- Equipment and utensils used are clean and safe to use
- Fresh ice is used
- All food and beverage items are safe to use, that is, they have been correctly stored and handled to maintain their food safety
- Drinks are served immediately they have been made.

Please note

In the recipes which follow the quantities of ingredients have not been included as they will vary depending on:

- House recipes
- Customer requests and preferences
- Number of drinks being made
- Size of service container.

Tea and coffee making

Tea and coffee can require the following:

- Crockery – the requirements can include china/porcelain or stainless steel items:
 - Cups and saucers – variety of sizes in the range 60 mls (demi-tasse) through to 300 mls
 - Bowls – for sugar and accompaniments
 - Mugs – for service of large hot and cold drinks: 300 mls plus
 - Jugs – for milk, water and juices (150 mls upwards). A small jug may also be called a ‘creamer’
 - Side plates – for placement or service of biscuits, mints or other items
 - Tea bag holders – for holding used tea bags

- Silverware – for certain service requirements where a higher standard is needed. Visit the following to view products available:
- Cutlery – you may require a variety of flatware items such as:
 - Teaspoons
 - Bar spoons/parfait spoons
 - Coffee spoons
 - Tea bag squeezers
- Glassware – a range of glasses to cater for iced tea and iced coffees as well as lattes. Check out:

Tea making

Two standard requirements apply:

1. Always follow your house recipes or house rules when making tea if they differ from what is presented below
2. Always factor in any special requests made by customers.

Tea is commonly made either:

- Using a pot with tea leaves some businesses use a teapot with tea bag while some premises place tea leaves into an infuser instead of placing tea leaves directly into the water in loose form
- Using a tea bag

Equipment for making tea may include (depending on the style and ambience of the property and the items on the menu):

- Hot water source – this may be a kettle, urn or a static supply (wall-mounted) unit
- Teapots – used for the service of tea and available in various sizes ranging from single serve (2-cup), through two-serve (4-cup) up to 12-cup.

Tea pots may be stainless steel or china.

May be used with an infuser. Hot water pots or jugs

- Infuser – a wide variety is available
- Strainers – for straining out tea leaves

Making tea using tea bags

The use of tea bags is common for making tea. A standard procedure is:

| | | | |
|----------------|------------------------------|--|----------------|
| Page 80 of 118 | Author/Copyright : | Food and Beverage Service Level- II | Version - 2 |
| | Ministry of Labor and Skills | | November, 2022 |

- Warm a hot water pot or jug by filling with hot water
- Prepare the service tray according to house standards with (as appropriate):
 - Sugar
 - Milk
 - Lemon
 - Hot water jug/pot
 - Cups and saucers
 - Tea spoons
 - Tea bag strainer – a squeezer used to squeeze tea from the bag
 - Rest for used tea bag
- Select the required tea type as identified by the guest
- Place the tea bag in the cup or on a side plate according to house standards
- Empty the water from the hot water pot/jug and discard the water
- Fill or refill the hot water jug or pot
- Serve immediately.

Note:

- The guest adds the water to the tea bag allowing them to make the tea to their individual preference. The water is not added to the cup and tea bag prior to or as part of service of tea using a tea bag
- In some cases sugar is not required in the service tray as the sugar will be a standard part of the table setting.

Coffee Making

Standard requirements

Always:

- Follow your house recipes or house rules when making tea if they differ from what is presented below
- Take into account any special requests made by customers.

Common coffee making methods Coffee is commonly made:

- Using an espresso machine
- Using a plunger

- Using a dripolator.

Equipment required for the preparation of coffees can include:

- Coffee machines – often referred to as espresso machines. See examples at:
Coffee grinders – these may be provided as part of the main espresso machine or as a separate and stand-alone unit. Most venues grind their beans several times a day. Some buy their coffee already ground meaning they will not need a grinder.
- Weighing equipment – electronic scales for checking the dosing of coffee dispensers
- Tampers – for tamping ground coffee into portafilters
- Thermometer – for taking the temperature of milk when heating it and texturing it for use in, for example, cappuccinos
- Bins – for discarded pucks, called a ‘knock box’.
- Urn or kettle – or some other hot/boiling water dispenser (other than the espresso machine).
- Percolators, drip filters and plungers – for coffee service, other than espresso.

These may even be used by premises which have an espresso machine.

Many of the items used are domestic products used in a commercial setting and some are distinctly commercial in size. See the following sites for examples:

Making espresso using espresso machine

The following steps are commonly applicable but can vary depending on the machine used.

Always:

- Read the instructions for the machine your are using
- Get an experienced person to demonstrate how to:
 - Grind the coffee beans
 - Use the machine
 - Adjust the dosage
 - Clean the machine.



It is important to master the process of producing a shot of espresso as this is the basis for many coffee-based drinks.

See the recipes below:

- 1) Remove the group handle from the group head and knock out spent grounds from the previous coffee into knock box/tube.

Some coffee makers believe the spent coffee grounds should remain in the group filter basket locked in the group head until the next coffee is made in the belief the cake keeps the group at a consistent temperature and prevents metallic tastes from building up in the group head and handle.

Other coffee makers feel 10 minutes is the maximum time for spent coffee to remain locked in the group handle. You need to know what applies in your workplace. Whatever option is followed, it is well recognized that a coffee machine in constant use produces the best coffee

- 2) Wipe out the basket with a cloth attached to the machine or to your apron and which is to be used for this purpose only. Ground coffee sits better in a dry basket and clings to the sides. If the basket is rinsed and not dried, water under pressure will flow towards the water on the sides of the basket and not through the coffee, as it should and your coffee will be compromised. Also, rinsing may create a hazard of water on the floor and around the coffee machine
- 3) Place the group handle under the dispensing opening and dose one flick for a single shot and two for a double. Make sure you use the correct group handle for the number of coffees you are making
- 4) Level the coffee by gently tapping on the sides of the basket. The coffee will flow towards the point where you are tapping. Once the coffee is level check enough coffee has been dispensed
- 5) Tamp the dosage
- 6) Wipe any coffee grounds off the top of the group handle
- 7) Before locking the group handle into the group run 30- 60 millilitres of water through the group head to flush out any coffee grounds and heat up the group head
- 8) Lock the group handle into the group head and press the button to start the extraction
- 9) The espresso should start to flow in around 5 seconds and it should take 25 – 30 seconds to extract a shot of 30 – 35 mls.

Preparing and serving hot and iced chocolate

Making hot chocolate

To make hot chocolate:

| | | | |
|----------------|------------------------------|--|----------------|
| Page 83 of 118 | Author/Copyright : | Food and Beverage Service Level- II | Version - 2 |
| | Ministry of Labor and Skills | | November, 2022 |

- Select mug for service of drink – check it is clean and presentable
- Add chocolate powder – most commercial hot chocolates are made using a proprietary brand of chocolate powder/hot chocolate powder as opposed to making the drink from actual chocolate (and melting the chocolate with milk in a bainmarie or over low heat)
- Heat milk – milk may be heated in microwave, or by using steaming wand on espresso machine
- Add hot milk
- Stir
- Dust with chocolate powder or top with grated chocolate
- Add marshmallows
- Serve immediately.

Making iced chocolate

To make iced chocolate:

- Select glass – check for cleanliness and suitability
- Add commercial chocolate or cocoa powder or syrup
- Add sugar if required
- Add very small quantity of hot water to dissolve powder and sugar and stir
- Add ice cold milk and stir
- Top with whipped cream
- Add chocolate shavings or powder
- Serve immediately with parfait spoon.



Note:

- Ice cream is added in some venues
- This drink may be made in a blender with ice added and served as part of the blended drink.

Preparing and serving waters

Serving tap water

A variety of options exist for serving standard tap water. For example:

- It may be served in a glass with ice and a slice of lemon

- It may be served with ice in a jug and the customer pours their own into a glass with ice and lemon slice
- It may be served in a refrigerated bottle/carafe to the table and each guest has a glass so they can help themselves.

Serving bottled water

Where proprietary brands of bottled water are served the procedure is:

- Select required glass – check for cleanliness
- Enquire if customer wants ice – add ice to glass if required
- Enquire if customer would like a slice of lemon or lime – add if required
- Obtain nominated refrigerated bottle from the refrigerated unit
- Follow house policy which may be:
 - Present sealed bottle and prepared glass to guest allowing them to break the seal on the bottle and pour their own drink
 - Open the bottle and pour a glass of water, presenting the remainder of the bottle to guest.

Soft drink

Soft drink, also known as 'aerated waters', includes cola, lemon squash, lemonade, bitter lemon, soda water, dry ginger and tonic water.

Post-mix is a popular delivery system. It is quick (there are no empties to get rid of, and you aren't always opening bottles or cans and forever running out) but some outlets will insist on using the traditional bottles and cans.

Many customers prefer the packaged option but post-mix is more popular with management: the profit from post-mix is much higher than from the packaged alternative.

It is always wise to have some packaged soft drink stowed away somewhere for use in an emergency, perhaps when the power goes off, or the post-mix stops working.

- Select the glass to be used – check for cleanliness
- Add ice using tongs/utensil, not fingers. Ice always goes into the glass first. Never add ice as the last ingredient
- Add the base beverage such as soda water or lemonade, according to the order placed by the customer

- Add the cordial and stir
- Add garnish
- Serve immediately. A drinking straw may be added.

Preparing and serving aerated waters and fruit juice

Preparation of cold drinks – aerated waters and juices – is straightforward:

- Select the glass to be used – check for cleanliness
- Add ice
- Add the beverage – fruit juice may need to be shaken or stirred prior to being poured
- Add garnish such as a slice of orange with orange juice
- Serve immediately – drinking straw may be added.

Preparing a lemon, lime and bitters

Many people ask for a ‘lemon, lime and bitters’ as a non-alcoholic drink. Angostura Bitters contains alcohol. However the small amount used in this drink leads to it being considered non-alcoholic while technically it does contain a small amount of alcohol.

The process is:

- Select the right glassware – such as a highball glass
- Place up to 8 drops of Angostura Bitters and swirl glass so the bitters coats the sides of the glass
- Place ice into glass
- Fill glass with lemonade. Add slowly as the bitters will cause it to froth
- Add lime juice/cordial according to taste or house recipe
- Garnish with slice of lemon
- Place straw into glass
- Serve straight away



Preparing and serving frappes

Frappes are beverages poured over or made with ice.

They can be made in the glass or blended in a blender.

Coffee/mocha frappe

Process is:

| | | | |
|----------------|------------------------------|--|----------------|
| Page 86 of 118 | Author/Copyright : | Food and Beverage Service Level- II | Version - 2 |
| | Ministry of Labor and Skills | | November, 2022 |

- Make a milk coffee using espresso – that is espresso coffee with iced milk
- Add sugar to taste if required: use sugar syrup
- Obtain and check glass
- Add crushed ice to glass
- Pour milk coffee over ice
- Top with whipped cream
- Drizzle coffee (or chocolate) syrup on whipped cream
- Add straw and parfait spoon.



Note: some venues use a blender to make frappes. They add the main ingredients to a blender, blend and then pour into a glass and decorate (whipped cream, shaved chocolate, syrup).

Mocktails

Are non-alcoholic cocktails. The base is usually carbonated soft drink or a fruit juice. You can add fresh fruit wedges, sugar, honey, milk, yoghurt, sugar syrup, concentrate pulp, just to name a few suitable ingredients.

Mocktails usually require blending because they often have chunks of fruit in them needing to be liquefied. They are usually served in a cocktail glass and garnished with the type of fruit best matching the base.

Surf Coast Sunset

Method: Blend with ice and stir

- Glass: 200ml Old Fashioned Glass

Ingredients:

- 60ml Apple Juice
- 60ml Orange Juice
- ½ teaspoon Grenadine

Garnish: Orange slice with cherry in centre

Comments: Add the Grenadine last and watch it sink to the bottom as the setting sun

Pina Con Nada

Method: Blend with ice and pour

Glass: 270ml Footed H-Ball Glass

Ingredients:

- 90ml Pineapple Juice
- 30ml Coconut Cream
- 15ml Sugar Syrup

Garnish: Wedge of pineapple and a strawberry with straws

Comments: The creamy non-alcoholic version of the famous Pina Colada

4.2 Serve drinks to customer

When serving the table, follow the general rules of etiquette

- Serve the guest of honor, if known, and women first, followed by men and boys. If there are older people at the table, also serve them at the beginning. Customers should be served from your right side and then proceed around the table in order of seating arrangement.
- Customers should be served from your right side and then proceed around the table in order of seating arrangement.
- The glasses should be removed when they are empty, so as not to waste your diner's money. When filling water or glasses of wine, refill without touching the glass.
- When filling soft drinks, beer or a cocktail, remove the empty glass and then deliver the new drink.
- When it comes to serving wine, you should always use a cloth napkin to wipe off excess drops from the mouth of the bottle.
- You should also let the customer smell the wine and give their consent before serving it.
- The wine glass is always held on the stem. The wine will stay cooler for longer if the heat of the hand does not press against the glass.

Bartenders do not serve the public directly but pour drinks that are picked up by servers and delivered to customers at different locations like the guestroom, a table in the restaurant or a poolside deck chair. In short, it fills drink orders brought by waiters and waitresses only

Sequence of serving drink

- So if you get a long order, you need to start serving the neat drinks without ice first.
- Then serve the red wine, followed by bottle beer.
- Next start to make frozen drinks, pour the white wine and then serve on the rocks drinks.
- At the last you make a martini or other high ball cocktail with carbonated beverages.

Objective of food and beverage service

- To provide high quality food and beverages.
- To provide friendly and welcoming atmosphere.
- To provide professional, hygienic, and attentive service.
- To impart value for money.

Ways of giving good service to customer:

1. Communicate with guests at all times.
2. It is important to use power words like thank you, apologies, appreciated etc.
3. Respond quickly to guests with prompt services.
4. Always make the customers feel appreciated.

How to open and present a bottle of still wine

1. Present the wine to the host (the person who ordered the wine) with the label facing them. State the name of the wine, the grape (if applicable), the vintage (if applicable) to confirm that the wine is the one that was ordered by the host, who will then accept or decline the wine. If they decline, then the correct wine should be sourced and presented immediately.
2. Open the bottle in front of the customer, holding the bottle by the neck in your left hand, with the label facing the customer. Carefully cut the foil below the lip of the bottle with the blade on your waiter's knife and remove the foil. Insert the corkscrew into the bottle, and carefully extract the cork. Ensure that you have your waiter's cloth draped over your forearm so as you can wipe the top of the bottle.
3. The cork is presented to the customer. This is for the customer to examine the cork for defaults as this is sometimes the reason for faulty wine. If it is a screw cap, there is no need to present the cap.
4. Serving from the right, pour a little wine for the host to taste. When pouring the wine, hold the bottle behind the label and not by the base of the bottle, so that the host can read the label again.
5. When pouring wine, twist the bottle to ensure that no drops of wine will fall onto the table and then wipe the top of the bottle with a waiter's cloth.

4.3 Tray Service

Among all beverage services, tray service is one of the simplest forms of beverage service. To serve drink, the designed server usually carries the ready drink by using the tray from the bar to the guest table. However the server also serves the drink directly to the guest if it is a stand-up cocktail reception where there are no tables. Under the tray service, if the waiter is supposed to serve gin tonic then the tonic is poured in and mixed with the gin and a slice of lemon added to the drink before serving to the guests.

Tips to safely carry a tray:

- How to load a tray If you are right handed, you should carry the tray with your left hand (vice versa for the left handed).
- Your hand should be flat and your fingers should be spread out, the weight of the tray should be carried by your fingertips.
- To get a secure load, place:
 - Tallest glasses nearest to your body
 - Heaviest glasses in the center
 - Smaller, lighter glasses around the edges
- How to carry the tray safely if needed your right hand can assist in balancing the tray. By keeping the tray at waist height and 12 centimeters from your body, you will avoid accidents and injuries.
- How to serve from the tray Customers should always be served from their right side. Start unloading from the edges to the center.
- The tray should always be level and steady when you lean over and place the drink down onto the table. When you remove an object from the tray, adjust your palm slightly to make up for the slight imbalance that this action will cause.
- Always remove objects in the same manner as you loaded them, to keep the weight evenly distributed. Announce what each drink is as you put it down to avoid mistakes.

4.4 Mishaps

The definition of a mishap is a minor problem or something that goes wrong. When you spill milk all over yourself, this is an example of a mishap.

Here are four common risks restaurant owners can address to make their businesses safer.

| | | | |
|----------------|------------------------------|--|----------------|
| Page 90 of 118 | Author/Copyright : | Food and Beverage Service Level- II | Version - 2 |
| | Ministry of Labor and Skills | | November, 2022 |

1. **Slips, trips and falls.**

These common mishaps are the number one cause of worker injuries across all industries. For restaurants, wet or greasy floors can heighten the risk. Keep a mop and bucket in an easily accessible area, make sure all spills are cleaned up immediately, and use separate mops for front-of-house and back-of-house spills so that kitchen grease isn't brought into public areas. Place anti-skid rubber mats near sinks, stoves and dishwashers, and be sure to replace them if they become worn or warped.

2. **Hazardous Materials**

Many common kitchen chemicals that may not immediately come to mind, such as bleach, oven cleaners and ammonia.

To prevent inhalation injuries or illnesses, clearly label all materials and review specific handling procedures with all employees. Make sure workers who come in contact with these materials wear protective gear including face masks, aprons and gloves.

3. **Cuts and lacerations**

To reduce the risk of cuts and lacerations, make sure all workers know how to properly handle slicing equipment and kitchen knives. Keep a first aid kit stocked and easily accessible.

4. **Burns**

Hot ovens, boiling water and splattered oil can increase the likelihood of a severe kitchen burn. Make sure workers use proper safety gear including gloves, hats and aprons. If a burn occurs, immediately rinse the affected area under cool running water and loosely wrap it with a gauze bandage.

Cross-Contamination and Cross-Contact

- Use ice scoops or tongs to handle ice. Never scoop ice with a glass or with your hands
- Store ice scoops outside of the ice machine in a clean, protected location.
- Store wiping towels in a sanitizer at the proper concentration.
- To prevent cross-contamination and cross-contact, frequently wash hands and/or change gloves.
- Always wash your hands after handling food allergens such as nuts.

4.5 Payment process

Customer Payment means the amount a Customer remits to a Retailer to fund or recharge a Customer Account and/or to pay for a Product.

Types of Payment Processing

There are a few commonly-used forms of payment processing, each one of them facilitating a different payment option.

1. Credit Card Processing

Credit cards are usually issued by either banks or credit card associations. When a customer makes a purchase using the card, the merchant must perform a credit check to ensure that the issuer will cover the cost of the transaction and then bill the customer. A series of anti-fraud checks must be performed as well before the funds are released. Although this process is complicated, it can be completed very quickly using sophisticated payment portal technology. Credit card issuers typically charge a processing fee called an interchange, which most payment processors pass on to merchants. Some payment processing companies also charge merchants a markup fee in addition to the interchange.

Credit card processing system

- Traditional POS systems
- Mobile POS systems
- Online payment processors or payment aggregators, which may include mobile POS systems

2. Debit Card Processing

Debit card processing transaction can be broken down as follows:

- A customer submits their debit card to pay for a transaction.
- The card is dipped, tapped or swiped using a card terminal device.
- From this exchange, your point-of-sale system (POS system) reads the card information and transmits the data to the customer's card processing network (Visa, MasterCard, etc.).
- The processing network verifies the data and evaluates it for the possibility of fraud.
- The processing network then sends the data to the issuing bank (i.e. the bank that issued the customer's debit card).

- The issuing bank confirms that enough funds are available and passes along an approval to the merchant or business owner.

Although this process may seem complicated, it occurs in only seconds — making debit cards (and credit cards) a very efficient form of payment.

Once the transaction is approved and you complete the checkout with your customer, the debit card network is then responsible for authorizing, clearing and settling the transaction with you, the merchant. In other words, the debit card network verifies the amount you're owed and completes the process of sending the money to your merchant account. Typically this last part is completed quickly, sometimes even the same day.

3. E-Check Processing

Electronic Check Processing (ECP) is a systematic method used to convert paper checks into Automated Clearing House (ACH) transactions or Check21 items via a lockbox network or a mobile application. ECP is a web-based client facing application that acts as a data and image repository.

It is a type of electronic funds transfer (EFT). Instead of filling out a paper check, you enter your banking information into a website or payment gateway. Online bill pay is one example of echeck processing. echecks use the Automated Clearing House (ACH) network, so they're faster and more secure than paper checks.

eCheck payments take 3-5 business days to process. Once a payment request is made, it must be sent through the ACH network, then verified by the customer's bank. After that, the merchant's bank may hold the money for 24 hours while it performs its own security checks.

echeck works:

It allow banks to transfer money directly from one account to another. To do this, they use an electronic network called the Automated Clearing House or ACH.

To make sure all that money gets where it's supposed to, the eCheck process takes several steps:

1. **Payment Authorization** - First, the customer enters their bank account information and authorizes payment. This is usually done through an online payment gateway. The authorization can be for a one-time purchase or a recurring subscription.

2. **Payment Request** - The business' payment processor uses the customer's account info to create a payment request. At certain times each day, the processor sends batches of these requests to the Automated Clearing House.
3. **Payment Confirmation** - The ACH sorts the batches and forwards the payment request to the customer's bank. The bank verifies the details and confirms the funds are available.
4. **Payment** - Once the transaction is verified, the money is transferred from the customer's account to the business' account.

4. Screen based EPOS systems

EPOS (Electronic point of sell) is a combination of hardware and software that enables your business to process sales more efficiently

Use for operators with large menus, individual buttons (ranging up to 165 buttons) can be set up to display a list of items for selection.

Buttons could be set up for any products, food and beverages. These EPOS systems are a good alternative to touch screen EPOS systems where budgetary constraints exist, with virtually identical features to the touch screen systems at lower prices.

Principle features of EPOS systems include: accurate customer billing, reliable order printing, hand held ordering, tighter cash control, customer accounts, detailed management information, improved promotion control, back office software, real time alerts and third party integration.

Advantages of using EPOS

1. Increase efficiency and accuracy

EPOS systems are capable of boosting efficiency and turnaround through sheer automation and plays a key role in centralizing your processes through add-ons and a range of third party and custom integrations. The software acts as a one-platform solution to access a range of tools ensuring that staff do not waste time navigating a multitude of different programs to manage and keep tabs on the business while eliminating much of the natural human error that comes with it. This includes automated inventory count; data that is synced to your reporting, forgoing any unnecessary rekeying of data and instead replacing the whole ordeal with the click of a button.

Advantages of using an ePOS include the uptake in efficiency on the grounds too; in equipping sales staff working with their own iPad tablet to manage orders and payments, your workforce is doing more, quicker and easier than when working through dated legacy till systems.

2. Streamlining communication

Any changes to orders are instantly and automatically communicated once entered into the system:

- Access to greater Insight: You can run off accurate real-time reports on sales, stock, profits and more, in a flash

Self-Check -4

Written Test

Part I: Choose the correct answer for the following questions

1. Which one of the following are not categories of liquor
A. Generic B. Quality brand C. Proprietary D. Orange sun set
2. _____ a type wine made from green grapes, no skin
A. White wine B. Red wine C. Sparkling D. Champagne
3. _____ is a minor problem or something that goes wrong
A. Mishap B. Hazard C. Falling D. Non

Part II: Matching

- | | |
|------------------|--------------------|
| 1. Mishap | A. Payment process |
| 2. echeck | B. Slip |
| 3. Aerated drink | C. Soft drink |
| 4. Hot drink | D. Tea |

Part III: Answer all the questions listed below.

1. Mention and explain the various types of alcoholic beverages.
2. How to transport service Attempt to avoid an accident?
3. Describe types of payment process

Operation sheet 4.1

Operation title: Perform tea making using dripolator

Purpose: To practice and demonstrate the knowledge and skill required to make tea

Instruction: Use the given tools and equipment making tea. For this operation you have given one hour

Tools and requirement

| | |
|------------|------|
| Water | Cup |
| Sugar | Mugs |
| Tea leaves | Bowl |
| Kettle | Jug |
| Tea spoon | Milk |

Procedure

- Step 1. Fill up the kettle with water
- Step 2. Boil the kettle
- Step 3. Place a teabag in your favourite mug
- Step 4. Pour boiling water into your favourite mug
- Step 5. Brew the tea for a few moments
- Step 6. Remove and dispose of the teabag
- Step 7. Add milk
- Step 8. Add sugar
- Step 9. Stir the tea
- Step 10. Enjoy the hot beverage

Operation sheet 4: 2

Operation title: Perform making orange sunset mocktail

Purpose: To practice and demonstrate the knowledge and skill required to make orange sunset mocktail

Instruction: Use the given tools and equipment for making orange sunset mocktail. For this operation you have given one hour

Tools and requirements

| | |
|-----------------|----------------|
| Cocktail shaker | Chopping board |
| Glass | Knife |
| Orange | Juicer |
| Lemon | Peeler |

Procedure

Step 1: Peel orange and lime and then chop them.

Step 2: Muddle orange and lemon chunks in a cocktail shaker.

Step 3: Add crushed ice stir it for 2 mins. Now, pour the mixture in to a pilsner glass.

Step 4: Add orange juice and grenadine on top. Serve chilled.

Operation sheet 4.3

Operation title: Perform wine service

Purpose: To practice and demonstrate the knowledge and skill required to serve wine

Instruction: Use the given tools and equipment for serving wine. For this operation you have given one hour

Tools and requirements

| | |
|-------------|--------------|
| Wine glass | Saucer |
| Wine | Wine basket |
| Napkin | Service tray |
| Wine opener | |

Procedure

Step.1 Take the order

Step.2 Collecting the wine

Step.3 Showing the bottle

Step.4 Opening the bottle

Step.5 Letting host taste

Step.6 Top up glass

LAP Test -4

| | |
|-----------------|--------------------------------|
| LAP Test | Practical Demonstration |
|-----------------|--------------------------------|

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 3 hours.

Task 1: Perform tea making

Task 2. Perform orange sunset mocktail

Task 3.Present and serve wine to customer

Unit Five: Close down operations

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Shut down equipment's and machines
- Clear bar areas
- Check and reorder stocks
- Set up bar for the next service
- information share between bar staff

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Apply the ways of shut down equipment's and machines.
- Apply clearing bar areas
- Apply the ways of checking and reordering stocks
- Apply the way of setting up bar for the next service
- Describe the ways of information share between bar staff

5.1 Shut down equipment's and machines

At the end of shift or session you may need to turn off: Anything which was turned on

- Beer chillers
- Music systems
- Heating or air conditioning
- Lighting
- Vending machines
- Advertising signs
- Coffee machine

Some items may need to be turned on:

- A telephone answering machine – although most are automatically configured
- Washing machine – this is commonly required in smaller venues where bar staff are asked to wash the bar towels, runners and swabs
- Security alarms – the last person out of an area/venue will normally be responsible for activating the security system.

Shutting Down Beer Systems

For systems which need to be shut down for a long period of time, use the following procedures:

Gas system

- a. Shut off CO₂ cylinder valve.
- b. If air compressor is used, disconnect from power source and open bleeder valve on air compressor tank to release pressure.
- c. Close shut-off valve on each secondary regulator.
- d. Disconnect air lines from secondary regulator shut-off valves.
- e. Open shut-off valve on each secondary valve to release pressure.
- f. Turn all primary and secondary regulator adjusting screws counter-clockwise until pressure is released from regulator diaphragms.
- g. Thoroughly clean outside of all CO₂ related equipment.

Power pak

- a. Disconnect from power source.
- b. Test Dow Therm in power pak reservoir using an automotive antifreeze tester.
- c. Strengthen solution with additional dowtherm until readings approximate the lowest temperature expected during the shutdown.
- d. If circulation pump is located in an area that may subject it to weathering, remove and store in a protected location.
- e. Thoroughly clean outside of unit.

Product lines

- a. Un-tap barrels.
- b. Thoroughly clean all product lines with Perlick Coil Cleaning compound and rinse with clear water using standard commercial cleaning procedures.
- c. Blow out all product lines using compressed air or CO₂ , removing all water possible.
- d. Pump a mixture of 50% food grade glycerine and 50% water into lines until full.
- e. Allow water/glycerin mixture to remain in lines for duration of shutdown.
- f. Thoroughly clean outside of product lines.

Reactivating century system

- a. Force Glycerin/water mix out of product lines with compressed air of CO₂ .
- b. Thoroughly clean all product lines with Perlick Coil Cleaning compound and thoroughly rinse with clean water using standard commercial cleaning procedures.
- c. If circulating pump has been removed, reinstall it.
- d. Reconnect electrical supply to power pak.
- e. If system uses an air compressor, reconnect to power source and close bleeder valve on air compressor tank.
- f. Reconnect CO₂ lines at the secondary regulators.
- g. Open CO₂ cylinder valve to repressurize the CO₂ system.
- h. Energize power pak and air compressor (if used).
- i. Adjust primary and secondary regulators according to specifications.
- j. Tap kegs

Espresso machine shutting down

- a. Run a full cleaning cycle using Pulycaff powder
- b. Rinse thoroughly, for twice as long as you usually would
- c. For the steam arm, take a jug of water and steam it to ensure any milk residue is rinsed. Do not soak the steam arm in anything.
- d. Turn off/isolate the water supply
- e. Drain a few cups of hot water from the boiler to ease the pressure, and to leave less water that could become stale
- f. Open steam arms and leave open
- g. Turn machine off and isolate power supply
- h. Pour some diluted bleachy water down the waste to check it's clean, then rinse with clean water.

5.2 Clear bar area

Clearing includes removing items— such as taking items off tables, from displays and from waiting stations and bar counters.

Cleaning is the removal of visible debris from food and beverage preparation items and equipment – such as cleaning of drip trays, cleaning of bar counters and cleaning of jugs, knives, glasses etc.

Dismantling of items involves the taking apart (and sometimes, also, the re-assembly of) espresso machines, post-mix machines, blenders and other items of equipment used in the preparation of and service of drinks.

Cleanliness is one of the prime indicators of a professional and well-managed bar space, and whether it's dust on the shelf, rings on the countertop, or a napkin that didn't make it to the trash, unclean appearances can speak volumes about your business, particularly to health inspectors. Cleaning is probably the most labor-intensive part of the closing checklist, but if your staff all works together, it can go quickly.

Here is a short list of important cleaning tasks that need to be completed every night:

- Wipe down countertops
- Wipe down the soda gun
- Clean out soda gun holsters
- Remove clogs from floor drains
- Wipe down your speed rails

- Clean the outside of liquor bottles if any product has spilled
- Load the dishwasher and clean glassware with bar glass cleaners
- Drain off dirty dishwater and scrub down your sink
- Wash other small wares like muddlers, jiggers, and stirrer
- Wipe down beer taps and thoroughly clean them once a month
- Sweep the floors in the front- and back-of-house, then mop
- Clean out blenders
- Clean the bathrooms thoroughly
- Leave all of your glassware, small wares, and equipment out to air dry, ensuring they're clean for the following day

5.3 Check and reorder stocks

Liquor Inventory

In order to determine your inventory usage, you need a beginning and an ending inventory count, taken once at the start of the period and once at the end, respectively. Here are some inventory tips before we get into the details:

- Take your count the same way every time; if you start counting from left to right, you should always count left to right.
- Keep your inventory periods consistent (i.e. weekly, bi-weekly or monthly).
- Find a method that works for you. Some bar managers have one person shouting out names of the liquor while another replies with the count; others have individuals do the counting and recording alone.
- Take inventory while the bar is closed so that no product slips in or out while the count is in progress.
- Properly train your employees in inventory counting. This includes things like keeping an eye out for specific issues or recording significant spillage or breakage of whole bottles.

5.4 Set up bar for the next service

- Clean all unnecessary used items in the bar counter i.e. (used glasses, ashtray, display, table mats etc.)
- Wipe crumbs from chairs and tables into beverages napkins and throw them away.

- Wipe tables and chairs with a clean damp cloth, followed by dry cloth. Never use linen napkins for cleaning.
- Arrange tables and chairs neatly as guests leave. Pick up paper or debris whenever you see it.
- Follow standard dish-room procedures for scraping and tacking soiled dishes.
- Help the bartender put away items and washes glasses.
- Remove corks, foil scraps, labels and other debris from baskets to avoid plugging drains.
- Empty ice and water into the appropriate sink.
- Dry the ice buckets with a bar towel.
- Spray trays with hot water to remove food residue.
- Spray the trays with a sanitizing solution. Then stack them upside down at right angles to allow them to air-dry.
- Date and store food, such as condiments and garnishes, that has not been exposed to contamination.
- Throw away food that has been in the temperature danger zone too long.
- Throw all the cut garnish and spoiled fruits.
- Return empty wine and champagne bottles to the bar for inventory.
- Keep all the display bottles inside the store cabinet.
- Put all the used glasses and Store and Pour in the glass wash machine.
- Clean and wipe the corresponding area, bar counter, sink, glass rack, display rack etc.
- Start your closing inventory and re check all the stocks for requisition for the next day.
- Clean and wipe all the glasses and Store & Pour, place it in the dry area.
- Turn Off all the electronic equipment i.e. (Bar Display Lights/Blender/ Swirl Machine etc.)
- Lock and close the entire store cabinet, fridge etc.
- Double check all the areas.
- Turn Off the electricity.

5.5 Information share between bar staff

Availing Information between bar staff is essential to help to adjust purchasing plans, preparation schedules, and even staffing schedules. In the bar, business levels and sales will change from day to day and shift to shift. Getting the most-current due to this all activities there is a need information flow (share) between bar staff.

Those information include:

- Reporting customer complaint
- Customer information
- Customer preferences
- Customer problem
- Stock availabilities and requirements
- Quality problems
- Brand preference

| | |
|----------------------|---------------------|
| Self-Check -5 | Written Test |
|----------------------|---------------------|

Part I choose the best answer for the following questions

1. _____ is the removal of visible debris from food and beverage preparation items and equipment

- A. Clearing B. Cleaning C. Dismantling D. Damping

2. At the end of shift or session you may need to turn on

- A. Telephone B. Music systems C. Coffee machine D. Lighting

Part II: Matching

A

1. Taking items off tables
2. Re-assembling of espresso machine
2. Gas system

B

- A. CO2 cylinder valve
- B. Clearing
- C. Dismantling

Part. III: Answer all the questions listed below

1. Define the terms clearing, cleaning, and dismantling.
2. Write down the activities of the closing bar.

Unit Six: Negative Environmental Impacts

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Energy, water and other resources
- Mechanism recycling
- Waste disposal

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Describe energy, water and other resources
- Explain recycling mechanism
- Describe waste Disposal

6.1 Energy, Water and Other Resources

The collaborations between water, energy and food are various and significant. Water is utilized for extraction, cleaning, handling, refining, and residual disposal of non-renewable energy sources, and additionally to develop feedstock for biofuels and for producing power.

The collaborative approach allows proactive measures to reduce the utilization of water and minimize the risk of water resource depletion, thereby promoting economic, social, and business excellence in the food and beverage industry and the ecosystem.

The access of efficient facility of energy and water also play a great role in attracting customer therefore the basic points to be followed are :-

Always use energy, water and other resources efficiently when cleaning the tables and public areas, bar and equipment to reduce negative environmental impacts.

Energy conservative methods

Energy conservation is the effort to reduce wasteful energy consumption by using fewer energy services.

There are different methods of using energy effectively:

- Energy efficient equipment
- Equipment maintenance
- Reduce water consumption
- Efficient lighting
- Decrease heat usage
- Reduce ambient temperature
- Shut down ideal equipment
- Efficient kitchen layout
- Train your staff
- Contact utility company

Water conservation

Water conservation is the practice of using water efficiently to reduce unnecessary water usage. According to Fresh Water Watch, water conservation is important because fresh clean water is a limited resource, as well as a costly one

Water is one of the primary waste items at the bar. In order to examine how to reduce water waste, we should examine where water is used.

Water is used and/or disposed of at the bar:

- In ice:
 - That is used in cocktails served to customers while they're drinking them
 - That is disposed of when cocktails are finished and ice dumped out.
 - That is used to chill cocktails - shaking or stirring them. (Often these cocktails are strained over new ice.)
 - That is disposed of after the cocktails are shaken or stirred from the shaker/stirring pitcher.
- In ice machines:
 - To make the ice.
 - Wasted water that is discarded/flushed and not used in ice.
- For Service - water and ice served to customers [see Disposables page]
 - unused water from empties discarded
- In the dishwasher to clean glassware.
- In sinks to clean/rinse glassware.
- In bar top glassware rinsers.
- To clean the bar.

Reducing Water Waste at the Bar

- Don't leave your rinse sinks running when not in use - Consider installing a foot pump in your sinks rather than a running faucet.
- Run glass washers/dish washers only when full.
- Gather all leftover water from water glasses to use for watering plants.
- Reduce Water Use in Landscaping and Outdoor Maintenance

6.2 Mechanism of recycling

Recycling is the process of collecting waste materials and processing them into new products. Turning the trashed wastes into useful products is beneficial for both the community and the environment. The recycling process can be of three types and each type includes three basic steps. The first step is the collection and separation of recyclable materials from wastes. In the second step, the residue goes through any of these three procedures and is reverted into raw material. In the final step, the raw material turns into a finished product again.

There are three types of recycling. These are

- Chemical recycling
- Energy recycling
- Mechanical recycling

1 Mechanical recycling

One of the most globally used methods of giving residues new usages is mechanic recycling. This method is used to recycle plastics, either obtained from industrial scrap, or domestic, or commercial disposals. The residues are mechanically transformed into new materials without changing their chemical structures

Mechanical recycling is the process of making plastic wastes useful by processes like grinding, washing, separating, drying, re-granulating, and compounding. The polymers stay unaffected in this process and can be reused again and again in the same or similar product. Such mechanically recycled plastics are used in making garbage bags, floors, hoses, car parts, and packages. Mechanical recycling is widely used for Polyolefin (PE and PP).

2 Energy recycling

The method used to convert plastics into both thermal and electric energy is called energy recycling. The process is done by leveraging, through incineration and the heat is released in the form of fuel. As this recycling process requires a little room, it can diversify the energetic matrix and optimize the space available in highly populated cities. As it is not financially sustainable, so it requires heavy investment and public authorities' engagement. This recycling method is widely used in Europe and Japan.

Furthermore, energy recycling is an environmental-friendly solution. There are catalyzers in waste incineration plants to withhold the emissions of the energy recycling process.

3 Chemical recycling

Among all types of recycling, chemical recycling is the most complex method. In this process, the chemical structures of plastics are modified after reprocessing them. The final product is produced to be used as raw material in different industries. It can also be used as a basic input in manufacturing new plastic products. It is an expensive process and requires a large amount of plastic available.

Technique of recycling

1. Collection. The first step in the recycling process is always collecting the plastic material that is to be recycled.
2. Sorting
3. Washing
4. Resizing
5. Identification and separation of plastics

Compounding

The 5 R's:

Applying the 5 R's to your business' waste management and recycling strategies can positively impact the outcome of your program by significantly reducing the amount of waste your business generates. In the 5 R's hierarchy, remember to treat recycling as a last resort after attempting to refuse, reduce, reuse, or repurpose. Before disposing of your waste, walk through each of these steps in the following order:

- refuse
- reduce
- reuse
- repurpose
- recycle

1. Refuse

The first element of the 5 R's hierarchy, learning to refuse waste can take some practice, but incorporating this step into your business' strategy is the most effective way to minimize waste. Talk to your procurement team about refusing to buy wasteful or non-recyclable products. When working with vendors, refuse unnecessary product packaging and request reusable or returnable containers. Making smarter purchasing decisions and setting standards and expectations

early in the process makes it easier for organizations to “refuse” waste in the first place.

2. Reduce

The use of harmful, wasteful, and non-recyclable products, reducing dependency on these kinds of products results in less waste materials ending up in landfill and the associated negative environmental impacts.

3. Reuse

Single-use plastics have created a "throw-away" culture by normalizing consumer behavior of using materials once and then throwing them away. The rate at which we consume plastics has become unimaginable, and the plastic crisis has become one of the world's greatest environmental challenges. In an effort to reduce waste, reuse items throughout the workplace instead of buying new ones.

Step.4 Repurpose

For every item that can't be refused, reduced, or reused, try repurposing it.

Step. 5 Recycling

Last but definitely not least: recycle. Once you've gone through all of the other R's, recycling is the most environmentally friendly waste disposal method. If your business doesn't already, start collecting cardboard, mixed paper products, commingled materials (plastics, aluminum, glass) and organics.

Benefits of Recycling

- Reduces the amount of waste sent to landfills and incinerators.
- Conserves natural resources such as timber, water and minerals.
- Increases economic security by tapping a domestic source of materials.
- Prevents pollution by reducing the need to collect new raw materials.
- Saves energy.

6.3 Waste disposal

Pubs and bars face many of the same waste issues as other businesses, for example dealing with packaging from delivered goods, but there are also specific challenges to deal with – from disposing of broken pint glasses, to kitchen waste if your establishment serves food. Find out more about pub and bar waste, below:

The problem is that the paper cups have an inner lining made of polyethylene. This makes them waterproof but also makes them difficult to separate. So, most cups end up in landfills or incinerators. Remember that it's better to reduce usage and reuse products than recycle them. This avoid using resources to create the item in the first place and then even more to recycle it.

paper filters, which they then discard after use. As well as creating waste volume, many paper filters are bleached with chlorine or oxygen. Oxygen is more environmentally friendly than chlorine, but it's still a chemical process with waste products. So, consider using unbleached filters or switching to a reusable one.

Minimizing waste

Minimizing pub and bar waste means tackling every area in which you currently generate avoidable waste, so begin by running a comprehensive audit of everything that makes it into your recycling bins, your outdoor skips, and anywhere else you store waste ready for collection

Hazardous substance

Is any substance that has the potential to harm the health of people or is listed on the National Occupational Health and Safety. Hazard is any item, condition, event or situation that could lead to a potential accident or harm. Employers and workers need to work together, recognizing hazards or potential dangerous situations and making sure everyone in the workplace follows safe work practices.

Some of the hazards commonly found in hospitality workplaces such as kitchens, food and beverage service areas and customer service areas can pose a significant threat to safety. They require careful management, safety awareness, strict work procedures and safety equipment to reduce the risk of harm.

Before starting work, make sure you know the potential hazards and are familiar with ways of reducing any risk of harm to yourself or other.

Types of hazardous substances include:

- Solid – detergents, any hard substance (broken and cracked glass...)
- Liquid – boiling water, petrol, chemicals
- Vapor – hot air, fumes from chemicals
- Mist – steam

Hazards in hospitality workplaces can include:

- Manual Handling
- Plant and Equipment
- Electrical
- Working Environment
- Chemical
- Biological
- Psychological
- Noise
- Occupational Overuse Syndrome(OOS), also known as Repetitive Strain Injury

Self-Check -6

Written Test

Part I choose correct answer for the following questions

1. _____ is any substance that has the potential to harm the health of people
A. Hazardous substance B. Waste C. Beverage D. Mock tail
2. Which one of the following is chemical hazard?
A. Virus B. Sharp material C. Herbicide D. Broken glass

Part II Matching

- | A | B |
|----------------------|-----------------|
| 1. Chemical hazard | A. Bacteria |
| 2. Physical hazard | B. Fumes |
| 3. Biological hazard | C. Broken glass |

Part III: Give correct answer for the following questions

1. Describe different waste of bar
2. Describe different hazard present in the hospitality industry

References

- Arduser, Lora and Brown, Douglas R; 2004 (1st edition); *The Waiter and Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in*
- *Service for Food and Beverage Employees*; Atlantic Publishing Group Inc
- Dahmer, Sondra and Kahl, Kurt; 2008 (2nd edition); *Restaurant Service Basics*; Wiley
- Fuller, John; 1980 (1st edition); *Gueridon and Lamp Cookery*; Hutchinson
- Johnston, R and Clark G, 2008 (3rd Edition), *Service Operations Management*. Pearson Education
- Kotschevar, Lendal and Luciani, Valentino; 2006 (2nd edition); *Presenting Service: The Ultimate Guide for the Foodservice Professional*; Wiley
- Lillicrap, Dennis and Cousins, John; 2010 (1st edition); *Essential Food and Beverage Service: Levels 1 and 2*; Hodder Arnold
- Walker, John R; 2008 (5th Edition); *Introduction to Hospitality*; Prentice Hall
- Zeithaml, Valarie A; 2009 (1st edition); *Delivering Quality Service*; Free Press
- The following is sourced from ‘Trove: Na at <http://trove.nla.gov.au/>.
- Clyne, Carol Murphy & Clyne, Vincent 2014, *Modern buffet presentation*, Wiley, Hoboken, N.J
- Hayes, David K 2014, *The professional restaurant manager*

Participants of this Module (training material) preparation

| No | Name of Trainers | Qualification(L) | Field of Study | Organization/ Institution | Mobile number | E-mail |
|----|------------------|------------------|---------------------------------------|--------------------------------------|---------------|---------------------------|
| 1 | Zerfu Negash | B level | Hotel Mgt. | Woliso Poly Technic College | 0915957805 | nzerfu@gmail.com |
| 2 | Tesema Neka | B level | Hotel Mgt. | A/wondo C/I/College | 0926129107 | tesemaneka1@gmail.com |
| 3 | Bilisuma Emana | B level | Hotel Mgt. | Sebeta Poly Technic College | 0936730300 | bilisumaemana51@gmail.com |
| 4 | Yonas Abeya | B level | Food Technology & process Engineering | General Wingate Poly technic College | 0913922765 | yonasabeya33@gmail.com |