



Hospitality and Catering

Prepare and serve hot drinks

Lesson 1

Become competent in preparing and serving hot drinks in the hospitality and catering industry with this course.





Learning Objectives

- Understand how to prepare for work safely
- Identify hazards in the workplace and how to control them
- Recognise safe measures to use when serving hot drinks
- State what hygiene practices should be followed
- List the importance of storage and stock control of products, crockery and cutlery
- Describe unexpected situations which might occur





Learning Objectives

- Define advantages and disadvantages of specialist drink machines
- Classify the different types of drinks machines
- Describe the different types of hot drinks and their ingredients
- List different types of teas
- Summarise good customer service practices





Preparing for work safely

Ensure your uniform and appearance is clean and tidy.

Wear the correct PPE





PPE – Personal protective equipment

Wear an apron to protect against spills and breakages.

It can stop cross contamination too.





Service cloths are useful- always at your side

They are used for:

- Instantly soaking any spillages up
- Picking up broken crockery or glass
- Holding hot items





Wash hands regularly

Wash hands with hot soapy water for
at least 20 seconds.





Use the correct cleaning chemicals

Check dish washer machines are connected to the correct chemicals.

Check you use the correct chemical for the job, for example mopping floor with a floor cleaner.





Be aware of hazards

Take a practice walk through all of the jobs you will have to do.

For example practice serving customers at a table.





Identify hazards

During the walk through, identify potential hazards.

This is to protect the safety of you and the customer.





Hazards create risks

Break down each hazard into risks.

For example, steaming milk for coffee is a hazard. There is a risk of burning or scalding the skin and splashing the eyes.





Risks

You should be very careful at points in your job where there are risks.

e.g. be more alert when boiling milk with a steamer.





The biggest hazard

Burning/scalding with hot liquids.





Next biggest hazard

Do not overfill the cup to help avoid accidents.





Use a lid

This is a good practice and will protect people from accidents.





**Provide trays
for customer
and staff
safety.**





**Check
machine
temperatures
and pressure.**





Never hand drinks to customers

Place drinks on a table or counter first to avoid spilling the drinks.





**Pour away
from the
customer
incase of
spillages.**





Revision Activity 1

**What hazard could occur
with hot drinks?**