



Hospitality and Catering

Prepare and serve hot drinks

Lesson 3

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





How to avoid unexpected situations when preparing areas

Be prepared for:

- Equipment failures
- Spillages





Other unexpected situations

- Stock shortages
- Large queues





Equipment failures

Drink's equipment can breakdown or fail due to electrical problems. You will need to know where to locate:

- Maintenance handbook – how to look after machines
- Electric fuse box – in case of electric faults
- Maintenance telephone number – who to ring for help





Stock shortages

To avoid shortages of stock you must:

- Check stock daily
- Order more supplies regularly
- Talk to your supervisor about stock levels





Spillages

Always carry your waiter's cloths for safety.

Know where the mop and bucket are stored.





Large queues

Knowing who to call for help when it gets busy.

Use a queuing system e.g. rope barriers.





Revision Activity 3

**What should you do to
avoid stock shortages?**