



Hospitality and Catering

Prepare and serve hot drinks

Lesson 4

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





Benefits of specialist machines

- Provides excellent products
- Looks good in a service area
- You can charge more for premium products





Disadvantages of specialist machines

- They are very expensive to buy and repair
- Staff need extensive training
- Service can be slow





Benefits of drinks dispenser

- Easy to use for customers and staff
- Most require no staff
- Quick and easy access for customers





Disadvantages of hot drink dispensers

- Greater risk of accidents
- No supervision
- Drink's areas can soon get dirty





Types of machines you will use.





Coffee grinder

This is essential for good quality ground coffee in espresso machines.





Espresso Machine

These machines use high pressure steam and water to make hot drinks.





Milk steamer

Heating milk for coffees and hot chocolate drinks.





Filter coffee machine

This uses hot water to drip onto ground coffee and filter through for coffee.





Water boilers

For making teas and Americano coffee





Hot drink dispense machine

These are self service machines and can
be found in:

- Airports
- Hotels





Hot water dispense jugs

These are for self service of instant hot drinks, used for quick service in:

- Hotels
- Meetings
- Conferences





Revision Activity 4

What does an espresso machines do?