TRAINING REGULATIONS

BARISTA NC II

TOURISM SECTOR
(HOTEL AND RESTAURANT)

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
East Service Road, South Superhighway, Taguig City, Metro Manila

TABLE OF CONTENTS

TOURISM SECTOR
(HOTEL AND RESTAURANT)

BARISTA NC II

SECTION 1   BARISTA NC II QUALIFICATION

The **BARISTA NC II Qualification** consists of competencies that a person must achieve in the deliverance of good quality coffee in commercially-operated cafes or specialty coffee shops. This qualification is specific to a person who specializes in making coffee beverages.

The Units of Competency comprising this Qualification include the following:

CODE NO.	BASIC COMPETENCIES
500311105	Participate in workplace communication
500311106	Work in a team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

CODE NO.	COMMON COMPETENCIES
TRS311201	Develop and update industry knowledge
TRS311202	Observe workplace hygiene procedures
TRS311203	Perform computer operations
TRS311204	Perform workplace and safety practices
TRS311205	Provide effective customer service

CODE NO.	CORE COMPETENCIES
TRS3113100	Prepare espresso
TRS3113101	Texture milk
TRS3113102	Prepare and serve coffee beverages
TRS3113103	Perform basic maintenance of machine and equipment
TRS3113104	Perform basic cashiering and general control procedures

A person who has achieved this Qualification is competent to be a:

❑   Barista

SECTION 2 COMPETENCY STANDARDS

This section details the contents of the basic, common and core units of competency required in **BARISTA NC II.**

BASIC COMPETENCIES

UNIT OF COMPETENCY : PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE : 500311105

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from *appropriate sources* 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate *medium* is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and *storage* of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established *protocols* 2.4 *Workplace interactions* are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and maters concerning working conditions of employment are asked and responded to 2.6 Meetings outcomes are interpreted and implemented
3. Complete relevant work related documents	3.1 Range of *forms* relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are identified and properly acted upon 3.5 Reporting requirements to supervisor are completed according to organizational guidelines

RANGE OF VARIABLES

VARIABLE	RANGE	
1. Appropriate sources	1.1 Team members 1.2 Suppliers 1.3 Trade personnel 1.4 Local government 1.5 Industry bodies	
2. Medium	2.1 Memorandum 2.2 Circular 2.3 Notice 2.4 Information discussion 2.5 Follow-up or verbal instructions 2.6 Face to face communication	
3. Storage	3.1 Manual filing system 3.2 Computer-based filing system	
4. Forms	4.1 Personnel forms, telephone message forms, safety reports	
5. Workplace interactions	5.1 Face to face 5.2 Telephone 5.3 Electronic and two way radio 5.4 Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams	
6. Protocols	6.1 Observing meeting 6.2 Compliance with meeting decisions 6.3 Obeying meeting instructions	

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Prepared written communication following standard format of the organization
	1.2 Accessed information using communication equipment
	1.3 Made use of relevant terms as an aid to transfer information effectively
	1.4 Conveyed information effectively adopting the formal or informal communication
2. Required knowledge	2.1 Effective communication
	2.2 Different modes of communication
	2.3 Written communication
	2.4 Organizational policies
	2.5 Communication procedures and systems
	2.6 Technology relevant to the enterprise and the individual's work responsibilities
3. Required Skills	3.1 Follow simple spoken language
	3.2 Perform routine workplace duties following simple written notices
	3.3 Participate in workplace meetings and discussions
	3.4 Complete work related documents
	3.5 Estimate, calculate and record routine workplace measures
	3.6 Basic mathematical processes of addition, subtraction, division and multiplication
	3.7 Ability to relate to people of social range in the workplace
	3.8 Gather and provide information in response to workplace requirements
4. Resource Implications	4.1 Fax machine
	4.2 Telephone
	4.3 Writing materials
	4.4 Internet
5. Methods of Assessment	5.1 Direct Observation
	5.2 Oral interview and written test
6. Context of Assessment	6.1 Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY : WORK IN TEAM ENVIRONMENT

UNIT CODE : 500311106

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	
1. Describe team role and scope	1.1	The *role and objective of the team* is identified from available *sources of information*
	1.2	Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1	Individual role and responsibilities within the team environment are identified
	2.2	Roles and responsibility of other team members are identified and recognized
	2.3	Reporting relationships within team and external to team are identified
3. Work as a team member	3.1	Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives
	3.2	Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and *workplace context*
	3.3	Observed protocols in reporting using standard operating procedures
	3.4	Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1 Work activities in a team environment with enterprise or specific sector 1.2 Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1 Standard operating and/or other workplace procedures 2.2 Job procedures 2.3 Machine/equipment manufacturer's specifications and instructions 2.4 Organizational or external personnel 2.5 Client/supplier instructions 2.6 Quality standards 2.7 OHS and environmental standards
3. Workplace context	3.1 Work procedures and practices 3.2 Conditions of work environments 3.3 Legislation and industrial agreements 3.4 Standard work practice including the storage, safe handling and disposal of chemicals 3.5 Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Operated in a team to complete workplace activity 1.2 Worked effectively with others 1.3 Conveyed information in written or oral form 1.4 Selected and used appropriate workplace language 1.5 Followed designated work plan for the job 1.6 Reported outcomes
2. Required Knowledge	2.1 Communication process 2.2 Team structure 2.3 Team roles 2.4 Group planning and decision making
3. Required Skills	3.1 Communicate appropriately, consistent with the culture of the workplace
4. Resource Implications	The following resources MUST be provided: 4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2 Materials relevant to the proposed activity or tasks
5. Methods of Assessment	Competency may be assessed through: 5.1 Observation of the individual member in relation to the work activities of the group 5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
6. Context for Assessment	6.1 Competency may be assessed in workplace or in a simulated workplace setting 6.2 Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : **PRACTICE CAREER PROFESSIONALISM**

UNIT CODE : **500311107**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance *evaluation* 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 *Resources* are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
3. Maintain professional growth and development	3.1 *Trainings and career opportunities* are identified and availed of based on job requirements 3.2 *Recognitions* are sought/received and demonstrated as proof of career advancement 3.3 *Licenses and/or certifications* relevant to job and career are obtained and renewed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests

2. Resources	2.1 Human
	2.2 Financial
	2.3 Technology
	    2.3.1 Hardware
	    2.3.2 Software

3. Trainings and career opportunities	3.1 Participation in training programs
	    3.1.1 Technical
	    3.1.2 Supervisory
	    3.1.3 Managerial
	    3.1.4 Continuing Education
	3.2 Serving as Resource Persons in conferences and workshops

4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Attained job targets within key result areas (KRAs) 1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation 1.3 Completed trainings and career opportunities which are based on the requirements of the industries 1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
2. Required Knowledge	2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.) 2.2 Company policies 2.3 Company-operations, procedures and standards 2.4 Fundamental rights at work including gender sensitivity 2.5 Personal hygiene practices
3. Required Skills	3.1 Appropriate practice of personal hygiene 3.2 Intra and Interpersonal skills 3.3 Communication skills
4. Resource Implications	The following resources **MUST** be provided: 4.1 Workplace or assessment location 4.2 Case studies/scenarios
5. Methods of Assessment	Competency may be assessed through: 5.1 Portfolio Assessment 5.2 Interview 5.3 Simulation/Role-plays 5.4 Observation 5.5 Third Party Reports 5.6 Exams and Tests
6. Context of Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : **PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES**

UNIT CODE : **500311108**

UNIT DESCRIPTOR : This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 **Safety regulations** and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 **Hazards/risks** in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 **Contingency measures** during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 **Personal protective equipment (PPE)** is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol
4. Maintain OHS awareness	4.1 **Emergency-related drills and trainings** are participated in as per established organization guidelines and procedures 4.2 **OHS personal records** are completed and updated in accordance with workplace requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations

2. Hazards/Risks	May include but are not limited to:
	2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation
	2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects
	2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors
	2.4 Ergonomics
	    2.4.1 Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles
	    2.4.2 Physiological factors – monotony, personal relationship, work out cycle

3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 Calling emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Explained clearly established workplace safety and hazard control practices and procedures
	1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures
	1.3 Recognized contingency measures during workplace accidents, fire and other emergencies
	1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV.
	1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace
	1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices
	1.7 Completed and updated OHS personal records in accordance with workplace requirements
2. Required Knowledge	2.1 OHS procedures and practices and regulations
	2.2 PPE types and uses
	2.3 Personal hygiene practices
	2.4 Hazards/risks identification and control
	2.5 Threshold Limit Value -TLV
	2.6 OHS indicators
	2.7 Organization safety and health protocol
	2.8 Safety consciousness
	2.9 Health consciousness
3. Required Skills	3.1 Practice of personal hygiene
	3.2 Hazards/risks identification and control skills
	3.3 Interpersonal skills
	3.4 Communication skills
4. Resource Implications	The following resources must be provided:
	4.1 Workplace or assessment location
	4.2 OHS personal records
	4.3 PPE
	4.4 Health records
5. Methods of Assessment	Competency may be assessed through:
	5.1 Portfolio Assessment
	5.2 Interview
	5.3 Case Study/Situation
6. Context for Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT OF COMPETENCY : **DEVELOP AND UPDATE INDUSTRY KNOWLEDGE**

UNIT CODE : **TRS311201**

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitude required to access, increase and update industry knowledge. It includes seek information on the industry and update industry knowledge

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables	
1. Seek information on the industry	1.1	***Sources of information*** on the industry are correctly identified and accessed
	1.2	***Information to assist effective work performance*** is obtained in line with job requirements
	1.3	Specific information on sector of work is accessed and updated
	1.4	Industry information is correctly applied to day-to-day work activities
2. Update industry knowledge	2.1	Informal and/or formal research is used to update general knowledge of the industry
	2.2	Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information sources	May include: 1.1 media 1.2 reference books 1.3 libraries 1.4 unions 1.5 industry associations 1.6 industry journals 1.7 internet 1.8 personal observation and experience

2. Information to assist effective work performance	May include:
	2.1 different sectors of the industry and the services available in each sector
	2.2 relationship between tourism and hospitality
	2.3 relationship between the industry and other industries
	2.4 industry working conditions
	2.5 legislation that affects the industry
	    2.5.1 liquor
	    2.5.2 health and safety
	    2.5.3 hygiene
	    2.5.4 gaming
	    2.5.5 workers compensation
	    2.5.6 consumer protection
	    2.5.7 duty of care
	    2.5.8 building regulations
	2.6 trade unions environmental issues and requirements
	2.7 industrial relations issues and major organizations
	2.8 career opportunities within the industry
	2.9 work ethic required to work in the industry and industry expectations of staff
	2.10 quality assurance

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate/ trainee : 1.1 Knew key sources of information on the industry 1.2 Updated industry knowledge 1.3 Accessed and used industry information
2. Required Knowledge	2.1 Overview of quality assurance in the industry 2.2 Role of individual staff members 2.3 Industry information sources
3. Required Skills	3.1 Time management 3.2 Ready skills needed to access industry information 3.3 Basic competency skills needed to access the internet
4. Resource Implications	The following resources should be provided: 4.1 Sources of information on the industry 4.2 Industry knowledge
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Interview/questions 5.2 Practical demonstration 5.3 Portfolio of industry information related to trainee's work
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY :   OBSERVE WORKPLACE HYGIENE PROCEDURES

UNIT CODE   :   TRS311202

UNIT DESCRIPTOR   :   This unit of competency deals with the knowledge, skills and attitudes in observing workplace hygiene procedures. It includes following hygiene procedures and identifying and preventing hygiene risks.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Follow hygiene procedures	1.1 Workplace ***hygiene procedures*** are implemented in line with enterprise and legal requirements 1.2 Handling and storage of items are undertaken in line with enterprise and legal requirements
2. Identify and prevent hygiene risks	2.1 Potential ***hygiene risks*** are identified in line with enterprise procedures 2.2 Action to ***minimize*** and ***remove risks*** are taken within scope of individual responsibility of enterprise/legal requirements 2.3 Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hygiene procedures	May include : 1.1 safe and hygienic handling of food and beverage 1.2 regular hand washing 1.3 correct food storage 1.4 appropriate and clean clothing 1.5 avoidance of cross-contamination 1.6 safe handling disposal of linen and laundry 1.7 appropriate handling and disposal of garbage 1.8 cleaning and sanitizing procedures 1.9 personal hygiene

2. Hygiene risk	May include:
	2.1 bacterial and other contamination arising from poor handling of food
	2.2 inappropriate storage of foods
	2.3 storage at incorrect temperatures
	2.4 foods left uncovered
	2.5 poor personal hygiene practices
	2.6 poor work practices
	    2.6.1 cleaning
	    2.6.2 housekeeping
	    2.6.3 food handling
	    2.6.4 vermin
	    2.6.5 airborne dust
	2.7 cross-contamination through cleaning inappropriate cleaning practices
	2.8 inappropriate handling of potentially infectious linen
	2.9 contaminated wastes such as blood and body secretions
	2.10 disposal of garbage and contaminated or potentially contaminated wastes

3. Minimizing or removing risk	May include: 3.1 auditing staff skills and providing training 3.2 ensuring policies and procedures are followed strictly 3.3 audits or incidents with follow up actions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment required evidence that the candidate :
	1.1 Followed hygiene procedures
	1.2 Identified and responded to hygiene risk
	1.3 Practiced personal grooming and hygiene
2. Required Knowledge	2.1 Typical hygiene and control procedures in the hospitality and tourism industries
	2.2 Overview of legislation and regulation in relation to food handling, personal and general hygiene
	2.3 Knowledge on factors which contribute to workplace hygiene problems
	2.4 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross-infection
	2.5 Sources of and reasons for food poisoning
3. Required Skills	3.1 Ability to follow correct procedures and instructions
	3.2 Ability to handle operating tools/ equipment
	3.3 Application to hygiene principles
4. Resource Implications	The following resources should be provided:
	4.1 Hygiene procedures, actual or simulated workplace, products used in hotel/restaurant /tourism workplace
5. Methods of Assessment	Competency in this unit must be assessed through:
	5.1 Written examination
	5.2 Practical demonstration
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)
	6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY :   PERFORM COMPUTER OPERATIONS

UNIT CODE   :   TRS311203

UNIT DESCRIPTOR   :   This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which includes inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Plan and prepare for task to be undertaken	1.1 Requirements of task are determined 1.2 Appropriate *hardware* and *software* is selected according to task assigned and required outcome 1.3 Task is planned to ensure *OH & S guidelines* and procedures are followed
2. Input data into computer	2.1 Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3 Inputted data are stored in *storage media* according to requirements 2.4 Work is performed within *ergonomic guidelines*
3. Access information using computer	3.1 Correct program/application is selected based on job requirements 3.2 Program/application containing the information required is accessed according to company procedures 3.3 *Desktop icons* are correctly selected, opened and closed for navigation purposes 3.4 Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards
4. Produce/output data using computer system	4.1 Entered data are processed using appropriate software commands 4.2 Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Files and data are transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor *maintenance* and replacement of consumables are implemented 5.2 Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures 5.3 Basic file maintenance procedures are implemented in line with the standard operating procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and peripheral devices	May include: 1.1 Personal computers 1.2 Networked systems 1.3 Communication equipment 1.4 Printers 1.5 Scanners 1.6 Keyboard 1.7 Mouse
2. Software	May include: 2.1 Word processing packages 2.2 Data base packages 2.3 Internet 2.4 Spreadsheets
3. OH & S guidelines	May include: 3.1 OHS guidelines 3.2 Enterprise procedures
4. Storage media	May include: 4.1 diskettes 4.2 CDs 4.3 zip disks 4.4 hard disk drives, local and remote
5. Ergonomic guidelines	May include: 5.1 Types of equipment used 5.2 Appropriate furniture 5.3 Seating posture 5.4 Lifting posture 5.5 Visual display unit screen brightness
6. Desktop icons	May include: 6.1 directories/folders 6.2 files 6.3 network devices 6.4 recycle bin
7. Maintenance	May include: 7.1 Creating more space in the hard disk 7.2 Reviewing programs 7.3 Deleting unwanted files 7.4 Backing up files 7.5 Checking hard drive for errors 7.6 Using up to date anti-virus programs 7.7 Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1. Critical aspect of Competency	Assessment requires evidence that the candidate: 1.1 Selected and used hardware components correctly and according to the task requirement 1.2 Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3 Produced accurate and complete data in accordance with the requirements 1.4 Used appropriate devices and procedures to transfer files/data accurately 1.5 Maintained computer system
2. Required Knowledge	2.1 Basic ergonomics of keyboard and computer use 2.2 Main types of computers and basic features of different operating systems 2.3 Main parts of a computer 2.4 Storage devices and basic categories of memory 2.5 Relevant types of software 2.6 General security 2.7 Viruses 2.8 OH & S principles and responsibilities 2.9 Calculating computer capacity
3. Required Skills	3.1 Reading skills required to interpret work instruction 3.2 Communication skills
4. Resource Implications	The following resources should be provided: 4.1 Computer hardware with peripherals 4.2 Appropriate software
5. Methods of Assessment	The assessor may select two of the following assessment methods to objectively assess the candidate: 5.1 Observation 5.2 Questioning 5.3 Practical demonstration
6. Context for Assessment	6.1 Assessment may be conducted in the workplace or in a simulated environment

UNIT OF COMPETENCY : PERFORM WORKPLACE AND SAFETY PRACTICES

UNIT CODE   : TRS311204

UNIT DESCRIPTOR   : This unit of competency deals with the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal presentation standards.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Follow workplace procedures for health, safety and security practices	1.1 Correct *health, safety and security procedures* are followed in line with legislation, regulations and enterprise procedures 1.2 *Breaches* of health, safety and security procedures are identified and reported in line with enterprise procedure 1.3 Suspicious behavior or unusual occurrence are reported in line with enterprise procedure
2. Deal with emergency situations	2.1 *Emergency* and potential emergency situations are recognized and appropriate action are taken within individual's scope of responsibility 2.2 Emergency procedures are followed in line with enterprise procedures 2.3 Assistance is sought from colleagues to resolve or respond to emergency situations 2.4 Details of emergency situations are reported in line with enterprise procedures
3. Maintain safe personal presentation standards	3.1 Safe personal standards are identified and followed in line with enterprise requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Health, safety and security procedures	May include: 1.1 use of personal protective clothing and equipment 1.2 safe posture including sitting, standing, bending 1.3 manual handling including lifting, transferring 1.4 safe work techniques including knives and equipment, handling hot surfaces, computers and electronic equipment 1.5 safe handling of chemicals, poisons and dangerous materials 1.6 ergonomically sound furniture and work stations 1.7 emergency fire and accident 1.8 hazard identification and control 1.9 security of documents, cash, equipment, people 1.10 key control systems
2. Breaches of procedure	May include: 2.1 loss of keys 2.2 strange or suspicious persons 2.3 broken or malfunctioning equipment 2.4 loss of property, goods or materials 2.5 damaged property or fittings 2.6 lack of suitable signage when required 2.7 lack of training on health and safety issues 2.8 unsafe work practices
3. Emergency	May include: 3.1 personal injuries 3.2 fire 3.3 electrocution 3.4 natural calamity i.e. earthquake/flood 3.5 criminal acts i.e. robbery

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with workplace safety, security and hygiene practices 1.4 Identified faults & problems and the necessary corrective action 1.5 Promoted public relation among others 1.6 Complied with quality standards 1.7 Responded to emergency situations in line with enterprise guidelines 1.8 Complied with proper dress code

2. Required Knowledge and Attitude	2.1 Communication
	   2.1.1 Interactive communication with others
	   2.1.2 Interpersonal skills
	   2.1.3 Good working attitude
	   2.1.4 Ability to work quietly; with cooperation; patience, carefulness, cleanliness and aesthetic values
	   2.1.5 Ability to focus on task at hand
	2.2 Systems, Processes and Operations
	   2.2.1 Workplace health, safety and security procedures
	   2.2.2 Emergency procedures
	   2.2.3 Personal presentation
	2.3 Safety Practices
	   2.3.1 Proper disposal of garbage
	   2.3.2 Practice safety measures
	   2.3.3 5S Implementation

3. Required Skills	3.1 Ability to make decision 3.2 Time management 3.3 Ability to offer alternative steps 3.4 Care in handling and operating equipment
4. Resource Implications	The following resources should be provided: 4.1 Procedures Manual on safety, security, health and emergency 4.2 Availability of tools, equipment, supplies and materials
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Written examination 5.2 Practical demonstration 5.3 Interview
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY :   PROVIDE EFFECTIVE CUSTOMER SERVICE

UNIT CODE   :   TRS311205

UNIT DESCRIPTOR   :   This unit of competency deals with the knowledge, skills and attitudes in providing effective customer service. It includes greeting customer, identifying customer needs, delivering service to customer, handling queries through telephone, fax machine, internet and email and handling complaints, evaluation and recommendation.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Greet customer	1.1 Guests are greeted in line with enterprise procedure 1.2 Verbal and non-verbal communications are appropriate to the given situation 1.3 ***Non verbal communication*** of customer is observed responding to customer 1.4 Sensitivity to ***cultural and social differences*** is demonstrated
2. Identify customer needs	2.1 Appropriate ***interpersonal skills*** are used to ensure that customer needs are accurately identified 2.2 ***Customer needs*** are assessed for urgency so that priority for service delivery can be identified 2.3 Customers are provided with information 2.4 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor
3. Deliver service to customer	3.1 Customer needs are promptly attended to in line with ***enterprise procedure*** 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle queries through telephone, fax machine, internet and email	4.1 Use telephone, computer, fax machine, internet efficiently to determine customer requirements 4.2 Queries/ information are recorded in line with enterprise procedure 4.3 Queries are acted upon promptly and correctly in line with enterprise procedure
5. Handle complaints, evaluation and recommendations	5.1 Guests are greeted with a smile and eye-to-eye contact 5.2 Responsibility for resolving the complaint is taken within limit of responsibility 5.3 Nature and details of complaint are established and agreed with the customer 5.4 Appropriate action is taken to resolve the complaint to the customers satisfaction wherever possible

RANGE OF VARIABLES

VARIABLE	RANGE
1. Non-verbal communication	May include: 1.1 body language 1.2 dress and accessories 1.3 gestures and mannerisms 1.4 voice tonality and volume 1.5 use of space 1.6 culturally specific communication customs and practices
2. Cultural and social differences	May include: 2.1 modes of greeting, farewelling and conversation 2.2 body language/ use of body gestures 2.3 formality of language
3. Interpersonal skills	May include: 3.1 interactive communication 3.2 public relation 3.3 good working attitude 3.4 sincerity 3.5 pleasant disposition 3.6 effective communication skills
4. Customer needs	May include : 4.1 those with a disability 4.2 those with special cultural or language needs 4.3 unaccompanied children 4.4 parents with young children 4.5 pregnant women 4.6 single women
5. Enterprise procedure	May include : 5.1 modes of greeting and farewell 5.2 addressing the person by name 5.3 time-lapse before a response 5.4 style manual requirements 5.5 standard letters and proforma

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with occupational, health and safety practices 1.4 Promoted public relation among others 1.5 Complied with service manual standards 1.6 Demonstrated familiarity with company facilities, products and services 1.7 Applied company rules and standards 1.8 Applied telephone ethics 1.9 Applied correct procedure in using telephone, fax machine, internet 1.10 Handled customer complaints

2. Required Knowledge and Attitude	2.1 Communication
	    2.1.1 Interactive communication with others
	    2.1.2 Interpersonal skills/ social graces with sincerity
	2.2 Safety Practices
	    2.2.1 Safe work practices
	    2.2.2 Personal hygiene
	2.3 Attitude
	    2.3.1 Attentive, patient and cordial
	    2.3.2 Eye-to-eye contact
	    2.3.3 Maintain teamwork and cooperation
	2.4 Theory
	    2.4.1 Selling/upselling techniques
	    2.4.2 Interview techniques
	    2.4.3 Conflict resolution
	    2.4.4 Communication process
	    2.4.5 Communication barriers

3. Required Skills	3.1 Effective communication skills 3.2 Non-verbal communication - body language 3.3 Good time management 3.4 Ability to work calmly and unobtrusively effectively 3.5 Ability to handle telephone inquiries and conversations 3.6 Correct procedure in handling telephone inquiries 3.7 Proper way of handling complaints
4. Resource Implications	The following resources should be provided: 4.1 Availability of telephone, fax machine, internet, etc. 4.2 Availability of data on projects and services; tariff and rates, promotional activities in place etc. 4.3 Availability of office supplies
5. Methods of Assessment	Competency in this unit must be assessed through: 5.1 Written examination 5.2 Practical demonstration
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

CORE COMPETENCIES

UNIT OF COMPETENCY : **PREPARE ESPRESSO**

UNIT CODE : **TRS311399**

UNIT DESCRIPTOR : This unit deals with the knowledge and skills of preparing the perfect shot of espresso based on the parameters provided herein.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Set up and prepare machine and equipment	1.1 Cups are pre-heated in accordance with enterprise standards. 1.2 Portafilter is wiped clean and dry before dosing. 1.3 *Grind of coffee* is checked. 1.4 Enough coffee is ground for the shot of espresso 1.5 Drip tray is cleaned and dried. 1.6 *Rags* are prepared and used properly.
2. Dose and Tamp Coffee	2.1 The *appropriate amount of ground coffee* is dosed in the portafilter. 2.2 *Appropriate amount of pressure* is applied to tamp the ground beans 2.3 Ground coffee is tamped evenly. 2.4 *Portafilter* sides and spouts are wiped and cleaned before inserting to the brew head 2.5 Spillage and wastage of ground beans are minimized during dosing and grinding.
3. Extract espresso	3.1 Group head is flushed before inserting the portafilter 3.2 Portafilter is inserted and coffee is brewed immediately 3.3 *Volume* of espresso is checked 3.4 *Extraction time* of shot is monitored. 3.5 Crema of shot is inspected. 3.6 Espresso is served or used in a beverage immediately

RANGE OF VARIABLES

VARIABLE	RANGE
1. Grind of coffee	May include: 1.1 Course 1.2 Medium 1.3 Fine 1.4 Pulverized
2. Rags	May include: 2.1 For portafilter basket 2.2 Steam wand 2.3 Drip tray 2.4 Cups
3. Appropriate amount of ground coffee	May be between 7-9 grams for single shot and 14-18 grams for a double shot
4. Appropriate amount of pressure	May be between 30-50 lbs pressure
5. Portafilter	May include: 5.1 Single spout portafilter 5.2 Double spout portafilter 5.3 Blind portafilter
6. Volume of espresso shot	Volume of a shot of espresso may be between .85- 1.2 ounce (25-35ml)
7. Extraction time	Extraction time of shots is between 20-30 seconds

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate 1.1 Pre-heated cups before making the shot of espresso 1.2 Wiped the portafilter clean and dry before dosing 1.3 Dosed the correct amount and tamped coffee properly 1.4 Wiped and cleaned portafilter sides and spouts before inserting to the brew head 1.5 Flushed the group head before inserting the portafilter 1.6 Inserted portafilter and brewed coffee immediately 1.7 Checked volume of espresso 1.8 Monitored extraction time of shot. 1.9 Inspected the crema of the espresso. 1.10 Served or used the espresso immediately
2. Required Knowledge	2.1 Types of coffee grind 2.2 Types of commercially viable coffee beans 2.3 Roast levels 2.4 Espresso extraction 2.5 Parts of an espresso 2.6 Espresso machine parts
3. Required Skills	3.1 Grinder calibration 3.2 Dosing and tamping 3.3 Extracting a perfect shot of espresso
4. Resource Implications	The following resources should be provided: 4.1 Commercial espresso machine 4.2 Institutional coffee grinder 4.3 Coffee beans 4.4 Coffee bar tools and supplies (tamper, brush etc.)
5. Methods of Assessment	Competency in this unit may be assessed through : 5.1 Written and/or oral questions to test candidate's knowledge on coffee beans, types of grind, espresso extraction etc 5.2 Practical/Demonstration on extracting a perfect shot of espresso.
6. Context of Assessment	Assessment must be conducted in 6.1 Workplace or simulated environment or 6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY **:** **TEXTURE MILK**

UNIT CODE **:** **TRS3113100**

UNIT DESCRIPTOR **:** This unit covers the skills and knowledge required to steam milk which is essential in the preparation of espresso-based beverages with milk like cappuccino and latte. It covers the two stages of steaming milk: foaming and heating, at the desired temperature and consistency.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Prepare milk and equipment	1.1 Milk is chilled in accordance to appropriate temperature. 1.2 Adequate amount of milk is measured according to the kind of drink to be prepared. 1.3 Correct (size of) ***steaming pitcher*** is ***selected*** in accordance with enterprise standards 1.4 Steaming pitcher is chilled in accordance to appropriate temperature. 1.5 Steam wand is flushed to remove condensed water. 1.6 Steam wand is wiped before steaming. 1.7 Rags for the steam wand are kept clean and moist
2. Foam milk	2.1 Steam wand is positioned at the right depth of the milk. 2.2 Full steam is applied when introducing air into the milk. 2.3 The sound of air being drawn into the milk is judged/evaluated thru the hissing sound. 2.4 Milk is stretched according to the desired ***volume of foam.*** 2.5 Milk is converted into microfoam.
3. Steam milk	3.1 Steam wand is angled as appropriate to create a whirlpool effect. 3.2 Milk is spun to achieve the desired ***consistency***. 3.3 Milk is steamed at the ***ideal temperature*** for immediate consumption. 3.4 Steam wand is shut off some 5 degrees before the desired temperature. 3.5 Steam wand is flushed and wiped after steaming. 3.6 Big bubbles are removed by swirling and knocking the pitcher on the counter.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Steaming pitcher	Size may include: 1.1 10 oz 1.2 12 oz 1.3 20 oz 1.4 32 oz
2. Selection factors	May include but not limited to: 2.1 Amount of milk 2.2 Steam pressure/steam capacity of machine 2.3 Steam wand tip
3. Desired volume of foam	Volume of milk would have expanded to about: 3.1 1/3 of original volume for latte and 3.2 Doubled for cappuccino
4. Desired consistency	4.1 Silky 4.2 Velvety 4.3 Pouring consistency 4.4 Naturally sweet 4.5 Glossy 4.6 Microfoam bubbles
5. Ideal temperature	Ideal temperature for steaming milk is between 140 to 160 degrees Fahrenheit

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate. 1.1 Measured the adequate amount of milk according to the kind of drink to be prepared. 1.2 Used chilled milk. 1.3 Selected the correct size of steaming pitcher 1.4 Flushed and wiped the steam wand before and after steaming milk 1.5 Kept rags clean and moist. 1.6 Listened to the sound of air being drawn into the milk. 1.7 Stretched the milk according to the desired volume of foam. 1.8 Steamed the milk to its desired texture 1.9 Steamed the milk at the ideal temperature.
2. Required Knowledge	2.1 Milk types and Chemistry of milk 2.2 Espresso machine parts 2.3 Milk based coffee beverages
3. Required Skills	3.1 Milk texturing and steaming
4. Resource Implications	The following resources should be provided: 4.1 Commercial espresso machine 4.2 Institutional coffee grinder 4.3 Coffee beans 4.4 Coffee bar tools and supplies (tamper, steaming pitcher etc.) 4.5 Milk 4.6 Chiller/ref or ice box with ice
5. Methods of Assessment	Competency in this unit may be assessed through : 5.1 Written and/or oral questions to test candidate's knowledge on the step by step procedure of steaming milk; chemistry or composition of milk; its effect on the texture and sweetness of the steamed milk etc. 5.2 Practical/Demonstration on steaming milk
6. Context of Assessment	Assessment must be conducted in 6.1 Workplace or simulated environment or 6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY **:** **PREPARE AND SERVE COFFEE BEVERAGES**

UNIT CODE **:** **TRS3113101**

UNIT DESCRIPTOR **:** This unit covers the skills and knowledge required in the preparation of standard coffee beverages, both hot and cold using the espresso machine and the other brewing methods like syphon, pour over and French press.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables	
1. Take orders of guests	1.1	Orders are taken and verified with guests or dining service crew.
	1.2	Recommendations are offered to the guest on selection of coffee beverages.
	1.3	*General information about the coffee beans* are provided to guests
	1.4	*Mise-en-place for coffee service* is completed according to establishment's standards and procedures.
2. Prepare espresso-based beverages	2.1	*Hot and cold espresso-based beverages* are prepared according to standard recipes of the establishments.
	2.2	Only *good/perfect shots of espresso* are served or used in the beverages.
	2.3	Appropriate *cups/glasses* and accessories are selected according to the beverage ordered.
	2.4	Espresso beverages are served immediately.
3. Prepare and serve brewed coffee	3.1	Brewed coffee is prepared according to the *brewing method* desired by the guest.
	3.2	Coffee is brewed according to ideal brewing time of the method
	3.3	Coffee beans are weighed or measured according to brewing method.
	3.4	Brewed coffee is served immediately.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Coffee beans information	May include : 1.1 Variety 1.2 Origin 1.3 Coffee Blend 1.4 Roast level 1.5 Coffee grind
2. Mis-en-place	May include: 2.1 Preparing machine or brewing equipment 2.2 Setting cups, saucers, accessories 2.3 Supplies/condiments
3. Hot and cold espresso-based beverages	May include: **Hot** 3.1 Espresso 3.2 Americano 3.3 Cappuccino 3.4 Café Latte 3.5 Café Mocha **Cold** 3.6 Mocha Frappe 3.7 Ice Café Latte 3.8 Iced Café Mocha
4. Perfect shot of espresso	4.1 Espresso shot within the parameters: 4.2 Amount of ground coffee: Between 7-9 grams 4.3 Volume: .Between 25-35 ml 4.4 Water temperature: Between 195-205 degrees F 4.5 Atm pressure: Between 9-10 bars 4.6 Extraction time: 20-30 seconds
5. Coffee cups/glasses	May include: 5.1 Espresso cups/demitasse 5.2 Cappuccino cups 5.3 Latte cups 5.4 Irish glass 5.5 Parfait
6. Brewing method	May include: 6.1 French Press/Plunger 6.2 Syphon 6.3 Pourover

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate 1.1 Provided general information about the coffee beans to the guest 1.2 Prepared hot and cold espresso-based beverages 1.3 Served beverages immediately 1.4 Brewed coffee with the used of the different brewing methods
2. Required Knowledge	2.1 Coffee growing countries 2.2 Coffee varieties 2.3 Basic espresso beverages 2.4 Brewing methods
3. Required Skills	3.1 Extracting espresso 3.2 Brewing coffee
4. Resource Implications	The following resources should be provided: 4.1 Commercial espresso machine 4.2 Institutional coffee grinder 4.3 Coffee beans 4.4 Coffee bar tools and supplies 4.5 Milk 4.6 Brewing equipment
5. Methods of Assessment	Competency in this unit may be assessed through : 5.1 Written and/or oral questions to test candidate's knowledge on espresso and espresso based beverages; brewing methods 5.2 Practical/Demonstration on preparing the basic espresso-based beverages and brewing coffee using the different brewing methods
6. Context of Assessment	Assessment must be conducted in 6.1 Workplace or simulated environment or 6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY **:** **PERFORM BASIC MAINTENANCE OF MACHINES AND EQUIPMENT**

UNIT CODE **:** **TRS3113102**

UNIT DESCRIPTOR **:** This unit deals with the knowledge and skills required in the regular maintenance of the espresso machine and other coffee equipment including cleaning and standard operating procedures that must be performed before and after operating the machines and equipment.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Maintain espresso machine	1.1 Backflushing of espresso is performed according to the type of machine. 1.2 Group head, gasket and porta filters are checked regularly. 1.3 Clean hot water is poured to the drip tray. 1.4 Steam wand is cleaned and wiped with a clean and moist rag. 1.5 Appropriate **food grade cleaning chemical** is used to backflush and descale espresso machine 1.6 Porta filer and baskets are soaked in hot water to remove oils. 1.7 Group head and screen are brushed at the end of the day. 1.8 Water softener filter is checked regularly. 1.9 Suitable **cleaning tools and materials** are used to perform maintenance procedures of the machine.
2. Clean doser grinder	2.1 Grounds are brushed off from the bottom and exterior part of the grinder 2.2 Bean hopper is wiped with clean cloth or paper towel or washed in warm water 2.3 The doser chamber or compartment (especially the chute area) is brushed out. 2.4 **Grinder blades** are checked regularly.
3. Care of small brewing devices	3.1 Small brewers are cleaned right after use in accordance with enterprise standards. 3.2 Small brewers are wiped dried before storage in accordance with enterprise standards. 3.3 Small brewers are stored in their proper places in accordance with enterprise standards. 3.4 Ceramics and glass brewers are washed and soaped after use in accordance with enterprise standards. 3.5 Filters of the small brewing apparatuses are checked for **damages**.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Food grade cleaning chemical	May include: 1.1 Capsule form 1.2 Powder form 1.3 Tablet form
2. Cleaning tools and materials	May include : 2.1 Grinder brush 2.2 Stiff bristle toothbrush 2.3 Screwdrivers 2.4 Cleaning espresso machine chemical 2.5 Lint-free cloth/rags
3. Grinder blades	May include: 3.1 Flat burrs 3.2 Conical burrs 3.3 Blades
4. Damages	May include: 4.1 Holes 4.2 Tears 4.3 Clogs 4.4 Worn out

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate 1.1 Demonstrated the steps and procedures of backflushing 1.2 Provided information about the parts if the espresso and doser grinder 1.3 Demonstrated screwing and unscrewing back group head screen 1.4 Separated and put parts back of espresso grinder
2. Required Knowledge	2.1 Different types of coffee machines and grinders 2.2 Machine parts 2.3 Grinder parts 2.4 Backflush 2.5 Basic maintenance and trouble shooting
3. Required Skills	3.1 Backflushing
4. Resource Implications	The following resources should be provided: 4.1 Commercial espresso machine 4.2 Institutional coffee grinder 4.3 Cleaning tools and materials 4.4 Cleaning chemical
5. Methods of Assessment	Competency in this unit may be assessed through : 5.1 Written and/or oral questions to test candidate's knowledge on espresso cleaning and maintenance 5.2 Practical/demonstration on backflushing and cleaning of group head.
6. Context of Assessment	Assessment must be conducted in 6.1 Workplace or simulated environment or 6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY **:** **PERFORM BASIC CASHIERING AND GENERAL CONTROL PROCEDURES**

UNIT CODE **:** **TRS3113103**

UNIT DESCRIPTOR **:** This unit deals with the know ledge and skills required to perform basic cashiering function as well as carry out general control procedures including stock/inventory control.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Operate Electronic Cash register (ECR) or Point of sales system (POS)	1.1 ***ECR or POS is prepared*** before operation following standard procedures 1.2 ***Business transactions*** are entered and recorded in accordance with enterprise standards. 1.3 ***Reports*** are generated at the end of the shift in accordance with enterprise standards. 1.4 New item data are entered into the system in accordance with enterprise standard operating procedures. 1.5 Back up data base are made in accordance with enterprise standards.
2. Receive payments	2.1 Cash is received and counted in accordance with enterprise accounting procedures. 2.2 Change is given and counted in front of the guest in accordance with enterprise accounting procedures. 2.3 Receipts/tapes are printed out and given to guest in accordance with enterprise accounting procedures.
3. Handle Change Funds and Petty Cash	3.1 Cash funds are secured in accordance with enterprise standard procedures 3.2 Cash count reports are prepared in accordance with enterprise standard procedures. 3.3 Expenses are monitored and recorded in accordance with enterprise standard procedures.
4. Maintain par stock of items	4.1 Beginning and ending inventory are conducted before and after operations in accordance with enterprise inventory procedures 4.2 ***Stocks*** are requested according to enterprise standard procedures 4.3 Issued stock items are checked against requisition documents in accordance with enterprise procedures 4.4 Stock levels are monitored in accordance with par stocking procedures.

RANGE OF VARIABLES

VARIABLE	RANGE
1. ECR or POS is prepared	May include: 1.1 Turning on machine and checking peripherals 1.2 Acquire opening reading or reset of machine 1.3 Put cash (cash fund) into the cash tray
2. Business Transactions	May include: 2.1 ordering 2.2 Receiving 2.3 Invoicing 2.4 Sales
3. Reports	May include: 3.1 Inventory 3.2 Spoilage 3.3 Void 3.4 Sales
4. Stocks	May include: 4.1 Coffee beans 4.2 Milk 4.3 Sugar 4.4 Bar supplies 4.5 Flavored Syrups

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate 1.1 Demonstrated knowledge on the operation of POS or ECR 1.2 Accomplished reports 1.3 Followed procedures in daily sales reporting 1.4 Followed procedures in securing cash and inventory
2. Required Knowledge	2.1 Standard POS features 2.2 Policies and procedures related to cash handling 2.3 Benefits/uses of POS 2.4 Par stock 2.5 Inventory control
3. Required Skills	3.1 Computer skills 3.2 Accounting skills 3.3 Stocking skills 3.4 Operating ECR or POS
4. Resource Implications	The following resources should be provided: 4.1 POS 4.2 Sales reports.forms 4.3 Order slips
5. Methods of Assessment	Competency in this unit may be assessed through : 5.1 Written and/or oral questions to test candidate's knowledge on POS system 5.2 Practical/demonstration on simulated business transaction.
6. Context of Assessment	Assessment must be conducted in 6.1 Workplace or simulated environment or 6.2 TESDA accredited assessment center/venue

SECTION 3 TRAINING STANDARDS

These guidelines are set to provide the Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **BARISTA NC II**.

The guidelines include information on curriculum design, training delivery, trainee entry requirements, tools and equipment, training facilities, and trainer's qualification among others.

3.1   CURRICULUM DESIGN

Course Title: **Barista**   **NC Level: NC II**

Nominal Training Duration: 18 Hrs. (Basic)
                                                 18 Hrs. (Common)
                                                 142 Hrs. (Core)

Course Description:

This course is designed to enhance the knowledge, skills and attitude in **BARISTA NC II** in accordance with industry standards. It covers core competencies on preparing espresso, texture milk, prepare and serve coffee beverages, perform basic maintenance of machines and equipment and perform basic cashiering and general control procedures..

BASIC COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information 1.2 Complete relevant work related documents 1.3 Participate in workplace meeting and discussion	Group Discussion Interaction	• Demonstration • Observation • Interviews/ Questioning
2. Work in a team environment	2.1 Describe and identify team role and responsibility in a team 2.2 Describe work as a team member	Discussion Interaction	• Demonstration • Observation • Interviews/ Questioning
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals 3.2 Set and meet work priorities 3.3 Maintain professional growth and development	Discussion Interaction	• Demonstration • Observation • Interviews/ questioning
4. Practice occupational health and safety	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness	Discussion Plant tour Symposium	• Observation • Interview

COMMON COMPETENCIES

Unit of Competency	Learning Outcomes		Methodology	Assessment Approach
1. Develop and update industry knowledge	1.1	Seek information on the industry	Lecture Group Discussion Individual/Group Assignment	Interviews/ Questioning Individual/Group Project or Report
	1.2	Update continuously relevant industry knowledge		
2. Observe workplace hygiene procedures	2.1	Follow hygiene procedures	Lecture Demonstration Role-play	Demonstration Written Examination Interviews/ Questioning
	2.2	Identify and prevent hygiene risk		
3. Perform computer operations	3.1	Plan and prepare task to be undertaken	Lecture Group Discussion Tutorial or self- pace	Interviews/ Questioning Demonstration Observation
	3.2	Input data into a computer		
	3.3	Assess information using computer		
	3.4	Produce/ output data using computer system		
	3.5	Maintain computer system		
4. Perform workplace and safety practices	1.1	Practice workplace procedures for health,safety and security practices	Lecture Demonstration Role-play Simulation	Demonstration Interviews/ Questioning Written Examination
	1.2	Deal with emergency situations		
	1.3	Maintain safe personal presentation standards		
5. Provide effective customer service	1.1	Greet customers	Lecture Demonstration Role-play Simulation	Demonstration Interviews/ Questioning Observation
	1.2	Identify customer needs		
	1.3	Deliver service to customer		
	1.4	Handle queries through telephone, fax machine, internet and email		
	1.5	Handle complaints, evaluation and recommendations		

CORE COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Prepare espresso	1.1 Set up and prepare machine and equipment 1.2 Dose and tamp coffee 1.3. Extract espresso	Lecture/ discussion Demonstration Hands-on Video viewing Picture/photos/ drawings	Written exercise/ Practical test Oral questioning Observation
2. Texture milk	2.1 Prepare milk and equipment 2.2 Foam milk 2.3 Texture milk	Lecture/ discussion Demonstration Hands-on/ Practice sessions Video viewing Picture/photos/ drawings	Practical test/simulation Observation Oral questioning Portfolio
3. Prepare and serve coffee beverages	3.1 Take orders of guests 3.2 Prepare espresso based beverages 3.3 Prepare and serve brewed coffee	Lecture/ discussion Demonstration Hands-on/ Practice sessions Video viewing Picture/photos/ drawings	Written test Practical test/simulation Observation Oral questioning Portfolio
4. Perform Basic Maintenance on Machines and Equipment	4.1 Maintain espresso machine 4.2 Clean doser grinder 4.3 Care of small brewing devices	Lecture/ discussion Demonstration Hands-on Picture/photos/ drawings	Practical test/simulation Observation Oral questioning
5. Perform Basic Cashiering and General Control Procedures	5.1 Operate Electronic Cash Register (ECR) or Point of Sales system (POS) 5.2 Receive payments 5.3 Handle change funds and Petty cash 5.4 Maintain par stocks of items	Lecture/ discussion Demonstration Hands-on/ Practice sessions Video viewing Picture/photos/ drawings	Practical test/simulation Observation Oral questioning Portfolio

3.2   TRAINING DELIVERY

The delivery of training should follow to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based on the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are Nationally Accredited

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended, thus, programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations
- Modular/self-paced learning is a competency-based training modality where the trainee is allowed to progress at his own pace. The trainer only facilitates the training delivery
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners
- Supervised industry training or on-the-job training is a training approach designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies

3.3   TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into this qualification should possess the following requirements:

- Must have completed a 10-year basic education
- Good in oral and written communication

3.4 LIST OF TOOLS, EQUIPMENT AND MATERIALS FOR BARISTA NC II

Recommended list of tools, equipment and materials for the training of 25 trainees for **Barista NC II.**

QTY	TOOLS	QTY	EQUIPMENT	QTY	MATERIALS
2	Hand tampers	1 2	2 - Group (semi-automatic commercial type espresso machine OR Single or 1-group semi-automatic commercial type espresso machine	25 kilos	Coffee beans (Fresh roasted whole)
3	Bar spoons			30 cases	Fresh milk
2	Tamping pads	1	Refrigerator or cooler for milk/cream	1 case	Liquid cream
1 set	Espresso cleaning tools (brushes)	1	Doser grinder (commercial type)	2 bottles	Assorted Flavored syrups with pumps
1	Cleaning chemical	1	Chiller/refrigerator	1 jar each	Assorted Fruit purees/sauces with pumps
1 set	Screw drivers	2	French Press	1 pack	stirrers
		2	Syphon	1 pack	straws
2	Thermometers w clip	3	Pourover/V60 Hand drip	30 pcs	Lint free rags (3 colors)
12	Shot glasses	1	Moka pot/stove top espresso maker	2	Whipped cream dispenser with nozzle
		1	Automatic drip coffee maker	2 boxes	Whipped cream charger
12	Demitasse cups with saucers	1	Table top stove; camping stove	1 pack	Paper filer
12	Cappuccino cups with saucers	1	Commercial blender with extra pitcher	1	Blind filter
12	Latte cups with saucers	2	Knock box	5	Round bar trays
6	20 oz steaming pitcher			2	Milk carafe
4	32 oz steaming pitcher	3	Hand stopwatches		
2	10 or 12 oz steaming pitcher			3	Squeeze bottles
1 doz	Demitasse teaspoons	2	3 in 1 Cocktail Shaker	2	Water pitcher
1 doz	teaspoons			2	Ice shovels
6	Water goblets			1	Cooler/chest box
12	Collins or Pilsner			2	All purpose tongs
6	Irish glass			1	Spatula

3.5   TRAINING FACILITIES

BARISTA NC II

Based on a class intake of 25 students/trainees.

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Lecture/Laboratory Area	5 x 10	50	50
Wash Room	2 x 5	10	10
Tool Room/Supply Room	5 x 4	20	20
Circulation Area	5 x 5	25	25
		Total Workshop Area :	**105**

3.6   TRAINER'S QUALIFICATIONS FOR TOURISM SECTOR

BARISTA NC II

TRAINER'S QUALIFICATIONS

- Must be a holder of National TVET Trainer Certificate (NTTC) Level I in Barista NC II
- Must have attended relevant upgrading barista trainings and seminars

3.7   INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1   To attain the National Qualification of **BARISTA NC II,** the candidate must demonstrate competence covering all the units listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

4.2   The qualification of **BARISTA NC II** may be attained through demonstration of competence through full-qualification assessment covering all the required core units of qualification.

4.3   Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

4.4   The following are qualified to apply for assessment and certification:

4.4.1 Graduates of formal, non-formal and informal including enterprise- based training programs
4.4.2 Experienced workers (wage employed or self employed)

4.5   The guidelines on assessment and certification are discussed in detail in the *"Procedures Manual on Assessment and Certification"* and *"Guidelines on the Implementation of the Philippine TVET Qualification and Certification System* **(PTQCS)".**

COMPETENCY MAP - TOURISM Sector
(Hotel and Restaurant)
BARISTA NC II

BASIC COMPETENCIES

Receive and respond to workplace communication	Work with others	Demonstrate work values	Practice housekeeping procedures	Participate in workplace communication	Work in a team environment	Practice career professionalism
Lead workplace communication	Lead small teams	Develop and practice negotiation skills	Solve problems related to work activities	Use mathematical concepts and techniques	Use relevant technologies	Practice occupational health and safety procedures
Utilize specialized communication skills	Develop teams and individuals	Apply problem solving techniques in the workplace	Collect, analyze and organize information	Plan and organize work	Promote environmental protection	

COMMON COMPETENCIES

Develop and update industry knowledge	Observe workplace hygiene procedures	Perform computer operations	Perform workplace and safety practices	Provide effective customer service
Roster staff	Control and order stock	Train small group	Establish and conduct business relationships	
Manage workplace diversity	Manage finances within a budget	Manage quality customer service	Conduct assessment	

CORE COMPETENCIES

Clean and maintain kitchen premises	Prepare poultry and game dishes	Select, prepare and serve specialty cuisine's	Manage facilities associated with commercial catering contracts	Direct and lead service team in the dining area/restaurant	Prepare and present gateaux, tortes and cakes	Provide accommodation reception services
Prepare stocks, sauces and soups	Prepare seafood dishes	Monitor catering revenue and costs	Plan the catering for an event or function	Oversee dining area operations	Prepare and display petits fours	Conduct night audit
Prepare appetizers	Prepare desserts	Establish and maintain quality control	Design menus to meet market needs	Oversee banquet and/or catering function	Present desserts	Provide club reception services
Prepare salads and dressings	Package prepared foodstuffs	Apply cook-chill-freeze production process	Develop a food safety program	Operate a food outlet	Clean bar areas	Provide porter services
Prepare sandwiches	Plan and prepare food for alla carte and buffets	Prepare foods according to dietary and cultural needs	Prepare the dining room/restaurant area for service	Prepare tenders for catering contracts	Provide housekeeping services to guests	
Prepare meat dishes	Plan and control menu-based catering	Transport and store food in a safe and hygienic manner	Provide preliminary dining room/restaurant service procedures	Develop a food safety program	Prepare and mix cocktails and non-alcoholic concoctions and hot drinks	Prepare rooms for guests
Prepare vegetable dishes	Organize bulk cooking operations	Apply catering control principles	Prepare food and beverage service to guests	Plan coffee shop layout, menu and storage (Coffee Shop)	Provide wine service	Clean premises
Prepare egg dishes	Prepare pates and terrines	Develop menus to meet special dietary and cultural needs	Provide room service	Prepare and produce bakery products	Receive and process reservations	Provide valet services
Prepare starch products	Plan, prepare and serve specialized food items	Select catering system	Receive and handle guest concerns	Prepare and produce pastry products	Operate a computerized reservations system	Launder linen and guest clothes
Texture Milk	Prepare and serve coffee beverages	Perform basic maintenance of machine and equipment	Perform basic cashiering and general control procedures	Receive and process reservations	Operate computerized reservations system	Provide accommodation reception services
Provide club reception services	Provide Concierge and bell services	Provide Cashiering Services				

Additional core competencies (right column):
- Plan and schedule routine maintenance, repairs and modifications
- Contribute to the implementation of emergency procedures
- Observe and monitor people
- Escort, carry and store valuable items
- Manage physical assets
- Manage stock purchases and inventory
- Provide for the safety of Very Important Persons (VIP)
- Provide a lost and found facility
- **Prepare Espresso**
- Conduct night audit

ACKNOWLEDGEMENTS