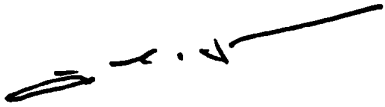


TESDA CIRCULAR

Subject: The Curriculum for BARISTA COURSE under the PGMA Training for Work Scholarship		Page 1 of 1 No. <u>53</u> Series of 2006
Date issued: 03, October 2006	Effective: Immediately	Supersedes:
<p>Pursuant to the PGMA Training for Work Scholarship for the massive training of workers, the attached curriculum is prescribed for BARISTA COURSE for one hundred nineteen (119) hours. This program shall be registered in UTPRAS as No Training Regulations (NTR) and this covers twelve (12) units of competencies.</p> <p>Wide dissemination and strict implementation of this Circular to all concerned is hereby enjoined.</p> <p style="text-align: center;"> SECRETARY AUGUSTO BOBOY SYJUCO Director General</p>		

COMPETENCY-BASED CURRICULUM



PGMA TRAINING FOR WORK SCHOLARSHIP

BARISTA



Technical Education and Skills Development Authority
East Service Road, South Superhighway, Taguig City

The BARISTA course consist of the following competencies: Participate in workplace communication, Work in a team environment, Practice career professionalism, Develop and update industry knowledge, Observe workplace hygiene procedure, Perform workplace and safety practices, Provide effective customer service, Operate different coffee machines, Prepare and serve coffee, and Perform basic maintenance of machine.

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

CODE NO. COMMON COMPETENCIES

TRS311201 Develop and update industry knowledge
TRS311202 Observe workplace hygiene procedures
TRS311204 Perform workplace and safety practices
TRS311205 Provide effective customer service

CODE NO. CORE COMPETENCIES

TRS_____ Operate different coffee machines
TRS_____ Prepare and serve coffee
TRS_____ Perform basic maintenance of machines
TRS_____ Carry out general control procedures in the work area
TRS_____ Perform basic cashiering

COURSE DESIGN

COURSE TITLE : BARISTA

NOMINAL DURATION : 119 Hours

QUALIFICATION LEVEL :

COURSE DESCRIPTION :

This course is designed to develop knowledge, skills, and attitude to perform the tasks of a Barista in accordance with industry standards. It covers basic, common and core competencies such as: Participate in workplace communication , Work in a team environment, Practice career professionalism, Develop and update industry knowledge, . Observe workplace hygiene procedures, Perform workplace and safety practices, Provide effective customer service, Operate different coffee machine, Prepare and serve coffee, Perform basic maintenance of machines, Carry out general control procedures in the work area and Perform basic cashiering.

ENTRY REQUIREMENTS :

- Able to communicate oral and written
- With good moral character
- Must be physically and mentally fit

COURSE STRUCTURE

Unit of Competency	Module Title	Learning Outcomes	No. of Hrs
A. BASIC 1. Participate in workplace communication	1.1 Participating in workplace communication	LO 1. Obtain and convey workplace information LO 2. Complete relevant work related documents. LO 3. Participate in workplace meeting and discussion.	8
2. Work in a team environment	2.1 Working with others	LO1. Describe and identify team role and responsibility in a team. LO2. Describe work as a team.	8
3. Practice career professionalism	3.1 Practicing career professionalism	LO 1. Integrate personal objectives with organizational goals LO 2. Set and meet work priorities LO 3. Maintain professional growth and development	8
Common			
1. Develop and update Industry Knowledge	1.1 Developing and updating Industry Knowledge	LO1. Identify and access key resources of information on the industry LO2. Access , apply and share industry information LO 3 Update continuously relevant industry knowledge	5

<p>2. Observe Workplace Hygiene Procedures</p>	<p>2.1 Observing Workplace Hygiene Procedures</p>	<p>LO1 Practice personal grooming and hygiene</p> <p>LO2 Practice safe and hygienic handling, storage and disposal of food, beverage, and materials</p> <p>LO 3 Identify and respond to hygienic risk</p> <p>LO 4 Cleaning and disinfectant</p>	<p>5</p>
<p>3. Perform Workplace and Safety Practices</p>	<p>4.1 Performing workplace and Safety Practices</p>	<p>LO 1. Practice workplace safety, security and hygiene systems, processes and operation</p> <p>LO 2. Responds appropriately to faults, problems and emergency situations</p> <p>LO 3. 5's in workplace</p> <p>LO 4. Environmental protection awareness</p>	<p>5</p>
<p>4. Provide Effective Customer Service</p>	<p>5.1 Providing Effective Customer Service</p>	<p>LO 1 Apply effective verbal and non-verbal communication skills to respond to customer needs</p> <p>LO 2 Provide prompt and quality service to customer</p> <p>LO 3 Handle queries through telephone, fax machine, internet and e-mail</p> <p>LO 4 Handle customer complaints, evaluation and recommendations</p>	<p>8</p>

CORE			
1. Operate Different Coffee Machines	1.1 Operate Different Coffee Machines	LO1. Prepare and set –up coffee bar equipment LO2. Select and grind coffee beans LO3. Operate coffee machine	16hrs.
2. Prepare and Service Coffee	2.1 Prepare and Service Coffee	LO1. Organize and prepare work area LO2. Take and prepare coffee order LO3. Extract coffee LO4. Texture milk LO5. Serve and Present coffee	24 hrs.
3. Perform Basic Maintenance of Machines	3.1 Perform Basic Maintenance of Machines	LO1. Clean and maintain the machine LO2. Perform standard operating procedures when operating the machine	16 hrs
4. Carry out General Control procedures in the work Area	4.1 Carry out general control procedures in the work area	LO1. Check order slips LO2. Organize stocks in the work area LO3. Secure and minimize stock losses	8 hrs.
5. Perform Basic Cashiering	5.1 Perform basic Cashiering	LO1. Operate electronic cash register LO2. Receive payments from customer LO3. Handle change fund and petty cash fund LO4. Prepare daily end-day sale report and other reports required	8 hrs.
Total			119

COURSE DELIVERY:

1. Methodology

- Lecture/discussion
- Practical exercises
- Simulation
- OJT

2. Qualification Of Instructor

Must have completed a Trainers Training Methodology Course (TM II)
or its equivalent

- Must have at least 2 years industry experience
- Must be a holder of a Food and Beverage Servicing NC level II
- Must be of good moral character
- With pleasing personality

SECTOR : **TOURISM**

BASIC COMPETENCY : **COMMUNICATIONS**

UNIT OF COMPETENCY : **PARTICIPATE IN WORKPLACE COMMUNICATION**

MODULE TITLE : **PARTICIPATING IN WORKPLACE COMMUNICATIONS**

MODULE DESCRIPTOR : This module covers the knowledge, skills and attitudes required to obtain, interpret and convey information in response to workplace requirements.

SUGGESTED DURATION : 8 hrs

QUALIFICATION LEVEL : NC II

PREREQUISITE : Receive and Respond to workplace Communication.
(NCI)

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/ trainees will be able to:

- LO 1. Obtain and convey workplace information
- LO 2. Complete relevant work related documents.
- LO 3. Participate in workplace meeting and discussion.

LO1. OBTAIN AND CONVEY WORKPLACE INFORMATION.

ASSESSMENT CRITERIA:

1. Specific relevant information is accessed from appropriate sources.
2. Effective questioning and active listening and speaking are used to gather and convey information.
3. Appropriate medium is used to transfer information and ideas.
4. Appropriate non-verbal communication is used.
5. Appropriate lines of communication with superiors and colleagues are identified and followed.
6. Defined work procedures for the location and storage of information are used.
7. Personnel interaction is carried out clearly and concisely.

CONTENTS:

- Parts of speech
- Sentence construction
- Effective communication
- Conduct interviews

CONDITIONS:

The students/ trainees must be provided with the following:

- Writing materials (pen & paper)
- References (books)
- Manuals

METHODOLOGIES:

- Group discussion
- Interaction
- Lecture
- Reportorial

ASSESSMENT METHOD:

- Written test
- Practical performance test
- Interview

L03. COMPLETE RELEVANT WORK RELATED DOCUMENTS.

ASSESSMENT CRITERIA:

1. Ranges of forms relating to conditions of employment are completed accurately and legibly.
2. Workplace data is recorded on standard workplace forms and documents.
3. Basic mathematical process are used for routine calculations.
4. Errors in recording information on forms! documents are identified and rectified.
5. Reporting requirements to superior are completed according to enterprise guidelines.

CONTENTS:

- Basic mathematics
- Technical writing
- Types of forms

CONDITIONS:

The students/trainees must be provided with the following:

- Paper
- Pencils / ball pen
- Reference books
- Manuals

METHODOLOGIES:

- Group discussion
- Interaction
- Lecture

ASSESSMENT METHOD:

- Written test
- Practical! Performance test
- Interview

LO2. PARTICIPATE IN WORKPLACE MEETING AND DISCUSSION.

ASSESSMENT CRITERIA:

1. Team meetings are attended on time.
2. Own opinions are clearly expressed and those of others are listened to without interruption.
3. Meeting inputs are consistent with the meeting purpose and establish protocols.
4. Workplace interaction are conducted in a courteous manner appropriate to cultural background and authority in the enterprise procedures.
5. Questions about simple routine workplace procedures and matters concerning conditions of employment are asked and responded.
6. Meeting outcomes are interpreted and implemented.

CONTENTS:

- Sentence construction
- Technical writing
- Recording information

CONDITIONS:

The students/trainees must be provided with the following:

- Paper
- Pencils/ball pen
- References (books)
- Manuals

METHODOLOGIES:

- Group discussions
- Interaction
- Lecture

ASSESSMENT METHOD:

- Written test
- Practical / performance test
- Interview

BASIC COMPETENCY : TEAM WORK

UNIT OF COMPETENCY : WORK IN A TEAM ENVIRONMENT

MODULE TITLE : WORKING IN A TEAM ENVIRONMENT

MODULE DESCRIPTOR : This module covers the knowledge, skills, and attitudes required to relate in a work based environment.

SUGGESTED DURATION: 8 hrs.

QUALIFICATION LEVEL : NCII

PREREQUISITE : TEAMWORK (NC II)

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/ trainees will be able to:

LO1. Describe and identify team role and responsibility in a team.

LO2. Describe work as a team.

LO 1. DESCRIBE AND IDENTIFY TEAM ROLE AND RESPONSIBILITY IN A TEAM.

ASSESSMENT CRITERIA:

1. Role and objective of the team is identified.
2. Team parameters, relationships and responsibilities are identified.
3. Individual role and responsibilities within team environment are identified.
4. Roles and responsibilities of other team members are identified and recognized.
5. Reporting relationships within team and external to team are identified.

CONTENTS:

- Team role.
- Relationship and responsibilities
- Role and responsibilities with team environment.
- Relationship within a team.

CONDITIONS:

The students/ trainees must be provided with the following:

- SOP of workplace
- Job procedures
- Client / supplier instructions
- Quality standards
- Organizational or external personnel

METHODOLOGIES:

- Group discussion/interaction
- Case studies
- Simulation

ASSESSMENT METHODS:

- Written test
- Observation
- Simulation
- Role playing

LO2. DESCRIBE WORK AS A TEAM MEMBER

ASSESSMENT CRITERIA:

1. Appropriate forms of communication and interactions are undertaken.
2. Appropriate contributions to complement team activities and objectives were made.
3. Reporting using standard operating procedures followed.
4. Development of team work plans based from role team were contributed.

CONTENTS:

- Communication process
- Team structure / team roles
- Group planning and decision making

CONDITIONS:

The students I trainees must be provided with the following:

- SOP of workplace
- Job procedures
- Organization or external personnel

METHODOLOGIES:

- Group discussion/interaction
- Case studies
- Simulation

ASSESSMENT METHOD:

- Observation of work activities
- Observation through simulation or role play
- Case studies and scenarios.

UNIT OF COMPETENCY : PRACTICE CAREER PROFESSIONALISM

MODULE TITLE : PRACTICING CAREER PROFESSIONALISM

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

NOMINAL DURATION : 8 hrs.

CERTIFICATE LEVEL : NATIONAL CERTIFICATE LEVEL II

PRE-REQUISITE :

- Participate in workplace communication
- Work in a team environment

SUMMARY OF LEARNING OUTCOMES:

Upon completion of the module, the trainees/ students should be able to

- LO 1. Integrate personal objectives with organizational goals
- LO 2. Set and meet work priorities
- LO 3. Maintain professional growth and development

LO 1. INTEGRATE PERSONAL OBJECTIVES WITH ORGANIZATIONAL GOALS

ASSESSMENT CRITERIA:

1. Pursue personal growth and work plan towards improving qualifications set for profession
2. Maintain intrapersonal and interpersonal relationships in the course of managing self, based on performance evaluation.
3. Commitment to the organization and its goal is demonstrated in the performance of duties

CONTENTS:

- Code of conduct and code of ethics
- Personal hygiene
- Interpersonal and intrapersonal skills
- Communication skills
- Fundamental rights at work
- Company procedures and standards

CONDITIONS:

Student/ trainee must be provided with the following:

- | Equipment | Materials/ Supplies |
|--|---|
| <ul style="list-style-type: none">• simulated laboratory room• electronic learning device• computer• television and video set | <ul style="list-style-type: none">• case studies• prints and media |

METHODOLOGY:

- Video presentation
- Discussion
- Research

ASSESSMENT METHOD:

- Interview - oral
- written
- Observation

LO 2. SET AND MEET WORK PRIORITIES

ASSESSMENT CRITERIA:

1. Completing demands are prioritized to achieve personal, team and organizational goals and objectives
2. Resources are utilized efficiently and effectively to manage with priorities and commitments
3. Practice long economic use and maintenance equipment and facilities are followed as per established procedures.

CONTENTS:

- Work values and ethics
- Company policies
- Company operating procedures and standards
- Gender and Development
- Personal Hygiene

CONDITIONS:

Student/ trainee must be provided with the following:

- | Tools | Equipment | Materials/ Supplies |
|---|--|--|
| <ul style="list-style-type: none">• assessment tools for case studies | <ul style="list-style-type: none">• simulated laboratory room• electronic learning device• computer• television and video set | <ul style="list-style-type: none">• case studies• prints and media• Workplace/ location assessment• |

METHODOLOGY:

- Lecture/ Discussion
- Research/ project

ASSESSMENT METHOD:

- Interview - oral
- Written
- Portfolio assessment
- Simulation

LO 3. MAINTAIN PROFESSIONAL GROWTH AND DEVELOPMENT

ASSESSMENT CRITERIA:

1. Trainings and career opportunities are identified and availed of based on job requirements
2. Recognitions are sought/ received and demonstrated as proof of career advancement
3. Obtain and renew licenses and/ or certifications relevant to job and career

CONTENTS:

- Certifications and licenses appreciation
- Participate in training programs
- Awards/ rewards

CONDITIONS:

Student/ trainee must be provided with the following:

- Certificates and licenses
- pen and paper

METHODOLOGY:

- Film viewing
- Lecture
- Group Discussion
- Research
- Simulated training workshops

ASSESSMENT METHOD:

- Interview - oral
- Written
- Observation

UNIT OF COMPETENCY : PERFORM WORKPLACE SAFETY PRACTICES

MODULE TITLE : PERFORMING WORKPLACE SAFETY PRACTICES

MODULE DESCRIPTOR : This module covers the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal standard.

NOMINAL DURATION : 5 Hrs.

CERTIFICATE LEVEL : NC II

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the trainees/students should be able to:

- LO 1. Practice workplace safety, security and hygiene systems, processes and operation
- LO 2. Responds appropriately to faults, problems and emergency situations
- LO 3. 5's in workplace
- LO 4. Environmental protection awareness

LO 1. PRACTICE WORKPLACE SAFETY, SECURITY AND HYGIENE SYSTEMS, PROCESSES AND OPERATION

ASSESSMENT CRITERIA:

1. Correct healthy, safety and security procedures are complied in line with the legislation and regulation
2. Correct health, safety and security procedures are followed.
3. Breaches of health, safety and security procedures are identified.

CONTENTS:

- Health, safety and security procedures
- Breaches procedures

CONDITIONS:

- Manuals
- Handbook safety and security
- Report (sample)

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration

LO2. RESPONDS APPROPRIATELY TO FAULTS, PROBLEMS AND EMERGENCY SITUATIONS

ASSESSMENT CRITERIA:

1. Emergency and potential emergency are recognized and appropriate action are taken
2. Emergency procedures are followed in line with enterprise procedures
3. Assistance is sought from colleagues to resolve or respond to emergency situation
4. Safe personal presentation standard are identified and followed

CONTENTS:

Emergency procedure

- Personal injuries
- Fire
- Electrocution
- Natural calamity
- Criminal acts
- Safe personal presentation standard

CONDITIONS:

- Emergency procedure manuals
- Handbook safety and security
- Report
- Emergency drills – instruction/guidelines

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration
- Observation

LO 3. 5'S IN WORKPLACE

ASSESSMENT CRITERIA:

1. Follow the principles of FI-FO
2. Set aside everything in its proper place
3. Proper labeling of cabinets/shelves
4. Sweep floor and dust furniture and fixtures

CONTENTS:

- 5's Principles

CONDITIONS:

- soft brooms
- duster
- organizers
- labeling materials
- markers

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration
- Observation

LO 4 ENVIRONMENTAL PROTECTION AWARENESS

ASSESSMENT CRITERIA:

1. Segregates wastes
2. Identify bio-degradable from non-bio-degradable
3. Empties trash regularly
4. Use environmental friendly materials in waste disposal
5. Proper waste disposal

CONTENTS:

- Waste management
- Pollution control
- Effect of pollution
- Types of pollutants

CONDITIONS: Students must be provided with the following

- Modules
- Reference book
- Guidelines on waste disposal
- Flyers/brochures

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration
- Observation

UNIT OF COMPETENCY :	OBSERVE WORKPLACE HYGIENE PROCEDURES
MODULE TITLE :	OBSERVING WORKPLACE HYGIENE PROCEDURES
MODULE DESCRIPTOR :	This module covers the knowledge, skills and attitudes In observing workplace hygiene procedures.
NOMINAL DURATION :	5 Hrs.
CERTIFICATE LEVEL :	NC II

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the trainees/students should be able to:

- LO1 Practice personal grooming and hygiene
- LO2 Practice safe and hygienic handling, storage and disposal of food, beverage, and materials
- LO 3 identify and respond to hygienic risk
- LO 4 Cleaning and disinfectant

LO1 PRACTICE PERSONAL GROOMING AND HYGIENE

ASSESSMENT CRITERIA:

1. Proper hygiene procedures are followed
2. Personal grooming and hygiene are practice regularly

CONTENTS:

Hygiene procedures

- Proper hand washing
- Regular bathing
- Appropriate and clean clothing
- Cleaning and sanitizing procedures
- Personal hygiene

CONDITIONS:

- Proper hygiene procedure manuals
- Soap
- Sanitizer
- Hygiene products

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration

LO2 PRACTICE SAFE AND HYGIENIC HANDLING, STORAGE AND DISPOSAL OF FOOD, BEVERAGE, AND MATERIALS

ASSESSMENT CRITERIA:

1. Proper handling, storage and disposal of food, beverage, and materials are followed
2. Proper disposal of waste are hygienically practice regularly
3. Proper cleaning procedures

CONTENTS:

- Hygiene procedures
- Proper food handling and storage
- Correct work practices
- Proper waste disposal
- Personal hygiene
- Pest control
- Principles of HACCP

CONDITIONS:

- Proper hygiene procedure manuals
- Soap
- Sanitizer
- Hygiene products
- Proper food handling and storage manual

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration

LO 3 IDENTIFY AND RESPOND TO HYGIENIC RISK

ASSESSMENT CRITERIA:

1. Potential hygiene risks are identified
2. Action to minimize and remove hygiene risk are taken
3. Hygiene risk beyond the control of individual are reported to proper authority

CONTENTS:

Types of hygiene risks

- Bacteria and contamination
- Inappropriate food handling
- Poor work practices
- Cross contamination
- Disposal of garbage or potentially contaminated waste

CONDITIONS:

- Proper hygiene procedure manuals
- Soap
- Sanitizer
- Hygiene products

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration

LO 4 CLEANING AND DISINFECTANT

ASSESSMENT CRITERIA:

1. Identify and use proper cleaning materials
2. Follow proper cleaning procedures
3. Use proper disinfectants

CONTENTS:

- Different cleaning materials
- Cleaning procedures
- Cleaning Guidelines

CONDITIONS:

- Proper hygiene procedure manuals
- Soap
- Sanitizer
- Hygiene products

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration

UNIT OF COMPETENCY :	DEVELOP AND UPDATE INDUSTRY KNOWLEDGE
MODULE TITLE :	DEVELOPING AND UPDATE INDUSTRY KNOWLEDGE
MODULE DESCRIPTOR :	This module covers the knowledge, skills and attitudes required to access, increase and update industry knowledge .
NOMINAL DURATION :	5 Hrs.
CERTIFICATE LEVEL :	NC II
PRE-REQUISITE :	

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the trainees/students should be able to:

LO1. identify and access key resources of information on the industry

LO2. access , apply and share industry information

LO 3 update continuously relevant industry knowledge

LO1 IDENTIFY AND ACCESS KEY RESOURCES OF INFORMATION ON THE INDUSTRY

ASSESSMENT CRITERIA:

1. Sources of information on the industry are correctly identified and accessed
2. Specific information on sector of work is accessed and updated

CONTENTS:

- Information sources
- media
- reference book
- libraries
- union
- industry association
- internet
- personal observation

CONDITIONS:

- Proper hygiene procedure manuals
- internet
- personal computer
- reference book
- industry journals

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration

LO2. ACCESS , APPLY AND SHARE INDUSTRY INFORMATION

ASSESSMENT CRITERIA:

1. Sources of information on the industry are accessed and applied
2. Industry information is correctly applied to day-to-day activity
3. Information to assist effective work performance is obtained

CONTENTS:

- Trade unions environmental issues and requirements
- Industrial relations issues and major organization
- Career opportunities
- Work ethic required to work in the industry
- Quality assurance

CONDITIONS:

- Industry journals/manuals
- internet
- personal computer
- reference book

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration

LO 3 UPDATE CONTINUOUSLY RELEVANT INDUSTRY KNOWLEDGE

ASSESSMENT CRITERIA:

1. Updated knowledge is shared with customer and colleagues
2. Formal and informal research is use to update general knowledge of the industry

CONTENTS:

- Information sources
- media
- libraries/reference book
- union/industry association
- internet
- Legislation that affects the industry

CONDITIONS:

- internet
- personal computer
- reference book

METHODOLOGY:

- Self paced/modular
- Demonstration
- Small group discussion
- Distance education

ASSESSMENT METHODS

- Written/Oral examination
- Practical demonstration

UNIT OF COMPETENCY : **PROVIDE EFFECTIVE CUSTOMER SERVICE**

MODULE TITLE : **PROVIDING EFFECTIVE CUSTOMER SERVICE**

MODULE DESCRIPTOR : This module covers the knowledge, skills and attitude in

NOMINAL DURATION : 8 hrs.

CERTIFICATE LEVEL :

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module, the trainee/student must be able to:

- LO 1 Apply effective verbal and non-verbal communication skills to respond to customer needs
- LO 2 Provide prompt and quality service to customer
- LO 3 Handle queries through telephone, fax machine, internet and e-mail
- LO 4 Handle customer complaints, evaluation and recommendations

LO 1 APPLY EFFECTIVE VERBAL AND NON-VERBAL COMMUNICATION SKILLS TO RESPOND TO CUSTOMER NEEDS

ASSESSMENT CRITERIA:

1. Standard Operating Procedures (SOP) when greeting the guest were followed
2. Information were properly disseminated
3. Use interactive communication with others

CONTENTS:

- Personality development and public relations
- Basic oral communication/ writing memos and letters
- Preparing job documentation
 - Following instructions
 - Filling-out forms

CONDITIONS: Students/Trainees must be provided with the following:

Tools	Equipment	Materials
<ul style="list-style-type: none">• Recorder• Microphone• Full-body mirror• Company dress	<ul style="list-style-type: none">• Video Camera recorder• Television• VHS/DVD Player	<ul style="list-style-type: none">• V8 tape• CD• Make=up kit• References:• Books, brochures, manuals

METHODOLOGY :

- Modular (self-pace learning)
- Electronic Learning
- Industry Immersion
- Demonstration
- Film-viewing

ASSESSMENT METHOD:

- Interview (oral/questionnaire)
- Observation
- Demonstration of Practical Skills

LO 2 PROVIDE PROMPT AND QUALITY SERVICE TO CUSTOMER

ASSESSMENT CRITERIA:

1. Customer needs were assessed according to relationships between food and religion, gender, folkways, mores and life-cycle
2. Communication standards in customer service were followed
3. Identified opportunities to enhance the quality of services and products were implemented
4. Time management

CONTENTS:

- Food and culture
- Exploration of food trends
- Past, present and future trend
- Communication standards in customer service

CONDITIONS: Students/Trainees must be provided with the following:

- | Tools | Equipment | Materials |
|--|---|--|
| <ul style="list-style-type: none">• Recorder• Microphone• Full-body mirror• Company dress | <ul style="list-style-type: none">• Video Camera recorder• Television• VHS/DVD Player | <ul style="list-style-type: none">• V8 tape• CD• Make-up kit• References:• Books, brochures, manuals |

METHODOLOGY :

- Modular (self-pace learning)
- Electronic Learning
- Industry Immersion
- Demonstration
- Film-viewing

ASSESSMENT METHOD:

- Interview (oral/questionnaire)
- Observation
- Demonstration of Practical Skills

LO 3. HANDLE QUERIES THROUGH TELEPHONE, FAX MACHINE, INTERNET AND E-MAIL

ASSESSMENT CRITERIA:

1. Applied telephone ethics
2. Applied correct procedure in using telephone, fax machine and internet
3. Daily report is accomplished according to company rules and regulations

CONTENTS:

- Uses of telephone, fax machine, internet and e-mail
- Telephone and electronic mail ethics
- Procedures in handling queries

CONDITIONS: Students/Trainees must be provided with the following:

Tools	Equipment	Materials
<ul style="list-style-type: none">• Recorder• Microphone• Full-body mirror• Company dress	<ul style="list-style-type: none">• Video Camera recorder• Television• VHS/DVD Player• Fax machine• Computer with printer and internet connection	<ul style="list-style-type: none">• V8 tape• CD• Make=up kit• References:• Books, brochures, manuals

METHODOLOGY :

- Modular (self-pace learning)
- Electronic Learning
- Industry Immersion
- Demonstration
- Film-viewing

ASSESSMENT METHOD:

- Interview (oral/questionnaire)
- Observation
- Demonstration of Practical Skills

LO 4 HANDLE CUSTOMER COMPLAINTS, EVALUATION AND RECOMMENDATIONS

ASSESSMENT CRITERIA:

1. Interview skills
2. Skills in handling customer complaints
3. Guidelines in handling complaints were identified
4. Complaints were evaluated and resolved based on its nature, details and degree of liability

CONTENTS:

- Guidelines in handling complaints
- Procedures in responding and resolving complaints

CONDITIONS: Students/Trainees must be provided with the following:

Tools	Equipment	Materials
<ul style="list-style-type: none">• Recorder• Microphone• Full-body mirror• Company dress	<ul style="list-style-type: none">• Video Camera recorder• Television• VHS/DVD Player• Fax machine• Computer with printer and internet connection	<ul style="list-style-type: none">• V8 tape• CD• Make=up kit• References:• Books, brochures, manuals

METHODOLOGY :

- Modular (self-pace learning)
- Electronic Learning
- Industry Immersion
- Demonstration
- Film-viewing

ASSESSMENT METHOD:

- Interview (oral/questionnaire)
- Observation
- Demonstration of Practical Skills

UNIT OF COMPETENCY : **OPERATE DIFFERENT COFFEE MACHINES**

MODULE TITLE : **OPERATEDIFFERENT COFFEE MACHINES**

MODULE DESCRIPTOR : This module covers the knowledge, skills, attitudes and values needed in the operation of different types of coffee makers and machines including grinding of coffee beans and methods of extraction.

NOMINAL DURATION : 16 hrs.

CERTIFICATE LEVEL :

SUMMARY OF LEARNING OUTCOMES:

Upon completion of the module the trainees/students should be able to:

- LO1. Prepare and set – up coffee bar equipment
- LO2. Select and grind coffee beans
- LO3. Operate coffee machine

LO1. PREPARE AND SET – UP COFFEE BAR EQUIPMENT

ASSESSMENT CRITERIA:

1. Appropriate machine/equipment is selected according to type of coffee drink to be prepared.
2. Coffee machine is placed on a secured surface.
3. Coffee machine is checked for functionality and cleanliness according to workplace procedure.

CONTENTS:

- Types of coffee machines and equipment and their uses
- Procedure in setting up of coffee machine/equipment
- Procedure in checking coffee machine/equipment

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated area
- Different types of Coffee machines/equipment
- Coffee machine/equipment operation manuals
- Learning modules
- Film/video materials

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

LO2. SELECT AND GRIND COFFEE BEANS

ASSESSMENT CRITERIA:

1. Beans hopper is checked for cleanliness
2. Correct type of coffee beans is selected according to required blend and/or roast style.
3. Right amount of coffee beans is placed in the grinder as per order.
4. Grinder is operated according to desired grind of beans.
5. Grinder is operated according to manufacturer's instruction and establishment's standards.

CONTENTS:

- Correct types of coffee beans
- Determining the amount of coffee beans per order
- Operating coffee grinder
- Types of coffee grind
- Procedure in checking coffee machine/equipment
- Maintenance of coffee grinder

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated area
- Different types of Coffee machines/equipment
- Coffee machine/equipment operation manuals
- Learning modules
- Film./video materials

METHODOLOGY:

- Group discussion
- Self- paced instructions
- Practical exercises

LO3. OPERATE COFFEE MACHINE

ASSESSMENT CRITERIA:

1. Appropriate coffee machine is selected according to the type of coffee drink to be prepared.
2. Right amount of coffee is determined according to the coffee machine to be used.
3. Right amount, temperature and pressure of water is determined and used.
4. Coffee maker is operated according to design specifications and establishment standards.

CONTENTS:

- Types of coffee machines
- Determining correct amount and temperature of water to used.
- Operating coffee machine
- Procedure in checking coffee machine/equipment

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated area
- Different types of Coffee machines/equipment
- Coffee machine/equipment operation manuals
- Learning modules
- Film/video materials

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

ASSESSMENT METHOD:

- Written examination
- Observation

UNIT OF COMPETENCY : PREPARE AND SERVE COFFEE

MODULE TITLE : PREPARE AND SERVE COFFEE

MODULE DESCRIPTOR : This module covers the knowledge, skills, attitudes and values needed in preparing of work area, extracting of coffee and serving and presenting coffee.

NOMINAL DURATION : 24 hrs.

CERTIFICATE LEVEL :

SUMMARY OF LEARNING OUTCOMES:

Upon completion of the module the trainees/students should be able to:

- LO1. Organize and prepare work area
- LO2. Take and prepare coffee order
- LO3. Extract coffee
- LO4. Texture milk
- LO5. Serve and Present coffee

LO1. ORGANIZE AND PREPARE WORK AREA

ASSESSMENT CRITERIA:

1. Coffee work area is organized for efficient work flow and easy access to machines, equipment and other coffee supplies.
2. Mise-en-place for coffee service is completed according to establishment's standard procedures.

CONTENTS:

- Coffee bar work flows
- Mise-en-place for coffee service and different establishments standards procedures
- Setting up of cups, saucers, mugs,

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated area
- Different types of Coffee machines/equipment
- Coffee bar supplies
- Learning modules
- Film/video materials

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

LO2. TAKE AND PREPARE COFFEE ORDERS

ASSESSMENT CRITERIA:

1. Orders are taken accurately and verified with guests.
2. Recommendations are offered to the guest on selection of coffee drinks.
3. General information about coffee types and characteristics are provided to guests.

CONTENTS:

- Types of coffee
- Basic coffee/Barista mixes
- Major coffee type and characteristics
- Procedure in taking orders
- Different type of coffee drinks

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated work area
- Different types of coffee drinks
- Instructions manuals
- Film/video materials

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

LO3. EXTRACT COFFEE

ASSESSMENT CRITERIA:

1. Right amount of ground coffee is placed in the portafilter according to the desired type of shot of
2. Coffee is tamped using even and consistent pressure
3. Shot is extracted according to the required extraction time.
4. Shot is extracted in accordance with right taste, color and thickness
5. coffee machine is operated in accordance with establishment's standards.

CONTENTS:

- Coffee machine and equipment operations
- Correct taste, color and thickness of shots
- Extracting shot and extraction time
- Types of shots
- Accuracy of shot
- Procedure in extracting shots with consistent pressure

CONDITIONS: Students /trainees must be provided with the following:

- Coffee machine /equipment
- Coffee bar or simulated work area
- Learning materials(modules)

METHODOLOGIES:

- Group discussion
- Self instructions
- Practical exercise

ASSESSMENT METHOD:

- Written examination
- Observation

LO4. TEXTURE MILK

ASSESSMENT CRITERIA:

1. Correct milk and jug are selected according to required quantity
2. Milk is steamed according to type and order
3. Milk is poured promptly using appropriate techniques according to coffee ordered and guest preference

CONTENTS:

- Types milk and jugs
- Creating correct froth
- Steaming of milk
- Pouring techniques of milk

CONDITIONS: Students /trainees must be provided with the following:

- Different types of milk and jugs
- Coffee
- Learning materials
- Film/video materials

METHODOLOGIES:

- Group discussion
- Self-paced instructions
- Practical exercise

LO5. SERVE AND PRESENT COFFEE

ASSESSMENT CRITERIA:

1. Appropriate cups and glassware are selected according to types of order.
2. Ordered drinks are promptly and courteously served.
3. Coffee is served according to desired temperature, cream, milk forth and accompaniment.

CONTENTS:

- Types cups and glassware
- Serving accompaniments
- Procedure in serving coffee drinks
- Correct temperature of coffee, creamer and other accompaniments
- Hygienic practices related to services of coffee
- Cleaning and maintenance procedures

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated work environment
- Different type of cups and glassware
- Coffee, milk, sugar, creamer, artificial sugar
- Napkins
- Covers of disposables
-

METHODOLOGIES:

- Group discussion
- Self-paced instructions
- Practical exercise

ASSESSMENT METHODS:

- Written test
- Observation /demonstration

UNIT OF COMPETENCY : PERFORM BASIC MAINTENANCE OF MACHINES

MODULE TITLE : PERFORMING BASIC MAINTENANCE OF MACHINES

MODULE DESCRIPTOR : This module covers the knowledge, skills, attitudes and values needed in the maintenance of different coffee machines and equipment including cleaning before and after operating the coffee machines .

NOMINAL DURATION : 16 hrs.

CERTIFICATE LEVEL :

SUMMARY OF LEARNING OUTCOMES:

Upon completion of the module the trainees/students should be able to:

LO1. Clean and maintain the machine

LO2. Perform standard operating procedures when operating the machine

LO1. CLEAN AND MAINTAIN THE MACHINE

ASSESSMENT CRITERIA:

1. Appropriate cleaning methods are applied when cleaning the machine
2. Machine is checked according to regular maintenance procedure

CONTENTS:

- Basic Cleaning methods
- Use of cleaning chemicals
- Basic maintenance procedures

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated area
- Different types of Coffee machines/equipment
- Cleaning materials
- Learning materials (modules)
- Film/video materials

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

LO2. PERFORM STANDARD OPERATING PROCEDURES WHEN OPERATING THE MACHINE

ASSESSMENT CRITERIA:

1. Coffee machine is set-up according to manufacturer's specifications
2. Machine's electrical requirements is correctly followed
3. Water level and temperature is checked
4. Steam wands and water nozzles are tested
5. Pressure and water gauges are checked and monitored
6. Shots are calibrated and conforms with the standards specifications
7. machine is turned off according to design specifications

CONTENTS:

- Coffee machine operating procedures
- Machine parts, components and their functions
- Shots calibrations
- Machine Shutting down procedure

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated area
- Coffee machines/equipment
- Calibrating tools
- Learning materials (modules)

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

ASSESSMENT METHODS:

- Written test
- Observation

UNIT OF COMPETENCY : **CARRY OUT CONTROL PROCEDURES IN THE WORK AREA**

MODULE TITLE : **CARRY OUT CONTROL PROCEDURES IN THE WORK AREA**

MODULE DESCRIPTOR : This module covers the knowledge, skills, attitudes and values required to carryout control procedures in the provision of coffee service in a variety of hospitality setting including requesting, receiving, storing and monitoring stocks and stock levels.

NOMINAL DURATION : 8 hrs.

CERTIFICATE LEVEL :

SUMMARY OF LEARNING OUTCOMES:

Upon completion of the module the trainees/students should be able to:

LO1. Check order slips

LO2. Organize stocks in the work area

LO3. Secure and minimize stock losses

LO1. CHECK ORDER SLIPS

ASSESSMENT CRITERIA:

1. Orders are received and details in the order slips are checked and confirmed before preparing the order.
2. Ingredients/materials for the coffee orders are prepared as per order slips.

CONTENTS:

- Types of coffee drink orders
- Order slips details
- Different types and uses of business forms
- Special guest requests

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated area
- Order slips
- Learning materials (modules)

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

LO2. ORGANIZE STOCKS IN THE WORK AREA

ASSESSMENT CRITERIA:

1. Stock levels are recorded accurately in accordance with establishment's standards.
2. Stocks are requested in accordance with the establishment's procedures.
3. Beginning and ending of inventory of stocks are recorded at the start and end of duty.

CONTENTS:

- Principles of controlling stocks
- Storage types
- Hygiene procedures related to stock handling
- Types of stock control documents
- Stocks storage requirements
- Stocks level maintenance techniques

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated area
- Stocks/ materials
- Stocks control documents
- Learning materials (modules)

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

LO3. SECURE AND MINIMIZE STOCK LOSSES

ASSESSMENT CRITERIA:

1. Issued stocks are checked accurately against requisition documents in accordance with establishment's procedures.
2. Requested stocks are transported to appropriate storage areas promptly and safely.
3. turnover of coffee bar to the next shift is done in accordance with establishment 's procedures.
4. Recording systems are maintained and followed.

CONTENTS:

- Checking issued stocks
- Stock security system
- Taking inventory
- Preparing sales report
- Types of stock control documents
- Stocks storage requirements
- Stocks level maintenance techniques

CONDITIONS: Students /trainees must be provided with the following:

- Coffee bar or simulated area
- Stocks/ materials
- Learning materials (modules)

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

ASSESSMENT METHODS:

- Written test
- Observation

UNIT OF COMPETENCY : PERFORM BASIC CASHIERING

MODULE TITLE : PERFORM BASIC CASHIERING

MODULE DESCRIPTOR : This module covers the knowledge, skills, attitudes and values required to perform basic cashiering function as part of multi-tasking skills.

NOMINAL DURATION : 8 hrs.

CERTIFICATE LEVEL :

SUMMARY OF LEARNING OUTCOMES:

Upon completion of the module the trainees/students should be able to:

LO1. Operate electronic cash register

LO2. Receive payments from customer

LO3. Handle change fund and petty cash fund

LO4. Prepare daily end-day sale report and other reports required

LO1. OPERATE ELECTRONIC CASH REGISTER

ASSESSMENT CRITERIA:

1. ECR or POS is prepared and organized before operation following standard procedures.
2. Right function keys are pressed and used based on the transactions made.
3. Consumables are monitored and replaced in accordance with standard procedures.

CONTENTS:

- Parts and functions of electronic cash register
- Types of consumables
- Company procedure in Preparing and organizing of electronic cash register

CONDITIONS: Students /trainees must be provided with the following:

- Electronic cash register
- ECR consumables
- ECR operating manuals
- Learning materials (modules)

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

ASSESSMENT METHODS:

- Written test
- Observation

LO2. Receive payments from customer

ASSESSMENT CRITERIA:

1. Cash register receipts are checked and verified for accuracy in following standard procedures.
2. Change is given and counted in front of guest upon receipt of payments.

CONTENTS:

- Checking cash register receipts
- Policies and procedures in dealing with customers

CONDITIONS: Students /trainees must be provided with the following:

- Electronic cash register
- ECR consumables
- Learning materials (modules)

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

ASSESSMENT METHODS:

- Written test
- Observation

LO3. Handle change fund and petty cash

ASSESSMENT CRITERIA:

1. Cash fund are secured in vault in accordance with security procedures
2. Management cash counts and other periodic checks are submitted as required.

CONTENTS:

- Company policies and procedures related to cash handling
- Policies and procedures in securing cash

CONDITIONS: Students /trainees must be provided with the following:

- Electronic cash register
- Calculator
- Pen and paper
- Vault
- Cash
- Cashiering forms
- Learning materials (modules)

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

ASSESSMENT METHODS:

- Written test
- Observation

LO4. Prepare daily end-day sales report

ASSESSMENT CRITERIA:

1. Daily sales report is prepared at the end of duty following establishment standard procedures.
2. Reports are correctly extracted from ECR or POS following standard procedures
3. Appropriate cashiering forms are used for reporting sales and other transactions as per establishment procedures]
4. Day-end logbook entries are prepared in accordance with established procedures.

CONTENTS:

- Company policies and procedures related to sales reporting
- Accomplishing different cashiering forms
- Preparing different type of repots

CONDITIONS: Students /trainees must be provided with the following:

- Electronic cash register
- Simulated cashier booth/workplace
- Forms, Order slips
- Cashiering forms
- Learning materials (modules)

METHODOLOGY:

- Group discussion
- Self-paced instructions
- Practical exercises

ASSESSMENT METHODS:

- Written test
- Observation