

Customer First: Barista

Professional Skills

Show us you know how to maintain a commercial espresso machine and ancillary equipment to make a range of café style beverages to meet the customer's expectations in accordance with legislation and workplace requirements.

Level **3**

Credits **10**

\$199.00 NZD (GST incl.)

Assessment

You are required to submit evidence of the following:

Make and present a range of café style beverages to meet customers' expectations using commercial espresso equipment in accordance with legislation and workplace requirements.

Maintain commercial espresso machine and ancillary equipment to make a range of café style beverages in accordance with legislation and workplace requirements.

Reflect on own barista skills in meeting customer and workplace expectations.

All work for this EduBit must be your own.

All tasks carried out will need to be completed in your workplace and on the commercial espresso machine and using the other equipment provided, in accordance with legislation and workplace requirements.

Learning Recommendations

[Barista Training Guide - Celsius Coffee](#)

[Over and Under Extraction & Cleaning](#)

[Back-flush and Cleaning Guide for Espresso Machines](#)

[Coffee Extraction and How To Taste It](#)

[Coffee Recipes](#)

Tasks

Proof of Identity

Please include a scanned copy of photo identification (e.g. passport, drivers licence, work ID card).

General Information

Please provide:

The name of the café you are employed by as a barista.

How long you have been employed by this café as a barista.

Your workplace standard for café style beverages: single shot, double shot, triple shot.

Task 1: Make and present a range of café style beverages to meet customers' expectations using commercial espresso equipment in accordance with legislation and workplace requirements.

You will need to:

1.1. Provide a copy of your workplace Food Safety Plan/Food Control Plan.

1.2. Provide five (5) videos of you safely preparing each of the beverages listed below: 1.2 Provide five (5) videos of you safely preparing each of the beverages listed below:

Espresso/short black.

Flat white.

Café latte/Latte.

Cappuccino.

Either a hot chocolate or a 'fluffy'

Each video will need to show all stages from preparation to presentation. Name the drink being made and explain what you are doing as needed. Your videos must be no longer than 5 minutes each.

Please download the [Video Evidence Guidelines](#).

Task 2: Maintain commercial espresso machine and ancillary equipment used to make a range of café style beverages in accordance with legislation and workplace requirements.

You will need to:

2.1a. Provide a video of you showing and describing characteristics you would recognise if there were problems with:

Over extraction.
Under extraction.

Your video must be no longer than 5 minutes.

2.1b. Provide a video of you identifying and explaining at least two (2) daily checks that you carry out on your ancillary equipment to prevent potential problems with crema.

Your video must be no longer than 5 minutes.

2.2. Provide one (1) video of you completing the daily cleaning and maintenance tasks on your espresso machine. Make sure the espresso specific detergent/chemical and cleaning tools being used are clearly visible and that your video includes all of the following:

Chemical back-flushing.
Cleaning the steam wands at the end of the day.
Cleaning porta filter and basket.
Cleaning and refilling the coffee grinder.

Your video must be no longer than 10 minutes.

Please download the [Video Evidence Guidelines](#).

Task 3: Reflect on own barista skills in meeting customer and workplace expectations.

You will need to:

3.1. Think about your barista skills and ability to meet customer and workplace expectations. Include your own thoughts as well as any feedback from customers and the attestation form completed by your manager in Task 3. Answer each of the following questions:

a. Meeting customer expectations with your barista skills:

What do you do well? Refer to feedback from others and provide a copy/photograph of customer feedback if you have any.
What can you improve?
How can you improve?

b. Meeting workplace expectations with your barista skills:

What do you do well?
What can you improve?
How can you improve?

Task 4: Supporting evidence from your supervisor/manager.

4.1. Provide one (1) copy of the [attestation form](#) completed by your supervisor/manager.

Please download the attestation form and make sure it is completed, signed and dated before uploading to this task.

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