

Training Courses & Related Services

Coffee Service, Espresso



National Code **SITHFABO12A**



Duration	1 x 6 hours	Min-Max Group Size	6-15
Who should attend	All staff that have dealings with your customers & serve or prepare Espresso Coffee.		
Course aims	<p>This unit applies to hospitality & catering operations where espresso coffee is extracted & served. The following explanations identify how this unit may be applied in different workplaces & circumstances. This unit refers to extracting & serving espresso coffee using a commercial espresso machine, & includes cleaning, care & maintenance of the machine. Care & maintenance procedures may vary according to the machine manufacturers' recommendations &/or warranty conditions.</p>		
Learning outcomes	<p>On successful completion of this course participants will be able to:</p> <p>Organise & prepare work areas; Provide customer service & advise customers on espresso coffee; Select & grind coffee; Extract coffee; Texture milk; Serve & present espresso coffee; Clean & maintain espresso machine.</p> <p>All major coffee styles must be prepared including - caffe latte; macchiato (short & long); short black (espresso); long black; flat white; cappuccino; mocha.</p> <p>Other or essential areas covered - major coffee styles & their characteristics; types of bean, blends & roasts with a particular emphasis on espresso roast; key principles of coffee making; factors that affect quality of coffee; types of grind & grinding equipment; types of machine & equipment & their main features & differences; types of filter baskets, filters, tampers & other equipment; different milk types & their characteristics & requirements for handling & storing of milk, including correct milk texturing skills; techniques for dosing & tamping, purging of group head; storage conditions & requirements for coffee & commodities to ensure maximum freshness & flavour; safe work practices, in relation to use of coffee machines & other equipment including posture at work station; cleaning & maintenance procedures ; symptoms of potential faults in espresso machines; sequencing & production of orders.</p>		
Documents issued on successful completion	Statement of Attainment on completion of the unit SITHFABO12A from the SIT07 Hospitality Training Package.		
Price per person	POA	Price per in-house course	POA