

# Curriculum

# Barista

*(Short Term Competency Based)*



Council for Technical Education and Vocational Education  
**Curriculum Development Division**  
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**Introduction:**

This curriculum has been developed with a special purpose of preparing barista as technical workforce able to get employment in the country and abroad. The technical skills incorporated in this curriculum came from the experts who have been working as barista and their upper portfolio. Its contents are organized in the form of modules.

It is a competency based curriculum. It is designed to produce basic level technical workforce (barista) equipped with skills, knowledge and attitudes necessary to work being as a barista in order to meet the demand of such workforce in the country and abroad so as to contribute in the national streamline of poverty reduction in Nepal. This curriculum emphasizes on competent performance of the task specified in it. 80% time is allotted to the competencies and 20% to the related technical knowledge.

**Aims:**

The main aim of this curricular program is to produce skilled barista by providing training to the potential citizen of the country and link them to employment opportunities in the country and abroad. The aims of this curriculum are:

- To produce basic level technical workforce.
- To produce technical workforce who will be able to create enterprise.

**Objectives:**

On successful completion of this training, the trainees will be able to;

- maintain safety precautions in café
- prepare hot /cold beverage
- handle food/ pastry
- maintain hygiene in café
- display food and beverages
- perform opening /closing activities
- maintain machine/equipment in cafe
- get employment within and outside the country
- operate their own café as small enterprise

**Duration:**

The total duration of this curricular program will be 3 months (390 hours) including OJT.

**Group size:**

Maximum 20 person in a group

**Pattern of attendance:**

The trainees should have 80% attendance in theory classes and 90% in Practical (Performance) to be eligible for certification.

**Entry criteria:**

Individuals who meet the following criteria will be allowed to enter in this curricular program:

- Interested individuals with literate in English and Nepali.
- Interested individuals with literate in English and Nepali.
- Physically and mentally fit
- Age above 16 years
- Pass in entrance exam

**Certification:**

The related training institute will provide the certificate of “**Barista**” to those individuals who successfully complete all the tasks with their related technical knowledge including OJT specified in this curriculum.

**Student Evaluation:**

1. Continuous evaluation of the trainees’ performance is done by the related instructor/trainer to ensure the proficiency over each competency.
2. Related technical knowledge learnt by the trainees will be evaluated through written or oral tests as per the nature of the content

**Trainers’ Qualification:**

- Minimum Skill L-2 pass in the related field
- Good communicative & instructional skills
- Minimum 2 years’ experience in the related field.

**Trainer – Trainees Ratio:**

- 1:10 for practical classes

**Training Methodology****Demonstrate task performance**

- Demonstrate task performance in normal speed
- Demonstrate slowly with verbal description of each and every steps in the sequence of activity flow of the task performance using question and answer techniques
- Repeat the above step for the clarification on trainees demand if necessary.
- Perform fast demonstration of the task performance.

**Provide trainees the opportunity to practice the task performance demonstrated.**

- Provide trainees to have guided practice:- create environment for practicing the demonstrated task performance and guide the trainees in each and every step of task performance
- Provide trainees the opportunity to repeat & re-repeat as per the need to be proficient on the given task performance
- Switch to another task demonstration if and only if the trainees developed proficiency in the given task performance

## Course Structure Barista

S. No	Modules	Nature	Time (hrs)			Remarks
			Th.	Pr.	Total	
	<b>General Module</b>					
1	Introduction of Barista and Coffee	T	10	0	10	
2	Occupational Health and Safety	T+P	4	10	14	
3	Communication/Development Activities	T+P	2	8	10	
4	Entrepreneurship Development	T+P	18	22	40	
5	Gender Equality and Social Inclusion	T+P	6	10	16	
<b>Sub-total</b>			<b>40</b>	<b>50</b>	<b>90</b>	
	<b>Core Module</b>					
6	Hot/Cold Beverage Preparation	T+P	16	70	86	
7	Food/Pastry Handling	T+P	6	12	18	
8	Hygiene and Nutrition	T+P	4	10	14	
9	Pre-opening/Closing Activities	T+P	6	14	20	
10	Cafe in/out cleaning	T+P	3	7	10	
11	Maintenance of Machines/Equipment	T+P	3	5	8	
<b>Sub-total</b>			<b>38</b>	<b>118</b>	<b>156</b>	
11	<b>On-The - Job Training</b>	<b>P</b>	<b>0</b>	<b>144</b>	<b>144</b>	
<b>Total</b>			<b>78</b>	<b>312</b>	<b>390</b>	

## **Modules**

### ***General Module***

- Module 1 : Introduction of Barista and Coffee
- Module 2 : Occupational Health and Safety
- Module 3 : Communication
- Module 4 : Entrepreneurship Development
- Module 5 : Gender Equality and Social Inclusion

### ***Core Module***

- Module 6 : Hot/Cold Beverage Preparation
- Module 7 : Food/Pastry Handling
- Module 8 : Hygiene and Nutrition
- Module 9 : Pre-opening/Closing Activities
- Module 10 : Cafe in/out cleaning
- Module 11 : Maintain of Machines/Equipment

## **Module 1: Introduction of Barista and Coffee**

**Total Time: 10 hours Theory**

### **Description:**

It consists of the knowledge related to barista and coffee. Under this module there are necessary related theoretical knowledge known by barista.

### **Objectives:**

After its completion the trainees will be able:

- To provide knowledge related to barista and coffee.

### **Tasks:**

To meet the objective trainees are expected to knowledge on the following topics:

- Introduction of Barista
- Purpose of Barista training
- Quality of Barista
- Duties and responsibilities of Barista
- Scope of Barista profession
- History of Coffee
- Importance of coffee in daily life
- Species of Coffee
- Difference between Arabica and Robusta
- Coffee belt and different growing region in the world
- Scope of coffee in Nepal
- Information about specialty coffee
- Over view on Coffee cultivation and processing methods
- Caffeine, its function and decaffeination process
- Different roasting methods, roasting stages and Blending coffee
- Brewing methods of coffee
- Coffee packaging
- Coffee tasting terms and steps
- Four fundamentals (proportion, grind, water, freshness).
- Six variables (grind, dose, tamp, rate of pour, water temperature, equipments maintenance)
- Definition of hygiene, types of hygiene, it's methods, procedure and advantage/disadvantage
- Uses of different chemicals and its cross contamination.
- Quality of materials and products.
- Expiry date, perishable/non perishable items.
- Food poisoning
- Cleaning and sanitation process.
- Merchandise visual display.
- Basic calculation.

- Different types of tools/equipments/machines and their uses.
- Customer dealing.
- Rules and regulation of company.
- Different types of beverages.
- Recipe preparation for beverage.
- Ingredients in cake and pastry.
- Safety and precautions.

## Module 2: Occupational Health and Safety

### व्यावसाय जन्य स्वास्थ्य र सुरक्षा

समय : ४ घण्टा (सै) + १० घण्टा (ब्या) = १४ घण्टा

**परिचय :** यसमा कुक पेशामा आवश्यक पर्ने व्यावसायजन्य स्वास्थ्य, सुरक्षा तथा प्राथमिक उपचार सम्बन्धी ज्ञान र सीपहरु समावेश गरिएका छन् ।

**उद्देश्यहरु:**

- व्यावसायसंग सम्बन्धित स्वास्थ्य र सुरक्षा अपनाउन ।

**कार्यहरु :**

- १ व्यक्तिगत सुरक्षा सामाग्री प्रयोग गर्न
- २ औजार तथा उपकरणको सुरक्षा गर्न
- ३ कार्यस्थल सुरक्षा गर्न
- ४ वातावरण प्रदुषण नियन्त्रण गर्न
- ५ विद्युतीय सुरक्षा अपनाउन
- ६ आगलागीबाट हुने क्षती न्यूनीकरण गर्न
- ७ साधारण प्राथमिक उपचार गर्न

**कार्यहरु :**

१. व्यक्तिगत सुरक्षा उपकरणहरु प्रयोग गर्ने ।
२. औजार तथा उपकरणको सुरक्षा गर्ने ।
३. कार्यस्थल सुरक्षा गर्ने ।
४. वातावरण प्रदुषण नियन्त्रण गर्ने ।
५. विद्युतीय सुरक्षा अपनाउने ।
६. आगलागीबाट हुने क्षती न्यूनीकरण गर्ने ।
७. साधारण प्राथमिक उपचार गर्ने ।

## कार्य विश्लेषण

क्र. सं.	कार्यहरू	अन्तिम कार्य संपादन सूचक उद्देश्य	सम्बन्धित प्राविधिक ज्ञान	समय घण्टामा		
				सै	प्र	जम्मा
१	व्यक्तिगत सुरक्षा उपकरण प्रयोग गर्ने ।	<p><b>अवस्था (दिइएको):</b> व्यक्तिगत सुरक्षा उपकरणहरू (PPE), सुरक्षा संकेत</p> <p><b>निर्दिष्ट कार्य (के):</b> व्यक्तिगत सुरक्षा उपकरण प्रयोग गर्ने ।</p> <p><b>स्तर (कति राम्रो):</b> व्यक्तिगत सुरक्षाका उपकरणहरू प्रयोग गरेको ।</p>	<ul style="list-style-type: none"> <li>व्यक्तिगत सुरक्षाको आवश्यकता र महत्व</li> <li>व्यक्तिगत सुरक्षा उपकरणहरू</li> <li>विभिन्न जोखिमहरू (Hazards) र त्यसबाट बच्ने उपायहरू</li> <li>सुरक्षा संग सम्बन्धित विभिन्न प्रकारका संकेत चिन्हहरू</li> <li>दुर्घटना हुने कारणहरू</li> </ul>	३० मी	१ घण्टा	१ घण्टा ३० मी
२	औजार तथा उपकरणको सुरक्षा गर्ने ।	<p><b>अवस्था (दिइएको) :</b> सुरक्षित भण्डारण स्थल</p> <p><b>निर्दिष्ट कार्य (के):</b> औजार तथा उपकरणको सुरक्षा गर्ने ।</p> <p><b>स्तर (कति राम्रो):</b> सही कामको लागि सही औजारहरूको प्रयोग भएको ।</p>	<ul style="list-style-type: none"> <li>औजार तथा उपकरणहरूको सुरक्षाको आवश्यकता र महत्व</li> <li>औजार तथा उपकरणको सुरक्षा गर्ने विधि</li> </ul>	३० मी	२ घण्टा	२ घण्टा ३० मी
३	कार्यस्थल सुरक्षा गर्ने ।	<p><b>अवस्था (दिइएको) :</b> कार्यस्थल</p> <p><b>निर्दिष्ट कार्य (के):</b> कार्यथलो सुरक्षा गर्ने ।</p> <p><b>स्तर (कति राम्रो):</b></p> <ul style="list-style-type: none"> <li>कार्यशाला सफा र तेल तथा चिप्लो पदार्थ रहित पारिएको ।</li> <li>आकस्मिक दुर्घटनाबाट बच्ने उपकरणहरू उपलब्ध भएको ।</li> <li>सुरक्षाका पोस्टरहरू भितामा टागेको ।</li> </ul>	<ul style="list-style-type: none"> <li>कार्यस्थलको सुरक्षाको आवश्यकता र महत्व</li> <li>कार्यथलो सुरक्षा गर्ने विधि</li> </ul>	३० मी	२ घण्टा	२ घण्टा ३० मी
४	वातावरण प्रदूषण नियन्त्रण गर्ने	<p><b>अवस्था (दिइएको):</b> आवश्यक सामग्री उपलब्ध भएको ।</p> <p><b>निर्दिष्ट कार्य (के):</b> वातावरण प्रदूषण नियन्त्रण गर्ने ।</p> <p><b>स्तर (कति राम्रो):</b></p> <ul style="list-style-type: none"> <li>काम गर्दाखेरि ध्वनि प्रदूषण नियन्त्रण गरिएको ।</li> <li>हावा र प्रकाश खुल्लारूपमा आवत जावत हुने व्यवस्था मिलाइएको ।</li> <li>हानिकारक विषादि तथा रसायनहरू सुरक्षित भण्डारण गरिएको ।</li> </ul>	<ul style="list-style-type: none"> <li>वातावरण प्रदूषणको परिचय</li> <li>वातावरण प्रदूषणका प्रकारहरू</li> <li>वातावरण प्रदूषणले पार्ने असरहरू</li> <li>वातावरण प्रदूषण नियन्त्रण गर्ने विधि</li> </ul>	३० मी	१ घण्टा	१ घण्टा ३० मी
५.	विद्युतीय सुरक्षा अपनाउने ।	<p><b>अवस्था (दिइएको) :</b> आवश्यक सामग्री उपलब्ध भएको ।</p>	<ul style="list-style-type: none"> <li>विद्युतीय जोखिम आउनसक्ने कारणहरू</li> </ul>	३० मी	१ घण्टा	१ घण्टा ३० मी

क. सं.	कार्यहरु	अन्तिम कार्य संपादन सूचक उद्देश्य	सम्बन्धित प्राविधिक ज्ञान	समय घण्टामा		
				सै	प्र	जम्मा
		<p><b>निर्दिष्ट कार्य (के):</b> बिद्युतीय सुरक्षा अपनाउने ।</p> <p><b>स्तर (कति राम्रो):</b> काम गर्दाखेरि बिद्युतीय सुरक्षा अपनाएको ।</p>	<ul style="list-style-type: none"> <li>बिद्युतीय जोखिम न्यूनीकरण गर्ने उपायहरु</li> <li>बिद्युतीय सुरक्षा अपनाउने विधि</li> </ul>			
६.	आगलागीबाट हुने क्षती न्यूनीकरण गर्ने ।	<p><b>अवस्था (दिइएको) :</b> आवश्यक सामग्री उपलब्ध भएको ।</p> <p><b>निर्दिष्ट कार्य (के):</b> आगलागीबाट हुने क्षती न्यूनीकरण गर्ने ।</p> <p><b>स्तर (कति राम्रो):</b> आगलागीबाट हुने क्षती न्यूनीकरण गरेको ।</p>	<ul style="list-style-type: none"> <li>आगलागी हुनसक्ने कारणहरु</li> <li>आगलागी न्यूनीकरण गर्ने उपायहरु</li> <li>अग्नि नियन्त्रक उपकरण तथा सामानहरु प्रयोग गर्ने विधि</li> <li>आगलागीबाट सुरक्षा अपनाउने विधि</li> </ul>	३० मी	१ घण्टा	१ घण्टा ३० मी
७.	साधारण प्राथमिक उपचार गर्ने ।	<p><b>अवस्था (दिइएको) :</b> आवश्यक सामग्री उपलब्ध भएको ।</p> <p><b>निर्दिष्ट कार्य (के):</b> साधारण प्राथमिक उपचार गर्ने ।</p> <p><b>स्तर (कति राम्रो):</b> विभिन्न किसिमका साधारण प्राथमिक उपचार गरेको ।</p>	<ul style="list-style-type: none"> <li>साधारण प्राथमिक उपचारको परिचय</li> <li>साधारण प्राथमिक उपचारहरु</li> <li><b>First Aid Kit</b></li> <li>प्राथमिक उपचारमा प्रयोग हुने औषधी र सामग्रीहरु</li> <li>साधारण प्राथमिक उपचार गर्ने विधि</li> </ul>	१ घण्टा	२ घण्टा	३ घण्टा
			<b>जम्मा</b>	४	१०	१४

### Module 3: Communication

Module 3 : Communication						
<b>Description:</b> It consists of the skills and knowledge related to communication in the related occupation. Each task consists of its steps, related technical knowledge and hour distribution.						
<b>Objectives:</b> After its completion the trainees will be able:						
<ul style="list-style-type: none"> <li>• To handle telephone calls/fax/ mail</li> <li>• Greet/Introduce/welcome/see off/ express gratitude</li> <li>• Request/ offer</li> <li>• Order</li> </ul>			<ul style="list-style-type: none"> <li>• Ask for/give permission</li> <li>• To write memos / tips / notes / notice</li> <li>• Prepare report.</li> <li>• Process application through HR.</li> <li>• Prepare updated Resume.</li> </ul>			
<b>Tasks:</b> To fulfill the objective the trainees are expected to get proficiency on the following tasks/skills/steps together with their related technical knowledge:						
Th. (2 hrs) + Pr. ( 8 hrs) = Tot. ( 10 hrs)				Time ( hrs )		
SN	Tasks or skills/ steps		Related technical knowledge	Th.	Pr.	Tot.
1.	Handle telephone calls/fax/mails		Handling telephone calls/fax/mails	¼	¾	1
2.	Greet/Introduce/welcome/see off/ express gratitude		Greeting/Introducing/welcoming/Seeing off/Expressing gratitude	¼	¾	1
3.	Request/ offer		➤ Requesting / offering	¼	¾	1
4.	Order		➤ Ordering	¼	¾	1
5.	Ask for permission		➤ Asking for permission	¼	¾	1
6.	Write memos / tips / notes / notice		➤ Writing memos ➤ Format of memos	¼	¾	1
7.	Write job application		➤ Components of job application	¼	1¾	2
8.	Prepare resume		➤ Components of a resume	¼	1¾	2
<b>Total:</b>				<b>2</b>	<b>8</b>	<b>10</b>

## Module 4 : Entrepreneurship Development

### मोड्यूल ४ : उद्यमशीलता विकास

समय : १८ घण्टा (सै) + २२ घण्टा (ब्या) = ४० घण्टा	
<b>वर्णन:</b>	आफ्नै व्यवसाय/लघु उद्यम सुरु गरी स्वरोजगार हुन चाहने व्यक्तिहरुको लागि आवश्यक ज्ञान तथा सीपयुक्त जनशक्ति तयार गर्ने उद्देश्यले यो उद्यमशीलता विकास सम्बन्धी मोड्यूल तयार पारिएको हो । यसमा उद्यमको परिचय, उपयुक्त व्यवसायिक विचारको खोजी, व्यावसायिक योजना तयारीको लागि व्यावसायिक विचारको विकास जस्ता विषय वस्तुहरु समावेश गरिएका छन् ।
<b>उद्देश्य:</b>	यस मोड्यूलको समापनपछि विद्यार्थीहरुले निम्न कार्यहरु गर्न सक्षम हुनेछन्: १. उद्यम तथा स्वरोजगारको अवधारणा बुझ्ने । २. आफ्नो व्यवसायको लागि उपयुक्त हुने व्यवसायिक विचारको प्रस्फुटन गर्ने । ३. व्यावसायिक योजनाको तयारी गर्न सिक्ने । ४. व्यवसायिक अभिलेख राख्न प्रशिक्षित हुने ।
<b>कार्यहरु</b>	१. व्यवसाय/उद्यमको अवधारणा व्याख्या गर्ने । २. उद्यमशीलता सम्बन्धी मनोवृत्ति विकास गर्ने । ३. सम्भावित व्यवसायिक विचारको श्रृजना गर्ने । ४. व्यवसायिक योजनाको तयारी गर्ने । ५. व्यवसायको आधारभूत अभिलेख तयारी गर्ने ।

क्र.सं.	कार्यहरु	सम्बन्धित प्राविधिक ज्ञान	समय (घण्टामा)		
			सै.	ब्या.	जम्मा
१	व्यवसाय/उद्यमको अवधारणा व्याख्या गर्ने ।	<ul style="list-style-type: none"> <li>व्यवसाय/उद्यमको परिचय</li> <li>व्यवसाय/उद्यमको वर्गीकरण</li> <li>लघु, साना तथा मझौला उद्योगको जानकारी</li> <li>स्वरोजगारी र तलवी व्यक्तिको फाईदा तथा बेफाईदाहरु</li> </ul>	४		४
२	उद्यमशीलता सम्बन्धी मनोवृत्ति विकास गर्ने ।	<ul style="list-style-type: none"> <li>सफलताको जिवनचक्र</li> <li>जोखिम लिने मनोवृत्ति</li> </ul>	३		३
३	सम्भावित व्यवसायिक विचारको श्रृजना गर्ने ।	<ul style="list-style-type: none"> <li>व्यवसायिक विचारको श्रृजना</li> <li>व्यवसायिक विचारको मुल्याङ्कन</li> </ul>	१	२	३
४	व्यवसायिक योजनाको तयारी गर्ने । (प्रत्येक प्रशिक्षार्थीले १/१ वटा व्यावसायिक योजना तयार गरी प्रस्तुति गर्ने)	<ul style="list-style-type: none"> <li>बजार तथा बजारीकरणको अवधारणा</li> <li>वस्तु तथा सेवाको वर्णन</li> <li>व्यवसाय गर्ने स्थानको छनौट</li> <li>बजार हिस्साको अनुमान</li> <li>प्रवर्द्धनात्मक कृयाकलाप</li> <li>अचल सम्पत्ति तथा लागतको विश्लेषण</li> <li>कच्चा पदार्थ तथा लागत मुल्याङ्कन</li> <li>कार्यान्वयन प्रकृयाको वर्णन</li> <li>मानव संसाधन तथा लागत विश्लेषण</li> </ul>	९	१८	२७

		<ul style="list-style-type: none"> <li>• शिर्षभार खर्च तथा युटिलिटीज विश्लेषण</li> <li>• चालू पूजीको अनुमान तथा कूल आवश्यक पूजीको विश्लेषण</li> <li>• वस्तुको उत्पादन लागत तथा मूल्य निर्धारण</li> <li>• लगानीमा प्रतिफल तथा पार विन्दु विश्लेषण</li> <li>• सूचना संकलन प्रकृया तथा निर्देशिका</li> </ul>			
५	व्यवसायको आधारभूत अभिलेख तयारी गर्ने ।	<ul style="list-style-type: none"> <li>• दैनिक खाता (Day Book)</li> <li>• विक्री खाता</li> <li>• खरिद तथा खर्च खाता</li> <li>• साहु असामी वा लिनु दिनु पर्ने खाता ।</li> </ul>	१	२	३
<b>जम्मा</b>			<b>१८</b>	<b>२२</b>	<b>४०</b>

**Textbook:**

क) प्रशिक्षकहरूका लागि निर्मित निर्देशिका तथा प्रशिक्षण सामग्री, प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद्, २०६९

ख) प्रशिक्षार्थीहरूका लागि निर्मित पाठ्यसामग्री तथा कार्यपुस्तिका, प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद् (अप्रकाशित), २०६९

**Reference book:**

*Entrepreneur's Handbook, Technonet Asia, 1981*

## Module 5 : Gender Equality and Social Inclusion

### मोड्युल ५: लैंगिक समानता तथा सामाजिक समावेशिकरण

अवधि : १६ घण्टा (६ घण्टा सैद्धान्तिक + १० घण्टा प्रयोगात्मक)					
विवरण : यस सह मोड्युलमा लैससासका अवधारणाहरू, लैससास मैत्री तालिम र काम गर्ने वातावरण, लैससास आधारित हिंसा र कार्यस्थलमा हुने लैससास आधारित दुर्व्यवहारलाई सम्बोधन गर्ने कार्यविधिहरू रहेका छन् ।					
उद्देश्य : प्रशिक्षार्थीहरूमा लैससासका अवधारणाहरूको चेतना दिने, लैससास मैत्री तालिम र काम गर्ने वातावरणका साथै कार्यस्थलमा हुने लैससास आधारित दुर्व्यवहारलाई सम्बोधन गर्ने साधन प्रदान गर्ने					
कार्यभार:					
क. लैससासका अवधारणालाई बुझ्ने					
ख. टीभीइटी क्षेत्रमा लैससास मूलप्रवाहीकरण बारे बुझ्ने					
ग. कार्यस्थलमा हुने लैंगिक दुर्व्यवहारलाई सम्बोधन गर्ने कार्यविधि बारे बुझ्ने					
क्र. सं.	कार्य/सीपको चरण कदम Tasks/Skills Steps	सम्बन्धितप्रविधिक ज्ञान	अवधी		
			सैद्धान्तिक	प्रयोगात्मक	जम्मा
<b>लैससासका अवधारणहरू प्रति परिचित हुनु</b>					
१.	लैससासका अवधारणहरू बुझ्ने	<ul style="list-style-type: none"> <li>लिंग र लैंगिक</li> <li>लैंगिक कार्य र विद्यमान सामाजिक प्रणालीमा कार्य विभाजन</li> <li>लैंगिक समानता/समता</li> <li>विद्यमान सामाजिक प्रणालीमा सामाजिक बहिष्करण/समावेशिकरणको अवस्था</li> </ul>	१ घण्टा	२ घण्टा ३० मिनेट	३ घण्टा ३० मिनेट
<b>लैससास मैत्री तालिम र काम गर्ने वातावरण प्रति परिचित हुनु</b>					
२.	टीभीइटी क्षेत्रमा लैससास मैत्री काम गर्ने वातावरण बारे बुझ्ने	<ul style="list-style-type: none"> <li>टीभीइटी क्षेत्रमा लैससास सम्बन्धि स्थापित मान्यता वा रुढिग्रस्त धारणा</li> </ul>	३० मिनेट	१ घण्टा	१ घण्टा ३० मिनेट
कार्यस्थलमा हुने लैंगिक दुर्व्यवहारलाई सम्बोधन गर्ने तरिका बारे परिचित हुनु					
३.	कार्यस्थलमा हुने लैससासमा आधारित दुर्व्यवहार बारे बुझ्नु	<ul style="list-style-type: none"> <li>विभिन्न किसिमका लैससासमा आधारित दुर्व्यवहार (मौखिक, हाउभाउ, शारिरीक, अशिल ल साहित्य वा लिखित र चित्रका प्रकार, मानसिक/भावनात्मक)</li> </ul>	१ घण्टा	३० मिनेट	१ घण्टा ३० मिनेट
४.	कार्यस्थलमा हुने लैससासमा आधारित दुर्व्यवहारलाई रोक्ने तरिका (ज्यालादारी रोजगारी र स्वरोजगारी)	<ul style="list-style-type: none"> <li>ज्यालादारी काम वा स्वरोजगारमा हुने लैससासमा आधारित दुर्व्यवहार प्रति सजग हुने</li> <li>यौन दुर्व्यवहार बढि हुने क्षेत्रहरू प्रति सजग हुने</li> <li>आफ्नो पदको काम र जिम्मेवारीको बारे छल्लंग हुने</li> <li>व्यवस्थापन/वा वरिष्ठ सहकर्मीहरूसंग विश्वास कायम गर्ने</li> <li>संस्था/कम्पनीको कर्मचारी नीति बारे सजग हुने</li> <li>गोप्यनियताको उजुरी गर्ने र परामर्श सहयोग लिने विधिहरू बारे सजग हुने</li> </ul>	१ घण्टा	१ घण्टा	२ घण्टा
५.	वैदेशिक रोजगारी र महिलाहरूका सवालहरू	<ul style="list-style-type: none"> <li>अवस्था/आवश्यकताहरूको बारे सचेत हुने</li> <li>विदेशमा नेपाली महिला कामदारहरू विरुद्ध हुने दुर्व्यवहार बारे सचेत हुने</li> <li>महिलाहरू/पुरुषहरू विदेशमा काम गर्दा हुने सवालहरू बारे सचेत हुने</li> <li>सरकारले विदेशमा जाने महिलाहरूका लागि गरेका प्रयासहरू बारे सचेत हुने</li> </ul>	२ घण्टा	४ घण्टा	६ घण्टा
६.	लैससास आधारित हिंसा विरुद्ध देशको कानुन	<ul style="list-style-type: none"> <li>लैससास आधारित हिंसा विरुद्ध देशको कानुन बारे बुझ्ने</li> </ul>	३० मिनेट	१ घण्टा	१.३० मिनेट
		<b>जम्मा घण्टा</b>	<b>६ घण्टा</b>	<b>१० घण्टा</b>	<b>१६ घण्टा</b>

## Module 6: Hot/Cold Beverage Preparation

### Description:

This module deals with the knowledge and skills related to the preparation of various types of Hot/Cold Beverage served in Cafe. It consists of tasks related to the preparation of various types of Hot/Cold Beverage items. Each task structure consists of performance steps, terminal performance objective, and minimum technical knowledge necessary to know related to the task.

### Objectives:

After the completion of this module the trainees will be able:

- 1 Prepare Espresso base Hot/Cold coffee
- 2 Prepare brew base coffee
- 3 Prepare alternative brew coffee
- 4 Prepare coffee alternative
- 5 Serve the Beverages

### Tasks:

To meet the objectives the trainees are expected to get proficiency on the following tasks:

- 1 Prepare Espresso/short black
- 2 Prepare Cappuccino
- 3 Prepare Latte:
- 4 Prepare Americano/Long Black
- 5 Prepare Cafe mocha
- 6 Prepare Ice Americano/black coffee
- 7 Prepare Iced latte
- 8 Prepare Blended mocha
- 9 Prepare Filter Brew Coffee
- 10 Prepare Hand Drip Coffee
- 11 Prepare French press
- 12 Prepare Turkish coffee
- 13 Prepare Nepali tea
- 14 Prepare Hot chocolate
- 15 Prepare smoothies
- 16 Prepare Fresh lemonade
- 17 Serve the Beverages

## Task Analysis

**Time: 6 hours**

**Theory: 1 hour**

**Practical: 5 hours**

### Task No 1: Prepare Espresso/short black

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Grind the coffee beans</li> <li>3. Fill the Porta filter basket with 7-8 gm coffee.</li> <li>4. Compact it well by using tamper.</li> <li>5. Extract 30 ml of espresso between 20 -30 sec.</li> </ol>	<p><b><u>Condition (Given):</u></b> Well set up coffee Bar</p> <p><b><u>Task (What):</u></b> <b>Prepare Espresso/short black</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Should have three visible layers (Cream, Body, Heart)</li> <li>• Volume must be 30 ml.</li> <li>• Follow the right extraction time.</li> <li>• Coffee machine is in hot around 92-96 degrees Celsius during extraction of espresso.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of Espresso</li> <li>• Taste, flavor</li> <li>• Advantage and disadvantage of coffee product</li> <li>• Tamping pressure</li> <li>• Extraction time</li> <li>• Grind size and how it relates to factors such as temperature, etc.</li> <li>• Operating procedure of espresso machine, monitor boiler and dispensing pressures.</li> <li>❖ Quality of Coffee beans.</li> <li>• Grinding procedure of coffee beans and brewing procedure.</li> <li>• Reorganization of differences in aroma, acidity body and flavor in different coffees.</li> </ul>

**Required tools/equipment:**

coffee machine, coffee grinder, tamper, knock box, coffee beans, timer, shot glass.

**Safety:**

- While preparing hot beverage barista should be careful with hot spot area.

## Task Analysis

**Time: 6 hours**  
**Theory: 1 hour**  
**Practical: 5 hours**

### Task No 2: Prepare Cappuccino

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Grind the coffee beans</li> <li>3. Fill the porta filter basket with 7-8 gm coffee.</li> <li>4. Compact it well by using tamper.</li> <li>5. Extract 30 ml of espresso between 20-30 sec.</li> <li>6. Steam milk between 60°C to 70 °c.</li> <li>7. Pour 50% steam milk and 50% milk foam into the espresso.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Well set up coffee Bar</p> <p><b><u>Task (What):</u></b> <b>Prepare Cappuccino</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Cappuccino should be more forth (1:3) espresso, milk and milk forth.</li> <li>• Extracted espresso must be 30 ml.</li> <li>• Proper milk standard should be maintained</li> <li>• Coffee machine is in hot around 92-96 degrees Celsius during preparing cappuccino.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of Cappuccino</li> <li>• Taste, flavor</li> <li>• Advantage and disadvantage of coffee product</li> <li>• Quality espresso:</li> <li>• Tamping pressure</li> <li>• Extraction time</li> <li>• Milk texturing (Following aerating and steaming)</li> <li>• Grind size and how it is related to factors such as temperature.</li> <li>• Operating procedure of espresso machine, monitor boiler and dispensing pressures.</li> <li>• Altering foam for drinks (lattes vs. cappuccinos) and customer preference</li> <li>• Different artisan skills to make drinks in a well presented manner</li> <li>• Grinding procedure of coffee beans and brewing procedure.</li> <li>• Reorganization of differences in aroma, body, flavor in different coffees.</li> </ul>

**Required tools/equipment:**

coffee machine, coffee grinder, tamper, knock box, milk pitcher.

**Safety:**

- While preparing hot beverage barista should be careful of burning.

## Task Analysis

Time: 5 hours  
Theory: 1 hour  
Practical: 4 hours

### Task No 3: Prepare Latte

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Grind the coffee beans.</li> <li>3. Fill the porta filter basket with 7-8 gm coffee.</li> <li>4. Compact it well by using tamper.</li> <li>5. Extract 30 ml of espresso between 20- 30 sec.</li> <li>6. Steam milk between 60°c to 70 °c.</li> <li>7. Pour foamy milk into the espresso cup.</li> <li>8. Serve approximately 1cm of microforms on the top of latte with art.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Set up coffee Bar</p> <p><b><u>Task (What):</u></b> <b>Prepare Latte</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Latte should be served with more amount of milk then espresso and 5 mm forth.</li> <li>• Latte art via pouring or drawing.</li> <li>• Extracted espresso must be 30 ml.</li> <li>• Approximately 1cm of microforms on the top of latte with art</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of Latte</li> <li>• Taste, flavor</li> <li>• Importance of coffee product</li> <li>• Quality espresso</li> <li>• Tamping pressure</li> <li>• Extraction time</li> <li>• Grind size and how it relates to factors such as temperature.</li> <li>• Operating procedure of espresso machine, monitor boiler and dispensing pressures.</li> <li>• Steaming temperature of Milk</li> <li>• Altering foam for drinks (lattes vs. cappuccinos) and customer preference</li> <li>• Different artisan skills to make drinks in a well presented manner</li> <li>• Grinding procedure of coffee beans and brewing procedure.</li> <li>• Reorganization of differences in aroma, body, flavor in different coffees.</li> </ul>

**Required tools/equipment:**

Coffee machine, coffee grinder, tamper, knock box, milk pitcher, Thermometer

**Safety:**

- While preparing hot beverage barista should be careful of burning.

## Task Analysis

Time: 5 hours

Theory: 1 hour

Practical: 4 hours

### Task No 4: Prepare Americano/Long Black

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Grind the coffee beans</li> <li>3. Fill the porta filter basket with 7-8 gm coffee.</li> <li>4. Compact it well by using tamper.</li> <li>5. Pour hot water 1 inch below the rim.</li> <li>6. Directly extract a shot of espresso into the serving cup.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Well set up coffee Bar</p> <p><b><u>Task (What):</u></b>  <b>Prepare Americano/Long Black</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Coffee Crème should be on top.</li> <li>• While making Americano/long black 30 or 60 ml espresso used depend on café standard.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of Americano</li> <li>• Taste, flavor</li> <li>• Importance of coffee product</li> <li>• Quality espresso</li> <li>• Tamping pressure</li> <li>• Extraction time</li> <li>• Grind size and how it relates to factors such as temperature.</li> <li>• Operating procedure of espresso machine, monitor boiler and dispensing pressures.</li> <li>• Grinding procedure of coffee beans and brewing procedure.</li> <li>• Reorganization of differences in aroma, body, flavor in different coffees.</li> </ul>

#### Required tools/equipment:

Coffee machine, coffee grinder, tamper, knock box.

#### Safety:

- While preparing hot beverage barista should be careful of burning.
- While serving take away beverage always use hot cup sleeves.

## Task Analysis

**Time: 5 hours**  
**Theory: 1 hour**  
**Practical: 4 hours**

### Task No 5: Prepare Cafe mocha

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Grind the coffee beans</li> <li>3. Fill the porta filter basket with 7-8 gm</li> <li>4. coffee.</li> <li>5. Compact it well by using tamper.</li> <li>6. Extract 30 ml of espresso between 20 -30 sec.</li> <li>7. Steam milk between 60°c to 70 °c.</li> <li>8. Put 20-30 ml chocolate sauce and espresso on cup (stir it well)</li> <li>9. Pour steam milk 1 inch below the rim.</li> <li>10. Put 20 ml whipped cream on top.</li> <li>11. Garnish with chocolate sauce.</li> </ol>	<p><b><u>Condition (Given):</u></b> Well set up coffee Bar</p> <p><b><u>Task (What):</u></b> <b>Prepare Cafe mocha</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Espresso 30 ml</li> <li>• Steam milk up to 1 inch below than rim.</li> <li>• Whipped cream on top garnished with chocolate syrup.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of Café Mocha</li> <li>• Taste, flavor</li> <li>• Advantage and disadvantage of coffee product</li> <li>• Quality espresso</li> <li>• Tamping pressure</li> <li>• Extraction time</li> <li>• Grind size and how it relates to factors such as temperature.</li> <li>• Operating procedure of espresso machine, monitor boiler and dispensing pressures.</li> <li>• Grinding procedure of coffee beans and brewing procedure.</li> <li>• Steaming to the proper temperature</li> <li>• Presenting drinks in a well presented manner</li> <li>• Toppings such as whipped cream, sauce, etc.</li> </ul>

**Required tools/equipment:**

Coffee machine, coffee grander, tamper, knock box, milk pitcher and whipped cream dispenser.

**Safety:**

- While preparing hot beverage barista should be careful of burning.

## Task Analysis

**Time: 5 hours**

**Theory: 1 hour**

**Practical: 4 hours**

### Task No 6: Prepare Ice Americano/black coffee

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Grind the coffee beans</li> <li>3. Fill the porta filter basket with 14-16 gm coffee.</li> <li>4. Compact it well by using tamper.</li> <li>5. Extract double shot of espresso (60 ml) between 20 -30 sec.</li> <li>6. Put 10-12 ice cube into the glass.</li> <li>7. Pour 6 oz. cold water into the ice glass.</li> <li>8. Pour double shot espresso into the ice glass.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee Bar</p> <p><b><u>Task (What):</u></b> Prepare Ice Americano/black coffee</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Beverage need to be chilled while serving</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of Ice Americano</li> <li>• Taste, flavor</li> <li>• Advantage and disadvantage of coffee product</li> <li>• Quality espresso</li> <li>• Tamping pressure</li> <li>• Extraction time</li> <li>• Grind size and how it relates to factors such as temperature.</li> <li>• Operating procedure of espresso machine, monitor boiler and dispensing pressures.</li> <li>• Grinding procedure of coffee beans and brewing procedure.</li> <li>• Presenting drinks in a well presented manner.</li> </ul>

**Required tools/equipment:**

Coffee machine, coffee grinder, tamper, knock box.

**Safety:**

- While preparing beverage barista should be careful of burning.

## Task Analysis

**Time: 5 hours**  
**Theory: 1 hour**  
**Practical: 4 hours**

### Task No 7: Prepare Iced latte

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Grind the coffee beans</li> <li>3. Fill the porta filter basket with 14-16 gm coffee.</li> <li>4. Compact it well by using tamper.</li> <li>5. Extract double shot of espresso (60 ml) between 20-30 sec.</li> <li>6. Put 10-12 ice cube into the ice glass.</li> <li>7. Pour 6 oz. cold milk into the ice glass.</li> <li>8. Pour double shot of espresso, &amp; top with two spoon milk foam.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee Bar</p> <p><b><u>Task (What):</u></b> <b>Prepare Iced latte</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Espresso 60ml</li> <li>• Cold milk temperature range 3-5 degree Celsius</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of Ice Latte</li> <li>• Taste, flavor</li> <li>• Advantage and disadvantage of coffee product</li> <li>• Quality espresso</li> <li>• Tamping pressure</li> <li>• Extraction time</li> <li>• Grind size and how it relates to factors such as temperature.</li> <li>• Operating procedure of espresso machine, monitor boiler and dispensing pressures.</li> <li>• Grinding procedure of coffee beans and brewing procedure.</li> <li>• Presenting drinks in a well presented manner.</li> </ul>

**Required tools/equipment:**

Coffee machine, coffee grinder, tamper, knock box.

**Safety:**

- While preparing beverage barista should be careful of burning.

## Task Analysis

**Time: 5 hours**  
**Theory: 1 hour**  
**Practical: 4 hours**

### Task No 8: Prepare Blended mocha

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Grind the coffee beans</li> <li>3. Fill the porta filter basket with 14-16 gm coffee.</li> <li>4. Compact it well by using tamper.</li> <li>5. Extract double shot of espresso (60 ml) between 20 -30 sec.</li> <li>6. Put 10-12 ice cube into the ice glass.</li> <li>7. Put 2-3 tablespoon chocolate powder (60 gm), double shot espresso &amp; 2 oz. cold milk (optional) into the blender.</li> <li>8. Blend all those ingredient.</li> <li>9. Pour mixture back into the serving glass.</li> <li>10. Top with whipped cream and garnish with chocolate sauce.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee Bar</p> <p><b><u>Task (What):</u></b> <b>Prepare Blended mocha</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Espresso 60 ml</li> <li>• Blended mocha must look like thick in café standard glass, whipped cream goes on top.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of Blended mocha</li> <li>• Taste, flavor</li> <li>• Advantage and disadvantage of coffee product</li> <li>• Quality espresso</li> <li>• Tamping pressure</li> <li>• Extraction time</li> <li>• Grind size and how it relates to factors such as temperature.</li> <li>• Operating procedure of espresso machine, monitor boiler and dispensing pressures.</li> <li>• Grinding procedure of coffee beans and brewing procedure.</li> <li>• Toppings such as whipped cream, chocolate sauce, etc.</li> <li>• Blending procedure.</li> </ul>

**Required tools/equipment:**

coffee machine, coffee grinder, tamper, knock box, Blender.

**Safety:**

- While preparing beverage barista should be careful of burning.
- Be careful with blade of blender.

## Task Analysis

**Time: 5 hours**  
**Theory: 1 hour**  
**Practical: 4 hours**

### Task No 9: Prepare Filter Brew Coffee

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Open coffee brew machine</li> <li>3. Grind coffee</li> <li>4. Take drip brewer and fix the flat filter paper.</li> <li>5. Keep 100 gm ground coffee over the flat filter paper.</li> <li>6. Fix the drip brewer with drip machine.</li> <li>7. Pour 1 liter cold water into drip machine.</li> <li>8. Collect coffee into drip pot (decanter pot)</li> <li>9. Serve the coffee standard service procedure.</li> </ol> <p>Please note: that recipe of brewing coffee in filter brew coffee ratio is 10 grams coffee is cost to 180 ml of hot water.</p>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> <b>Prepare Filter Brew Coffee</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>❖ Used quality water (filter) for Brewing coffee</li> <li>❖ Experience the differences in aroma, acidity, body and flavor in different coffees.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of <b>Filter Brew Coffee</b></li> <li>• Pouring time</li> <li>• Grind size</li> <li>• Operating procedure of brew equipment and monitor boiler and water temperature.</li> <li>• Presenting drinks in a well presented manner</li> <li>• Reorganization of differences in aroma, body, flavor in different coffees.</li> </ul>

**Required tools/equipment:**

filter coffee machine,

**Safety:**

- While preparing beverage barista should be careful of burning.

## Task Analysis

**Time: 4½ hours**  
**Theory: ½ hour**  
**Practical: 4 hours**

### Task No 10: Prepare Hand Drip Coffee/Pour over

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment materials</li> <li>2. Pre soft the filter paper with hot water and discard water.</li> <li>3. Put ground coffee over the cone filter paper (20-30) gm. coffee to 300 ml cup.</li> <li>4. Pour hot water in circular way(clock wise and anti clockwise) to the filter paper (between 92°c to 96 °c )</li> <li>5. Collect coffee into standard serving mug</li> <li>6. Serve coffee standard service procedure.</li> </ol> <p>Please note: that recipe of brewing coffee in hand drip coffee ratio is 10 grams coffee is cost to 180 ml of hot water.</p>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> <b>Prepare Hand Drip Coffee</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>❖ Used quality water (filter) for Brewing coffee</li> <li>❖ Experience the differences in aroma, acidity, body and flavor in different coffees.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of Hand Drip Coffee</li> <li>• Pouring time</li> <li>• Grind size</li> <li>• Water temperature</li> </ul> <ul style="list-style-type: none"> <li>• Presenting drinks in a well presented manner</li> <li>• Reorganization of differences in aroma, body, flavor in different coffees.</li> </ul>

**Required tools/equipment:**

Pour over set, cone filter paper

**Safety:**

- While preparing beverage barista should be careful of burning.

## Task Analysis

**Time: 4½ hours**  
**Theory: ½ hour**  
**Practical: 4 hours**

### Task No 11: Prepare French press

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment material</li> <li>2. Rinse coffee press with hot water</li> <li>3. Put required amount of courses ground coffee into French press</li> <li>4. Pour hot water into French press about half inch below the rim. Then leave four minutes for brewing</li> <li>5. Press the French press plunger after 4 min and serve it</li> </ol> <p>Please note: that recipe of brewing coffee in French press ratio is 10 grams coffee is cost to 180 ml of hot water.</p>	<p><b><u>Condition (Given):</u></b> Well set up coffee bar</p> <p><b><u>Task (What):</u></b> <b>Prepare French press</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Used quality water (filter) for Brewing coffee</li> <li>• Experience the differences in aroma, acidity, body and flavor in different coffees.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of French press</li> <li>• Pouring time</li> <li>• Grind size</li> <li>• Operating procedure of brew equipment and water temperature.</li> <li>• Presenting drinks in a well presented manner</li> <li>• Reorganization of differences in aroma, body, flavor in different coffees.</li> </ul>

**Required tools/equipment:**

French press set, timer, scale, scoop

**Safety:**

- While preparing beverage barista should be careful of burning.

## Task Analysis

**Time: 5 hours**  
**Theory: 1 hour**  
**Practical: 4 hours**

### Task No 12: Prepare Turkish coffee

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Pour water into Turkish pot</li> <li>3. Add 1 tablespoon coffee and 1 spoonful sugar per cup.</li> <li>4. Place Turkish pot into heat</li> <li>5. Allow coffee and sugar to dissolve</li> <li>6. Stir it well.</li> <li>7. Pour into cups.</li> <li>8. Serve the coffee standard service procedure.</li> </ol>	<p><b><u>Condition (Given):</u></b> Well set up coffee bar</p> <p><b><u>Task (What):</u></b> <b>Prepare Turkish coffee</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Used quality water (filter) for Brewing coffee</li> <li>• Experience the differences in aroma, acidity, body and flavor in different coffees</li> <li>• Used Turkish pot, Turkish grind coffee and quality water.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of quality alternative brew coffee</li> <li>• Grind size</li> <li>• Operating procedure of brew equipment and monitor boiler and water temperature.</li> <li>• Presenting drinks in a well presented manner</li> </ul>

**Required tools/equipment:** Turkish pot, spoon

**Safety:**

- While preparing beverage barista should be careful of burning.

## Task Analysis

**Time: 5 hours**  
**Theory: 1 hour**  
**Practical: 4 hours**

### Task No 13: Prepare Nepali tea

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Pour half of hot water into the café standard cup.</li> <li>3. Put 1-2 bag of tea into the café standard cup</li> <li>4. Steam milk around 70 to 75 degree Celsius.</li> <li>5. Pour hot milk into the cup with tea bag.</li> <li>6. Serve the coffee standard service procedure.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> Prepare Nepali tea</p> <p><b><u>Standard (How well):</u></b> Tea color must be appeared Should be enough hot.</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of tea:</li> <li>• Taste, flavor</li> <li>• Operating coffee machine/ water temperature.</li> <li>• Steaming to the proper temperature</li> <li>• Presenting drinks in a well manner.</li> </ul>

**Required tools/equipment:** steaming pot

**Safety:**

- While preparing beverage barista should be careful of burning.

## Task Analysis

**Time: 5 hours**  
**Theory: 1 hour**  
**Practical: 4 hours**

### Task No 14: Prepare Hot chocolate

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
1. Collect Tools, equipment and materials 2. Put 2-3 table spoon chocolate powder into mug 3. Steam milk 65-75 degrees Celsius. 4. Put required amount of chocolate powder or chocolate sauce in to the mug then add steam milk up to 1 inch below than rim. 5. Stir it 6. Top with whipped cream and garnish with chocolate sauce in spiral way 7. Serve the beverage in standard service procedure.	<p><b><u>Condition (Given):</u></b> Well set up coffee bar</p> <p><b><u>Task (What):</u></b> Prepare Hot chocolate.</p> <p><b><u>Standard (How well):</u></b> Top whipped cream with nice design The temperature of milk should be extra hot.</p>	Knowledge about: <ul style="list-style-type: none"> <li>• Introduction of quality coffee alternative:</li> <li>• Taste, flavor</li> <li>• Steaming to the proper temperature</li> <li>• Presenting drinks in a well presented manner</li> <li>• Operating procedure of coffee machine, monitor boiler and dispensing pressures</li> </ul>

**Required tools/equipment:** coffee machine, steaming pitcher

**Safety:**

- While preparing beverage barista should be careful of burning.

## Task Analysis

**Time: 5 hours**  
**Theory: 1 hour**  
**Practical: 4 hours**

### Task No 15: Prepare smoothies

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Put 3,4 pieces of customer requested fresh fruit slice into the blender.</li> <li>2. Mix 2-3 scoop of curd into blender machine</li> <li>3. Put sugar syrup 20-30 ml into the blender machine.</li> <li>4. Put iced cube 4-5 pieces into the blender machine</li> <li>5. Put milk 45 ml into the blender machine</li> <li>6. Blend all those ingredients by using blender.</li> <li>7. Pour mixture back into the serving cup.</li> <li>8. Put whipped cream on top</li> <li>9. Put some slice of banana for nice look.</li> <li>10. Serve the coffee standard service procedure.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Set up coffee bar</p> <p><b><u>Task (What):</u></b>  <b>Prepare smoothies</b></p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Top whipped cream and banana for attractive design</li> <li>• Looked thicker</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of smoothies:</li> <li>• Taste, flavor</li> <li>• Operating blender machine</li> <li>• Presenting drinks in a well presented manner</li> </ul>

**Required tools/equipment:** Blender

**Safety:**

- Blender are sharp so be careful while using it.

## Task Analysis

**Time: 5 hours**  
**Theory: 1 hour**  
**Practical: 4 hours**

### Task No 16: Prepare Fresh lemonade

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
1. Put 10 ml lemon syrup into blender 2. Put 20-30 ml sugar syrup into blender 3. Put 10-15 iced cube into blender. 4. Pour chilled water also into blender on café standard glass 5. Blend it. 6. Serve the mixture according to the coffee standard service procedure.	<p><b><u>Condition (Given):</u></b> Well set up coffee bar</p> <p><b><u>Task (What):</u></b> <b>Prepare fresh lemonade</b></p> <p><b><u>Standard (How well):</u></b> The fresh lemonade looked thick.</p>	Knowledge about: <ul style="list-style-type: none"> <li>• Introduction of quality coffee alternative:</li> <li>• Taste, flavor</li> <li>• Operating blender</li> <li>• Presenting drinks in a well presented manner</li> </ul>

**Required tools/equipment:**

Blender

**Safety:**

- Blender are sharp so be careful while using it

## Task Analysis

Time: 5 hours  
Theory: 1 hour  
Practical: 4 hours

### Task No 17: Serve the Beverage

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
1. Greet the customer. 2. Place order in good manner 3. Maintain KOT and BOT 4. Place the KOT to the bar. 5. Prepare Food/pastry for servicing 6. Serve food/pastry by following servicing standard procedure 7. Take feedback from the customer	<p><b><u>Condition (Given):</u></b></p> <p>Set up coffee bar</p> <p><b><u>Task (What):</u></b></p> <p>Serve the Beverage</p> <p><b><u>Standard (How well):</u></b></p> <p>Standard serving procedure is followed.            Maintained heat and temperature according to the nature of beverages.</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Servicing standard procedure</li> <li>• Taste, flavor</li> <li>• KOT, BOT</li> <li>• Presenting food pastry in a well manner</li> <li>• Good Communication               <ul style="list-style-type: none"> <li>➤ Non-verbal</li> <li>➤ Verbal</li> </ul> </li> <li>• Customer Service               <ul style="list-style-type: none"> <li>➤ Greeting</li> <li>➤ Product knowledge</li> </ul> </li> <li>• Preparation of food and pastry</li> <li>• Maintains high standards</li> <li>• Alert for special/requests</li> <li>• Managing queues</li> </ul>

**Required tools/equipment:** Saucer, cup, spoon, straw

**Safety:**

- While serving beverage barista should be careful of burning.

## **Module 7: Food/Pastry Handling**

### **Description:**

This module deals with the knowledge and skills related to the Handling of various types of Food/Pastry served in Cafe. It consists of tasks related to the Handling of various types of Food/Pastry items. Each task structure consists of performance steps, terminal performance objective, and minimum technical knowledge related to the task.

### **Objectives:**

After the completion of this module the trainees will be able:

- 1 Place the order of Food/Pastry to vendors
- 2 Receive Food/Pastry
- 3 Store Food/Pastry
- 4 Display Food/Pastry
- 5 Serve Food/Pastry

### **Tasks:**

To meet the objectives the trainees are expected to get proficiency on the following tasks:

- 1 Place the order of Food/Pastry to vendors
- 2 Receive Food/Pastry
- 3 Store Food/Pastry
- 4 Display Food/Pastry
- 5 Serve Food/Pastry

## Task Analysis

**Time: 4 hours**  
**Theory: 2 hour**  
**Practical: 2 hours**

**Task No 1:** Place order of Food/Pastry to vendors

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
1. Check the food and pastry from the displaying showcase and store. 2. Prepare order items list. 3. Place order to the vendors by mentioning stock in hands. 4. Record the order for invoice and print out.	<p><b><u>Condition (Given):</u></b>            Set up coffee bar with food/pastry case            Food and pastry store            Ordering list</p> <p><b><u>Task (What):</u></b>            Place order of Food/Pastry from vendors</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Food and Pastry ordered by checking the showcase and store</li> <li>• Ordered most saleable food items.</li> <li>• Checked food and pastry individually</li> <li>• Followed FIFO and LIFO</li> </ul>	Knowledge about: <ul style="list-style-type: none"> <li>• Ordering procedures</li> <li>• Product knowledge</li> <li>• Most saleable food and pastry items</li> <li>• Alert for special/request</li> <li>• Managing queue while storing</li> <li>• Expire date and FIFO</li> <li>• Product storage standard.</li> </ul>

**Required tools/equipment:**

Paper, pen, calculator, computer

**Safety:**

- Always careful and check on expiring date of food and pastry while ordering
- Discard any broken food items or coping items immediately

## Task Analysis

**Time: 3 hours**  
**Theory: 1 hour**  
**Practical: 2 hours**

### Task No 2: Receive Food/Pastry

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Check and receive the food and pastry according the order list.</li> <li>2. Check the damage pieces of food pastry items if it is, replace by good one.</li> <li>3. Store the food and pastry items by maintaining heat and temperature.</li> <li>4. Fill report if any discrepancy.</li> </ol>	<p><b><u>Condition (Given):</u></b>            Set up coffee bar with food/pastry case            Food and pastry store</p> <p><b><u>Task (What):</u></b>            Receive Food/Pastry</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Food and Pastry received according to the order list</li> <li>• Maintained heat and temperature according to the nature of food and pastry &amp; store</li> <li>• Checked food and pastry individually</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Ordering and receiving procedures</li> <li>• Product knowledge</li> <li>• Maintaining high standards of hygiene</li> <li>• Alert for special/requests</li> <li>• Managing FIFO while storing</li> <li>• Expire date</li> </ul>

**Required tools/equipment:**

Pastry case, Trolley, Invoice

**Safety:**

- Always careful on mishandling and misplacing of food and pastry while receiving
- Careful on expiring date of food and pastry items.

## Task Analysis

**Time: 4 hours**  
**Theory: 1 hour**  
**Practical: 3 hours**

### Task No 3: Store Food/Pastry

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
1. Prepare the right temperature for storing 2. Clean the rack and showcase with clean dry smooth cloths. 3. Receive and check the food and pastry from vender. 4. Store the different items of food & pastry separately on the appropriate place. 5. Maintain heat and temperature in the storing room/freezer/refrigerator. 6. Check and separate the expired food and pastry items. 7. Follow FIFO rules while storing	<p><b><u>Condition (Given):</u></b>            Set up coffee bar with food/pastry case</p> <p><b><u>Task (What):</u></b>            Store Food/Pastry</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Applied FIFO rules while storing</li> <li>• Maintained heat and temperature according to the nature of food and pastry</li> <li>• Well managed store</li> </ul>	Knowledge about: <ul style="list-style-type: none"> <li>• FIFO rules</li> <li>• Different storing temperature according to the food/pastry items</li> <li>• Managing food items</li> <li>• Log all food items expired</li> <li>• Storing and merchandizing</li> </ul>

**Required tools/equipment:**

Showcase, Tray, pastry case, Cooling room

**Safety:**

- Always follow proper storage standard of food and pastry while storing

## Task Analysis

**Time: 3 hour**  
**Theory: 1 hour**  
**Practical: 2 hours**

**Task No 4: Display Food/Pastry**

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Prepare the pastry rack for displaying</li> <li>2. Clean the rack and showcase glass with clean dry smooth cloths and paper.</li> <li>3. Place the food and pastry in the pastry case.</li> <li>4. Display the different items of food &amp; pastry separately as the standard decorating manner.</li> <li>5. Tag the price individually in the every food and pastry item.</li> <li>6. Maintain light within the showcase.</li> <li>7. Close the showcase door with maintaining heat and temperature.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar with food/pastry case</p> <p><b><u>Task (What):</u></b> Display Food/Pastry</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Food and Pastry displayed in the attractive manner.</li> <li>• Maintained heat and temperature according to the nature of food and pastry</li> <li>• Show the food and pastry price individually</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Presenting food pastry in a well presented manner</li> <li>• Eye appealing</li> <li>• Customer Service</li> <li>• Product knowledge</li> <li>• Preparation of food and pastry</li> <li>• Maintains high standards of hygiene</li> <li>• Alert for special/requests</li> <li>• Managing queues</li> </ul>

**Required tools/equipment:**

Showcase, Service spoon, Tray, pastry plate

**Safety:**

- Always careful on mismanaging of food and pastry while displaying

## Task Analysis

**Time: 4 hours**  
**Theory: 1 hour**  
**Practical: 3 hours**

**Task No 5: Serve Food/Pastry**

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Welcome to the customer according to the time like, Good Morning, Good evening, Good afternoon.</li> <li>2. Place order on good manner</li> <li>3. Maintain KOT and BOT</li> <li>4. Place the KOT to the bar.</li> <li>5. Prepare Food/pastry for serving</li> <li>6. Serve food/pastry by following serving standard procedure</li> <li>7. Take feedback from the customer</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar with food/pastry case</p> <p><b><u>Task (What):</u></b> Serve Food/Pastry</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Followed serving standard procedure</li> <li>• Maintained heat and temperature according to the nature of food and pastry item.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Servicing standard procedure</li> <li>• Taste, flavor</li> <li>• KOT, BOT</li> <li>• Presenting food pastry in a well presented manner</li> <li>• Good Communication               <ul style="list-style-type: none"> <li>○ Non-verbal</li> <li>○ Listens</li> </ul> </li> <li>• Customer Service</li> <li>• Greeting</li> <li>• Product knowledge</li> <li>• Preparation of food and pastry</li> <li>• Maintains high standards of hygiene</li> <li>• Alert for special/requests</li> <li>• Managing queues</li> </ul>

**Required tools/equipment:**

Service spoon, Tray, pastry plate

**Safety:**

- Always careful on mismanaging of food and pastry while serving.

## **Module 8: Hygiene**

### **Description:**

This module deals with the knowledge and skills related to the hygiene and nutrition as a barista. It consists of tasks related to hygiene. Each task structure consists of performance steps, terminal performance objective, and minimum technical knowledge necessary to know related to the task.

### **Objectives:**

After the completion of this module the trainees will be able:

- 1 Maintain personal hygiene
- 2 Maintain product expiry
- 3 Clean tools/equipment
- 4 Sanitize tools/equipment
- 5 Maintain food hygiene
- 6 Follow up Pest Control Routine
- 7 Receive/ Store Coffee Product

### **Tasks:**

To meet the objectives the trainees are expected to get proficiency on the following tasks:

- 1 Maintain personal hygiene
- 2 Maintain product expiry
- 3 Clean tools/equipments
- 4 Sanitize tools/equipments
- 5 Maintain food hygiene
- 6 Follow up Pest Control Routine
- 7 Receive/ Store Coffee Product

# Task Analysis

Time: 2 hour  
Theory: 0.5 hour  
Practical: 1.5 hours

## Task No 1: Maintain Personal Hygiene

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Take daily bath before reporting on job</li> <li>2. Shave daily</li> <li>3. Keep nail short</li> <li>4. Wear neat and iron dress/uniform.</li> <li>5. Cut hair timely, if ladies comb the hair and tie it tightly.</li> <li>6. Put off ornaments which you are wearing before works</li> <li>7. Wash your hands frequently with hand soap (after touching mops, using toilet, cleaning floors, touching with dirty items)</li> <li>8. Open cuts or wounds should completely protected by water proof gloves or dressings.</li> <li>9. Stay home when you are sick.</li> <li>10. Avoid bad habits while on duty (eg: Tobacco, cigarette, alcohol)</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> Maintain Personal Hygiene</p> <p><b><u>Standard (How well):</u></b> Reduced the cross contamination and stay healthy.</p>	<p><b>Knowledge about:</b></p> <ul style="list-style-type: none"> <li>• Food handling</li> <li>• Food poisoning</li> <li>• Food borne illness</li> <li>• Cross contamination</li> </ul>

### Required tools/equipment:

Handling food-Spatula, Pastry tongue

### Safety:

- Prevent from food poisoning-Receiving and Closing record, Food expiry record, Food and Pastry display cabinet's temperature record.
- Prevent from Cross Contamination-Plastic gloves, Food graded storage container

## Task Analysis

**Time: 2 hour**  
**Theory: 0.5 hour**  
**Practical: 1.5 hours**

### Task No 2: **Maintain product expiry**

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Check thoroughly the storing area, chilling room and Freezers.</li> <li>2. Check expiry of food items and put record of the mark out items.</li> <li>3. Follow the FIFO system while storing, displaying and refilling the food items.</li> <li>4. Manage par level of stocks and place order before expiry the stock on hand.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Set up coffee bar</p> <p><b><u>Task (Wheat):</u></b> Maintain product expiry</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• No expired product remaining in the store/chilling room/ vat/ Freezer/Frize</li> <li>• FIFO rules maintained</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Food handling</li> <li>• Food poisoning</li> <li>• Food borne illness</li> <li>• Food loss</li> <li>• Loss and reputation</li> <li>• Cross contamination</li> <li>• FIFO rules</li> </ul>

**Required tools/equipment:**

**Safety:**

- Awareness form Fines, suspension and closures

## Task Analysis

**Time: 2 hours**  
**Theory: 0.5 hour**  
**Practical: 1.5 hours**

### Task No 3: Clean tools/equipment

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Flush group head after every extraction.</li> <li>2. Purge the steam wand in every use.</li> <li>3. Flush drain frequently (time to time) throughout the day with hot water.</li> <li>4. Back flush porta filter with required chemical at closing time</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> Clean tools/equipment</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>○ The tools and equipment used in the cafe were neat and clean without any spots.</li> <li>○ While making coffee and other products on cafe there was no illness from the germs and diseases due to cross contamination.</li> <li>○ Work station and watching area should free from germs.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>● Maintenance schedule</li> <li>● Maintenance manuals</li> </ul>

**Required tools/equipment:**

Cleaning brush, Blind porta filter insert, clean towels, Sanitizer solution, back flush chemical, casting soda, PMC calendar

**Safety:**

- Use wet damp cloths while cleaning steam wand
- Do not try to open and close accessories parts by yourself.

## Task Analysis

Time: 2 hour

Theory: 0.5 hour

Practical: 1.5 hours

Task No 4: Sanitize tools/equipment

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Make a sanitizer water solution (1 lit water 1 drop of chlorine bleach)</li> <li>2. After every used of wipe duster/table duster wash with bleach water.</li> <li>3. After every used of chop board/knife/pastry knife and toughs clean with bleach water.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> Sanitize tools/equipments</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>○ Proper hygiene and sanitation maintained</li> <li>○ Avoided cross contamination</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>● Food handling</li> <li>● Food poisoning</li> <li>● Food borne illness</li> <li>● Loss and reputation</li> <li>● Cross contamination</li> <li>● Loss ford, loss money</li> </ul>

**Required tools/equipment:**

Sanitizing tools, chemicals

**Safety:**

- Always careful from contamination
- Discard if any damaged items.

## Task Analysis

Time: 3 hour  
Theory: 1 hour  
Practical: 2 hours

### Task No 5: Maintain food hygiene

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Clean your hand before preparing food and use gloves or tongue while handling the food.</li> <li>2. Inspect food regularly upon the arrival. While inspect focus on its appearance, smell, temperature and expiry date.</li> <li>3. Store the meat and vegetable or Cook and uncooked items separately while storing or chilling or freezing.</li> <li>4. Store food on selves at least 6 inches above the floor.</li> <li>5. Ensure that the cooked food items are cooked properly before serving.</li> <li>6. Ensure the cleanliness of food cases at all the time.</li> <li>7. Store the chemical items away from food contact surfaces.</li> <li>8. Wash daily the food display and storage container.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> Maintain food hygiene</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>○ Proper hygiene and sanitation maintained</li> <li>○ There was no illness while eating foods</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>● Food handling</li> <li>● Food poisoning</li> <li>● Food borne illness</li> <li>● Types of hygiene</li> <li>● Cooked and uncooked food storage and cooking standards</li> </ul>

#### Required tools/equipment:

- Maxi roll, cleaning towel, Pastry tongue, spatula, Digital thermometer, micro oven.

#### Safety:

- Use only food graded container while storing the food items.
- Hot food should store as hot and cold as cold

## Task Analysis

Time: 1.5 hour  
Theory: 0.5 hour  
Practical: 1 hours

### Task No 6: Follow up Pest Control Routine

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Inspect about pest what kind(rats, mouse, bee, cockroaches)</li> <li>2. After identify make the pest control routine according to the types of pest.</li> <li>3. Apply the routine in the daily schedule.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar and coffee with free of pest</p> <p><b><u>Task (What):</u></b> Follow up Pest Control Routine</p> <p><b><u>Standard (How well):</u></b> Properly followed the pest control routine.</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Food handling</li> <li>• Food poisoning</li> <li>• Food borne illness</li> <li>• Food loss</li> <li>• Loss reputation</li> <li>• Chemical using standard</li> </ul>

**Required tools/equipment:**

Pest control equipment and chemicals

**Safety:**

- Awareness of pest around store
- Solve the problem immediately do not late.
- Any incident occurs, documented properly

## Task Analysis

Time: 1.5 hour

Theory: 0.5 hour

Practical: 1 hours

### Task No 7: Receive/ Store Coffee Product

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Receive the foods item for storing</li> <li>2. Separate them as by nature</li> <li>3. Store them as their nature by maintaining proper temperature.</li> <li>4. Rotate them following FIFO.</li> <li>5. Update product expiry every week and work out to clear the nearly expiry product.</li> <li>6. Maintain the storage area free of any insect or rodent activity.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar with proper merchandizing</p> <p><b><u>Task (What):</u></b> Receive/ Store Coffee Product</p> <p><b><u>Standard (How well):</u></b> Maintained the temperature of the coffee items while storing.</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>● Food handling -Food poisoning, food burn, illness</li> <li>● Food loss</li> <li>● Low sales items</li> <li>● Awareness form Fines, suspension and closures</li> <li>● Loss and reputation</li> <li>● Civil action and buying certified products</li> </ul>

**Required tools/equipment:**

Daily consumption report, updated expiry check list, Pest control track sheet.

**Safety:**

- Avoid damage in packets
- Avoid receiving expire items
- Check Proper label in packets

## **Module 9: Pre Opening/Closing Activities**

### **Description:**

This module deals with the knowledge and skills related to pre-opening/closing of cafe. It consists of tasks related to pre-opening/closing. Each task structure consists of performance steps, terminal performance objective, and minimum technical knowledge necessary to know related to the task.

### **Objectives:**

After the completion of this module the trainees will be able:

- 1 Check/Operate the machine(Coffee Machine, Grinder, Blender)
- 2 Prepare Coffee serving accessories (browse or paper cups/saucer/napkins/ cutlery)
- 3 Close the coffee machines
- 4 Receive/Check deliveries
- 5 Check the quality of perishable items
- 6 Check/Refill the stock (Coffee, milk, ice)
- 7 Display food and beverages
- 8 Display marketing materials
- 9 Update Sign board
- 10 Check cash register and float money
- 11 Perform cash closing and inventory

### **Tasks:**

To meet the objectives the trainees are expected to get proficiency on the following tasks:

- 1 Check/Operate the machine(Coffee Machine, Grinder, Blender)
- 2 Prepare Coffee serving accessories (browse or paper cups/saucer/napkins/ cutlery)
- 3 Close the coffee machines
- 4 Receive/Check deliveries
- 5 Check the quality of perishable items
- 6 Check/Refill the stock (Coffee, milk, ice)
- 7 Display food and beverages
- 8 Display marketing materials
- 9 Update Sign board
- 10 Check cash register and float money
- 11 Perform cash closing and inventory

## Task Analysis

**Time: 1.5 hours**

**Theory: 0.5 hour**

**Task No 1: Check/Operate the machine (Coffee Machine, Grinder, Blender) Practical: 1 hours**

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Open the café</li> <li>2. Check the water in machine before start machine</li> <li>3. Turn on coffee machine.</li> <li>4. Make sure coffee machine is open or not.</li> <li>5. Wait 15-30 min to become ready of the coffee machine</li> <li>6. Check the pressure gauge bar reading between 9-12 PSI for coffee boiler and 1-1.5 PSI for steam boiler.</li> <li>7. Ready the machine to prepare order.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> Check/Operate the machine(Coffee Machine, Grinder, Blender)</p> <p><b><u>Standard (How well):</u></b> The coffee machine was started by maintaining the proper operating procedure.</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Starting procedure of machine</li> <li>• Catalog</li> <li>• Basic operating and closing procedures</li> </ul>

**Required tools/equipment:**

Coffee Machine, Coffee grinder, Ice machine, Blinder, Syrup pumps, brush.

**Safety:**

- Stay away from any electric hazards.
- Check any loose wire of connection.
- Follow PMC and fix up schedule in store.
- Report immediately for unusual sound if occurs in machine

## Task Analysis

**Time: 3 hours**  
**Theory: 1 hour**  
**Practical: 2 hours**

**Task No 2:** Prepare Coffee serving accessories (browse or paper cups/saucer/napkins/ cutlery)

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
1. Collect the preparing items 2. Check the item are clean or not 3. if the item are not clean then clean, sanitize and dry it. 4. Put cups/saucer/cutlet in coffee bar for serving or warm up. 5. Check the napkin into napkin box 6. Used proper cups/saucer/cutlet as the types of order.	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> Prepare Coffee serving accessories (browse or paper cups/saucer/napkins/ cutlery)</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• No spot and dust appeared on the time of servicing</li> <li>• Cups/saucer/napkins/ cutlery were ready at the time of servicing</li> </ul>	Knowledge about: <ul style="list-style-type: none"> <li>• Function and types of cups/saucer/napkins / cutlery</li> <li>• Sanitizing &amp; Cleaning process of cups and saucer</li> </ul>

**Required tools/equipment:** Saucer, napkins, cutleries, sleeves, browse or paper cups, drink carrier, sugar sachets, stirrer, and straws

**Safety:**

- Always aware and careful of breakable items. Put level if necessary "Handle with care" on storage area.
- Follow pesticides and cleaning Schedule for stock room area to avoid any chemical and physical hazards

## Task Analysis

**Time: 1.5 hours**

**Theory: 0.5 hour**

**Practical: 1 hours**

**Task No 3:** Close the coffee machines

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Back flush to porta filter with required chemicals.</li> <li>2. Push the coffee machine group head button</li> <li>3. Wait 10 second and then do off</li> <li>4. Repeat it till 8-10 time.</li> <li>5. After that clean the machine with dry and clean cloth.</li> <li>6. Throw dirty from drain water with hot water.</li> <li>7. Switch off the machine</li> <li>8. Un plug the electric cable</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar with coffee machines, grinders</p> <p><b><u>Task (What):</u></b> Close the coffee machines</p> <p><b><u>Standard (How well):</u></b> The dirty part of the machine cleaned completely.</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Closing procedures of coffee machine.</li> <li>• Health and hygiene standards</li> <li>• Electric hazard and safety rules</li> </ul>

**Required tools/equipment:**

Coffee Machine, cleaning chemicals

**Safety:**

- Switch off machine before unplug.
- Plug the cable and switch on
- Follow fire up schedule.
- Follow maintenance calendar and cleaning schedule update.
- Avoid hot spot area.

## Task Analysis

**Time: 1.5 hours**  
**Theory: 0.5 hour**  
**Practical: 1 hours**

**Task No 4: Receive/Check/order deliveries**

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Check the stock</li> <li>2. Prepare the list of stock what we need.</li> <li>3. Order the stock to vender or storekeeper.</li> <li>4. When order is ready receive and check it according to the order list.</li> <li>5. Put stock in proper place on store.</li> <li>6. Be ready to make order of its daily inventory at night.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar, coffee and storage area</p> <p><b><u>Task (What):</u></b> Receive/Check/order deliveries</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Got proper quantity amount and quality of items as the previous order list</li> <li>• Follow par level inventory and stock on hand.</li> <li>• Avoided over stock</li> </ul>	<p>Knowledge About:</p> <ul style="list-style-type: none"> <li>• Stock handling</li> <li>• Standard process of receiving and delivering</li> <li>• Proper list of supplier (name telephone and address)</li> </ul>

**Required tools/equipment:**

Delivery invoices, cafe stamp, pen, record file, pre order checklist, trolley, stock room, pastry case.

**Safety:**

- Follow proper safety rules while receiving and delivering the food items.
- Follow standard of receiving products
- Check quantities, quality and proper sealed packs and stamp cartoons.
- Report immediately for any damage box or unusual.

## Task Analysis

**Time: 1.5 hours**

**Theory: 0.5 hour**

**Practical: 1 hours**

**Task No 5: Check the quality of perishable items**

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Check the item with open eyes and nose. Note it if any unusual.</li> <li>2. If its look bad or smell bad dispose it.</li> <li>3. Write down in stock paper what is wastage.</li> <li>4. Check in stock also.</li> <li>5. If there is no enough stock to sell then order it.</li> <li>6. Prepare ready to serve items.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> Check the quality of perishable items</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• There were no damage of perishable items.</li> <li>• Followed FIFO Rules</li> <li>• The appropriate standard quality we served</li> <li>• No harmful broken items should appeared.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Perishable and nonperishable foods items.</li> <li>• FIFO rules</li> <li>• Quality of foods items</li> </ul>

**Required tools/equipment:**

Perishable items, checklist guide, pen, clip board, record sheet

**Safety:**

- Be aware of any hazardous items appeared.
- Follow stock hygiene rules

## Task Analysis

Time: 2.5 hours  
Theory: 0.5 hour  
Practical: 2 hours

**Task No 6:** Check/Refill the stock (Coffee, milk, ice)

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Check the stock of beans, milk, and ice.</li> <li>2. Write down the stock list what we need.</li> <li>3. Per order for stock of vender or storekeeper to manager.</li> <li>4. When order is receive, check it thoroughly.</li> <li>5. Put stock in proper station accordingly to merchandizing standard.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> Check/Refill the stock (Coffee, milk, ice)</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• Follow merchandizing standard</li> <li>• FIFO Followed</li> <li>• Discard items if necessary.</li> </ul>	<p>Knowledge on:</p> <ul style="list-style-type: none"> <li>• Stock up</li> <li>• Procedure of cleaning and organizing</li> <li>• Follow FIFO and LIFO.</li> </ul>

**Required tools/equipment:**

Stock room, racks, cup holders, ice buckets, chiller/freezer, shelves

**Safety:**

- Follow cross contamination safety procedure.
- Check & record all items recently and update it.
- Keep Chemical storage area separately.
- Put label in the storage area
- Pest inspection follow regularly

## Task Analysis

Time: 1.5 hours  
Theory: 0.5 hour  
Practical: 1 hours

### Task No 7: Display food and beverages

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Check the stock that receive.</li> <li>2. Check texture, packaging and color before display.</li> <li>3. Display the food items into the pastry showcase with cold and hot items in proper pastry case.</li> <li>4. Follow FIFO.</li> <li>5. Ready the food items to serve within its shelf life.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up pastry case and ford.</p> <p><b><u>Task (What):</u></b> Display food and beverages</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>○ Served well hygiene food.</li> <li>○ The food items displayed according to the nature of foods items: like as cool and dry food of separate folder.</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>● Stock storage</li> <li>● Storing temperature</li> <li>● FIFO</li> <li>● LIFO</li> <li>● Serving and warming time</li> <li>● Hygienic food handling procedures</li> </ul>

**Required tools/equipment:**

Coffee Bar, Showcase

**Safety:**

- During displaying the food items it must be maintain the temperature.
- Serve cold as cold and hot as hot.
- Log all equipments temperature, thermometer calibration and report if necessary.
- Check all equipments free of insects.
- Follow equipment cleaning rules regularly and maintenance calendar.
- Switch off Machine if any unusual scored appeared.
- Receive stock with properly check quality and quantity.

## Task Analysis

**Time: 1.5 Hour**  
**Theory: 0.5 hour**  
**Practical: 1 hour**

**Task No 8:** Display marketing materials

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Clean the display showcase /merchandize daily.</li> <li>2. Collect the marketing tools from the concern sources.</li> <li>3. Arrange the merchandise item on display showcase at its standard.</li> <li>4. Tag the name of marketing materials what we sell with price visible.</li> <li>5. Display all items with merchandizing standard.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee bar</p> <p><b><u>Task (What):</u></b> Display marketing materials</p> <p><b><u>Standard (How well):</u></b> There should be attractive displayed of marketing materials</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Marketing</li> <li>• Tagging</li> <li>• Proper display</li> <li>• Health, hygiene and safety.</li> <li>• Promotional items and marketing ideas</li> </ul>

**Required tools/equipment:**

Marketing Materials and tools

**Safety:**

- Don't lift or display heavy items at top.
- Follow merchandizing standard (Do not display breakable with unbreakable items)
- Do not keep marketing tools or equipments on floor.
- Use ladder to uplifting or removing items from top.

## Task Analysis

Time: 1.5 hours  
Theory: 0.5 hour  
Practical: 1 hour

### Task No 9: Update Signboard

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Fix the changing menu or items from café manger</li> <li>2. Change the menu items as the seniors concern and as updated.</li> <li>3. Remove the old sign of menu.</li> <li>4. Write down the new menu in signboard.</li> <li>5. Prepare order as customer order from sigh board.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up coffee menu board</p> <p><b><u>Task (What):</u></b> Update Sign Board</p> <p><b><u>Standard (How well):</u></b> The sign board updated according to the daily customer choice and store standard.</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Sign board, notice board</li> <li>• Menu and promotional</li> <li>• Menu preparation</li> <li>• Monthly update of menu and signboard</li> </ul>

**Required tools/equipment:**

Sign board, screw driver, tools box, first aid box

**Safety:**

- Use ladder during menu board open or close
- Careful with sharp hygiene, edges and electric stocking areas.
- Use correct tools for correct equipments.

## Task Analysis

**Time: 2 hours**

**Theory: 0.5 hour**

**Practical: 1.5 hours**

**Task No 10:** Check cash register and float money

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect the day book, pen, calculator for closing daily account.</li> <li>2. Supply cash in cash counter.</li> <li>3. Open the cash counter and deployed staff.</li> <li>4. Tally the sales amount, float money to the register staff.</li> <li>5. Count the float money and previous sales and safe amount in office.</li> <li>6. If money is not proper consult with concern café manager or senior staff.</li> <li>7. Make sure available of denomination money in safe.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up cash in float, register, safe and petty</p> <p><b><u>Task (What):</u></b> Check cash register and float money</p> <p><b><u>Standard (How well):</u></b> There should be well managed the cash register and float money daily.</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Cash register management</li> <li>• Float money</li> <li>• Credit card machine operating</li> <li>• Banking Procedure for daily sales deposit.</li> <li>• Purchasing small items with petty cash procedure</li> <li>• Computing</li> <li>• Printing</li> <li>• Paper size</li> </ul>

**Required tools/equipment:**

Cash register, pen, stock register, calculator, Computer, Printer, A4 Paper, Clips, Punching, Machine, Cash, all denominator, rubber, band, cash storage safe or bag, Bank Deposit slip, carbons paper, cafe stamp, credit card, rough printing paper, WIFI

**Safety:**

- Always aware in trustful accounting.
- Follow cash handling procedure
- Don't open cash drawer for long time.
- Always handover change to customers with receipt and stated.
- Frequently check cash as spot check. Remove large bills
- Do banking on time.
- Do not handle safe key to other.

## Task Analysis

Time: 2 hours

Theory: 0.5 hour

Practical: 1.5 hours

### Task No 11: Perform cash closing and inventory

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1 Collect the day book, pen, calculator for closing daily account.</li> <li>2 Close the order at end of the day.</li> <li>3 Count the money of safe float and register.</li> <li>4 Attach the food and beverage sale and stock put into the file with tally.</li> <li>5 Send it to Account section or cash ready.</li> <li>6 Separate and close all cash properly</li> <li>7 Close the safe and keep the key.</li> </ol>	<p><b><u>Condition (Given):</u></b></p> <p>Cafe bar with selling counter</p> <p><b><u>Task (What):</u></b></p> <p>Perform cash closing and inventory</p> <p><b><u>Standard (How well):</u></b></p> <ul style="list-style-type: none"> <li>• While keeping inventory the selling amount of food and beverage items and counter money plus daily expenditure should be matched.</li> <li>• The book keeping should be cleaned and cleared</li> </ul>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Cash closing and inventory</li> <li>• Supply and sales</li> <li>• Stocks cross check</li> <li>• Book Keeping</li> <li>• Day book</li> <li>• Balancing daily sales</li> <li>• Discrepancy report</li> </ul>

#### Required tools/equipment:

Day book, pen, stock register, calculator, card machine, printer, cafe stamp

#### Safety:

- Always aware in trustful dealing.
- Check all cash properly and write down and handover
- Close safe properly
- Always double check locker, cafe door, windows before left
- Always out last with one witness.
- Do not discuss about sales or cash to unauthorized persons.

## Module 10: Cafe in/out Cleaning

### **Description:**

This module deals with the knowledge and skills related to in/out cleaning activities within cafe. It consists of tasks related to in/out cleaning activities. Each task structure consists of performance steps, terminal performance objective, and minimum technical knowledge necessary to know related to the task.

### **Objectives:**

After the completion of this module the trainees will be able:

- 1 Carryout Dusting
- 2 Carryout Brooming
- 3 Carryout Wiping
- 4 Dispose the garbage
- 5 Clean linen
- 6 Clean comfort/wash room

### **Tasks:**

To meet the objectives the trainees are expected to get proficiency on the following tasks:

- 1 Carryout Dusting
- 2 Carryout Brooming
- 3 Carryout Wiping
- 4 Dispose the garbage
- 5 Clean linen
- 6 Clean comfort/wash room

## Task Analysis

**Time: 2 hours**  
**Theory: 0.5 hour**  
**Practical: 1.5 hours**

### Task No 1: Carryout Dusting

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials as required.</li> <li>2. Collect the dust within café inside/outside area.</li> <li>3. Collect whole day dust in dustbin</li> <li>4. Throw the dustbin in dust at closing time after finished work, away from store.</li> </ol>	<p><b><u>Condition (Given):</u></b> Cafe dine in/out setting</p> <p><b><u>Task (What):</u></b> Carryout Dusting</p> <p><b><u>Standard (How well):</u></b> There should be no spots and dust free in scene place within and out of the cafe including back area and office.</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of dusting</li> <li>• Process or methods of dusting</li> </ul>

**Required tools/equipment:**

Dust bin, smooth cloths, wiper, cleaning agents

**Safety :**

- Always careful about the health and hygiene with in cafe area.
- Make sure that while cleaning café inside and outside must be careful for customer. Better do cleaning at morning and nighttime because of there is no customer flow.

## Task Analysis

Time: 1.5 hours  
Theory: 0.5 hour  
Practical: 1. hours

### Task No 2: Carryout Brooming

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials as required.</li> <li>2. Broom the café inside/outside</li> <li>3. Collect whole day dust in dustbin</li> <li>4. Throw the dustbin dust at closing time after finished work.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up cafe</p> <p><b><u>Task (What):</u></b> Carryout Brooming</p> <p><b><u>Standard (How well):</u></b> There were no spots and dust in scene place within and out of the café</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of brooming</li> <li>• Process or methods of brooming</li> </ul>

**Required tools/equipment:**

Dust bin, Broom

**Safety :**

- Always careful about the health and hygiene with in cafe area.

## Task Analysis

Time: 1.5 hours  
Theory: 0.5 hour  
Practical: 1 hours

### Task No 3: Carryout Wiping

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect Tools, equipment and materials</li> <li>2. Collect the cloths, paper and whipping agents if any.</li> <li>3. Wipe the <b>scene</b> place (Table, Chair, window, door) within and out of cafe by omitting spot and dust.</li> </ol>	<p><b><u>Condition (Given):</u></b> Set up cafe</p> <p><b><u>Task (What):</u></b> Carryout Wiping</p> <p><b><u>Standard (How well):</u></b> There were no spots and dust in scene place within and out of the cafe</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Introduction of wiping</li> <li>• Process or methods of wiping</li> </ul>

**Required tools/equipment:**

Paper, Wiping agents, smooth cloths

**Safety :**

- Always careful about the health and hygiene with in cafe area.

## Task Analysis

**Time: 2 hours**  
**Theory: 0.5 hours**  
**Practical: 1.5 hours**

**Task No 4:** Dispose the garbage

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect the soiled garbage</li> <li>2. Separate degradable and non degradable garbage</li> <li>3. Dispose degradable and non degradable garbage separately according to the local authorities rules.</li> </ol>	<p><b><u>Condition (Given):</u></b>                      Set up cafe in/out with proper garbage liner</p> <p><b><u>Task (What):</u></b>                      Dispose the garbage</p> <p><b><u>Standard (How well):</u></b>                      The degradable and non degradable garbage disposed separately.</p>	Knowledge about: <ul style="list-style-type: none"> <li>• degradable and non degradable garbage</li> </ul>

**Required tools/equipment:**

Garbage bins with color code, dust pan, broom

**Safety :**

- Always careful about the health and hygiene with in cafe area.
- Awareness of cross contamination.
- Dust ban should have cover all the time.
- Always change garbage after every rush when it full or store close.

## Task Analysis

**Time: 1.5 hour**  
**Theory: 0.5 hours**  
**Practical: 1 hours**

**Task No 5: Clean linen**

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
1. Collect the cleaning agents, materials and tools. 2. Collect the soiled linen from the cafe area. 3. Clean the soiled linen by using appropriate cleaning agents. 4. Iron and pack the linen. 5. Store the clean linen.	<p><b><u>Condition (Given):</u></b> Set up linen station with required tools and chemicals.</p> <p><b><u>Task (What):</u></b> Clean linen</p> <p><b><u>Standard (How well):</u></b> The linen cleaned without any spots and chemical odor free.</p>	Knowledge about: <ul style="list-style-type: none"> <li>▪ Cleaning agents</li> <li>▪ Cleaning Procedures</li> <li>▪ Safety hazards</li> </ul>

**Required tools/equipment:** Cleaning agents, Wash machine

**Safety :**

- Always careful about the health and hygiene with in cafe area.
- Avoid chemical contamination.
- Follow pre safety rules of cleaning & mixing chemicals

## Task Analysis

**Time: 1.5 hours**

**Theory: 0.5 hour**

**Practical: 1 hours**

**Task No 6:** Clean comfort/wash room

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect tools and equipment, cleaning materials,</li> <li>2. Check the bathroom supplies like as toilet paper, hand wash, good towel.</li> <li>3. Apply the cleaning agent within the comfort/ wash room</li> <li>4. Clean the comfort/wash room by scrubbing brush every hour.</li> <li>5. Arrange the bathroom supplies within bathroom.</li> </ol>	<p><b><u>Condition (Given):</u></b> Bathroom with dirty comfort/wash room</p> <p><b><u>Task (What):</u></b> Clean comfort/wash room</p> <p><b><u>Standard (How well):</u></b> - Comfort/wash room must be cleaned and attractive while customer enter within cafe. Kept looking glass clean</p>	<p>Knowledge about:</p> <ul style="list-style-type: none"> <li>• Categories of dusting with color or note               <ul style="list-style-type: none"> <li>- Bottle</li> <li>- Recycle/plastic</li> <li>- Paper</li> </ul> </li> <li>• Cleaning agents, which help for sanitizer.</li> <li>• Operating hand dryer</li> </ul>

**Required tools/equipment:**

Whipping cloth, chlorine, bleach, water, looking glass

**Safety :-**

- Make sure that while cleaning café inside and outside must be careful for customer.
- Always use protective gloves and mask for avoiding any chemicals hazard.

## **Module 11: Maintenance of Machines/Equipment**

### **Description:**

This module deals with the knowledge and skills related to maintain of machines/equipment within cafe. It consists of tasks related to maintain of machines/equipment activities. Each task structure consists of performance steps, terminal performance objective, and minimum technical knowledge necessary to know related to the task.

### **Objectives:**

After the completion of this module the trainees will be able:

- 1 Check/Maintain Espresso Machine
- 2 Calibrate the Thermometer
- 3 Adjust the Coffee Grinder
- 4 Defrost Refrigerator
- 5 Check/Maintain Coffee/French Press

### **Tasks:**

To meet the objectives the training, trainees are expected to get proficiency on the following tasks:

- 1 Check/Maintain Espresso Machine
- 2 Calibrate the Thermometer
- 3 Adjust the Coffee Grinder
- 4 Defrost Refrigerator
- 5 Check/Maintain Coffee/French Press

## Task Analysis

**Time: 3 hours**  
**Theory: 1 hours**  
**Practical: 2 hours**

### Task No 1: Check/Maintain Espresso Machine

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<p>A.) Power Supply:</p> <ol style="list-style-type: none"> <li>1. Switch <u>ON</u> From power point for coffee machine and coffee grinder.</li> <li>2. Turn <u>ON</u> power button to number 1 to warm up the coffee machine and number 2 for coffee machine ready to go.</li> <li>3. Leave the coffee machine 15-20 minutes to heat it up.</li> </ol> <p>B.) Water Supply:</p> <ol style="list-style-type: none"> <li>1. Ensure water supply in proper condition is full enough in water jar.</li> <li>2. Press water button to ensure hot water comes through.</li> <li>3. Press the extraction button to ensure water comes through.</li> </ol> <p>C.) Steam Wand:</p> <ol style="list-style-type: none"> <li>1. Open steam wand pressure roller to ensure both steam wand works and pressure is good enough.</li> </ol> <p>D.) Coffee Grinder:</p> <ol style="list-style-type: none"> <li>1. Turn <u>ON</u> Power button of coffee grinder to ensure it works.</li> </ol> <p>E.) Towels:</p> <ol style="list-style-type: none"> <li>1. Clean towels ( At least three clean small towels. One to clean Steam wand, second for wiping bar area and third for coffee machine wipe)</li> </ol>	<p><b><u>Condition (Given):</u></b>            Operating Coffee Machine</p> <p><b><u>Task (What):</u></b>            Coffee machine opening procedure</p> <p><b><u>Standard (How well):</u></b>            Ensure steam wand release air, hot water comes through; hot water comes through from head shower.</p>	<p><b>Knowledge on:</b></p> <ul style="list-style-type: none"> <li>• Electric power points.</li> <li>• Coffee Machine/coffee grinder buttons, rollers and parts.</li> </ul>

**Required tools/equipment:**

Coffee Machine, Water, Water Jar, Dispenser Water Jar, Electricity, and Generator

**Safety:**

- Hazardous of electricity supply, Temperature of Steam Wand.

## Task Analysis

Time: 2 hours  
Theory: 0.5 hour  
Practical: 1.5 hours

**Task No 2: Calibrate the Thermometer**

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Collect tools:</li> <li>2. Place half office in milk jug/any stainless steel jug.</li> <li>3. Place Thermometer into ice water for 30 seconds.</li> <li>4. Adjust the thermometer indicator to 0 degree Celsius with the help of pliers clockwise and anti clockwise if necessary.</li> </ol>	<p><b><u>Condition (Given):</u></b> If thermometer indicator is below OR excessive to room temperature.</p> <p><b><u>Task (What):</u></b> Calibrate the Thermometer</p> <p><b><u>Standard (How well):</u></b> Maintained 22-26 degree Celsius in room temperature</p>	<p><b>Knowledge on:</b></p> <ul style="list-style-type: none"> <li>• Using Pliers.</li> <li>• Weather.</li> </ul>

**Required tools/equipment:**

Thermometer, Ice, Water, and Pliers

**Safety:**

- Careful with applying pliers.
- Never put thermometer in hot area.

# Task Analysis

Time: 1 hour

Theory: 0.5 hour

Practical: 0.5 hour

**Task No 3:** Adjust the Coffee Grinder

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Ready the coffee grinder for adjustment.</li> <li>2. If coffee extraction is slow, adjust grind from medium to fine by increasing grinding numbers step by step.</li> <li>3. If coffee extraction is fast, adjust grind from medium to coarse by decreasing grinding numbers step by step.</li> </ol>	<p><b><u>Condition (Given):</u></b> If coffee extraction is quick <u>OR</u> slow.</p> <p><b><u>Task (What):</u></b> Adjust the Coffee Grinder</p> <p><b><u>Standard (How well):</u></b> Espresso extraction should be between 20 to 30 seconds and the quantity should be 30 ml for 1 shot.</p>	<p><b>Knowledge on:</b></p> <ul style="list-style-type: none"> <li>• Operating coffee grinder.</li> <li>• Watch timer.</li> <li>• Metric volume.</li> </ul>

**Required tools/equipment:**

Coffee Grinder, Timer, and Measuring Glass.

**Safety:**

- Don't use sharp blade or chemicals to clean coffee grinder.
- Follow cleaning schedule with professionals

## Task Analysis

Time: 1 hour

Theory: 0.5 hour

Practical: 0.5 hour

### Task No 4: Defrost Refrigerator

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1 Take out all (milk/meat/bakery/freezable goods) from deep freezer and place them in safe zone or transfer into another freezer.</li> <li>2 Switch OFF the freezer/refrigerator cord from power point and wait 1 to 2 hours.</li> <li>3 Clean all area with damp cloth and hot water.</li> <li>4 Dry the wall and clean filters &amp; drip pan.</li> <li>5 Re-arrange the equipments "On" and check if working or not.</li> </ol>	<p><b><u>Condition (Given):</u></b> If freezer is too icy. If ice covered most space in the freezer.</p> <p><b><u>Task (What):</u></b> Defrost Refrigerator</p> <p><b><u>Standard (How well):</u></b> 5 degree Celsius for Refrigerator and -18 to -23 degree Celsius.</p>	<p><b>Knowledge on:</b></p> <ul style="list-style-type: none"> <li>• Operating refrigerator/freezer.</li> <li>• Food &amp; Safety Hygiene.</li> </ul>

**Required tools/equipment:** Spare Refrigerator/Freezer, Some Soak cable, Cloths to clean

**Safety:**

- Careful from electrical hazards
- Follow proper cleaning procedure

## Task Analysis

Time: 1 hour

Theory: 0.5 hour

Practical: 0.5 hour

### Task No 5: Check/Maintain Coffee/French Press

Performance Steps	Terminal Performance Objective	Related Technical Knowledge
<ol style="list-style-type: none"> <li>1. Ensure coffee/French press is dry and clean.</li> <li>2. Ensure metal filters are tightening properly and dust free.</li> </ol>	<p><b><u>Condition (Given):</u></b> If coffee/French press been used before</p> <p><b><u>Task (What):</u></b> Check/Maintain Coffee/French Press</p> <p><b><u>Standard (How well):</u></b> Metal filters and handle are clean and dry and operate properly as pull up and down. And glass is unbroken</p>	<p><b>Knowledge on:</b></p> <ul style="list-style-type: none"> <li>• Storing and handling procedure</li> <li>• Using right chemicals for cleaning</li> </ul>

**Required tools/equipment:** Clean and dry cloth and water to wash equipment.

**Safety:**

- Hazardous of glass break and hot water while preparing coffee.

## On the Job Training (OJT)

**Practical: 3 weeks/144 Hrs.**

### **Description:**

On the Job Training (OJT) is a 3 weeks (18 working days/8 hours per day) program that aims to provide trainees an opportunity for meaningful career related experiences by working fulltime in real organizational settings where they can practice and expand their classroom based knowledge and skills before graduating. It will also help trainees gain a clearer sense of what they still need to learn and provides an opportunity to build professional networks. The trainee will be eligible for OJT only after attending the final exam. The institute will make arrangement for OJT. The institute will inform the CTEVT at least one month prior to the OJT placement date along with plan, schedule, the name of the students and their corresponding OJT site.

### **Objectives:**

The overall objective of the On the Job Training (OJT) is to make trainees familiar with firsthand experience of the real work of world as well as to provide them an opportunity to enhance skills.

The specific objectives of On the Job Training (OJT) are to;

- apply knowledge and skills learnt in the classroom to actual work settings or conditions and develop practical experience before graduation
- familiarize with working environment in which the work is done
- work effectively with professional colleagues and share experiences of their activities and functions
- strengthen portfolio or resume with practical experience and projects
- develop professional/work culture
- broaden professional contacts and network
- develop entrepreneurship skills on related occupation

### **Activity:**

In this program the trainees will be placed in the real work of world under the direct supervision of related organization's supervisors. The trainees will perform occupation related daily routine work as per the rules and regulations of the organization.

### **Potential OJT Placement Sites:**

The nature of work in OJT is practical and potential OJT placement site should be as follows;

- Café of tourist standard hotel
- Café of tourist standard restaurant
- Café house

**Requirements for Successful Completion of On the Job Training:**

For the successful completion of the OJT, the trainees should;

- submit daily attendance record approved by the concerned supervisor and minimum 18 working days attendance is required
- maintain daily diary with detail activities performed in OJT and submit it with supervisor's signature
- prepare and submit comprehensive final OJT completion report with attendance record and diary
- secured minimum 60% marks in each evaluation

**Complete OJT Plan:**

SN	Activities	Duration	Remarks
1	Orientation	2 days	Before OJT placement
2	Communicate to the OJT site	1 day	Before OJT placement
3	Actual work at the OJT site	3 weeks/144 hours	During OJT period
4	Evaluation	1 day	Within the OJT period
7	Final report preparation	2 days	After OJT completion

- OJT evaluation should be conducted by the institute.
- After completion of 3 weeks OJT period, trainees will be provided with 2 days period to review all the works and prepare a comprehensive final report.
- Each students should present the report at the end of the OJT.
- Representative of CTEVT, Regional offices and CTEVT constituted technical schools will conduct the monitoring & evaluation of OJT at any time during the OJT period.

## Tools and Equipment

- First Aid Box
- Maintenance tool box
- Fork
- Knife
- Spoon
- Tray
- Plate
- Tea Pot/Cup
- Saucer
- Steaming pitcher
- Graduated pitcher
- Thermometer
- Timer
- Espresso Machine
- Grinder Machine
- Knock box
- Blender
- Coffee Beans Blender
- Drip Coffee Machine
- Hand brewing Machines(Pour over, French press)
- Oven
- Ice machine
- Refrigerator
- Pastry Case
- Ambient
- Stain steel spatula
- Grinder
- Toaster
- Micro Oven
- Tongs
- Tamper
- Tamper mat
- Chopping Board
- Squeezer
- Menu and menu stand
- Whipping cream canister
- Ice bucket
- Shaker
- Shot Glass
- ISI charger
- Filter paper
- Dish washer
- Sanitizer Box
- Plastic gloves
- Garbage bin
- Broom
- Mop
- Brush
- Napkins
- Volumetric scoop
- Whisk
- Measuring cup
- Cash machines(POS) Set
- Digital thermometer
- Shot glass
- Fire extinguisher
- Trash Cans
- Group head cleaning brush
- Condiments pots
- Music set