

**SKILLS FRAMEWORK FOR FOOD SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Food and Beverage Operations					
TSC	Non-Alcoholic Beverage Preparation					
TSC Description	Prepare and serve standard and non-standard non-alcoholic beverages					
TSC Proficiency	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<Insert TSC Code>	FSS-FBS-2016-1.1	FSS-FBS-3016-1.1	FSS-FBS-4016-1.1	<Insert TSC Code>	<Insert TSC Code>
		Prepare a wide range of standard beverages using standard beverage preparation techniques	Prepare non-standard beverages using customised beverage preparation techniques	Curate a selection of beverage menus based on changing trends and tastes of customers		
Knowledge		<ul style="list-style-type: none"> Types and uses of tools and equipment Types, characteristics, functions and quality indicators of ingredients used to make standard beverages Recipes and methods of preparing different standard beverages Grinding methods for different standard beverages Importance of pre-heating carafes or flasks and filtering Importance of appropriate temperature and time when preparing and holding standard beverages Types of drinkware for serving standard beverages Importance of ensuring workstations are ready in a timely manner 	<ul style="list-style-type: none"> Origins and characteristics of non-standard beverages and ingredients from different regions Traditional flavouring ingredients used in non-standard beverages Substitute ingredients for traditional ingredients to accommodate the needs and preferences of customers Impact of different liquids and ingredients on flavours and consistency of non-standard beverages Importance of reconstitution ratios when preparing beverage mixes 	<ul style="list-style-type: none"> Market trends that determine certain beverage preferences Alternative sources of beverage ingredients and supplies Impact of environmental factors on the quality and production of beverage ingredients 		
Abilities		<ul style="list-style-type: none"> Prepare tools and equipment needed Measure the quality of ingredients 	<ul style="list-style-type: none"> Recommend customised non-standard beverages to customers based on their needs and preferences 	<ul style="list-style-type: none"> Identify new beverage trends and products Curate a selection of beverages that cater to different needs and 		

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		<ul style="list-style-type: none"> • Prepare needed ingredients for standard beverages by steeping, simmering, filtering, roasting, brewing and blending ingredients • Guide customers on ordering menu-based and standard beverages • Prepare standard beverages at required temperatures using appropriate techniques across required time intervals • Serve standard beverages in correct drinkware • Reinstate workstations 	<ul style="list-style-type: none"> • Prepare non-standard beverages to the desired degree of fineness at required temperatures using relevant techniques across required time intervals • Assess flavours and consistency of different liquids and ingredients on non-standard beverages using sensory analysis • Reconstitute beverage mixes to create non-standard beverages • Serve non-standard, beverages in appropriate drinkware 	<p>preferences of customers</p> <ul style="list-style-type: none"> • Create beverage selections in accordance with the nature of the events and profiles of customers • Source beverage ingredients and supplies from alternative sources to meet the demands and preferences of customers 		
<p>Range of Application</p>		<p>Standard, non-alcoholic beverages may include but are not limited to:</p> <ul style="list-style-type: none"> • Teas • Coffees • Juices • Smoothies • Carbonated drinks <p>Non-standard, non-alcoholic beverages may include but are not limited to:</p> <ul style="list-style-type: none"> • Speciality tea • Speciality coffee • Customised mocktails • Customised cordials 				