

Prepare and serve cocktails (mixology)

Overview

This standard is about preparing and serving cocktails, or mixology (the art of preparing mixed drinks). The standard covers how you prepare equipment and ingredients, mixing methods and presentation methods used when providing your customer with an attractive mixed drink to suit their needs.

This standard focuses on the technical knowledge and skills required to prepare and serve cocktails (mixology); however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:

- Maintain basic food safety in catering
- Maintain food safety in a hospitality environment
- Provide basic advice on allergens to customers
- Minimise the risk of allergens to customers

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

- Prepare and serve cocktails (mixology)

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Performance criteria

You must be able to:

Prepare service area and equipment for making cocktails

1. Ensure that the service area is clean, undamaged and ready for use according to your workplace standard
2. Ensure that the equipment (including waste containers) is clean, undamaged, where it should be and switched on ready for use
3. Ensure that you have prepared sufficient ingredients and accompaniments ready for service and stored them appropriately
4. Ensure the customer area looks appealing and welcoming to customers according to your workplace standard

Mix and serve cocktails

5. Acknowledge your customers and provide customers with assistance as necessary
6. Ensure your customers have the correct cocktail menu to choose from
7. Provide your customers with accurate information which enhances their experience, answering questions and promoting your company's products and services
8. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
9. Assemble cocktails using the recommended measures, techniques and equipment and finish with the appropriate accompaniments
10. Serve alcoholic cocktails to permitted people only
11. Keep the preparation/service area and equipment clean and tidy and free from rubbish and debris

Prepare and serve cocktails (mixology)

Knowledge and understanding

You need to know and understand:

Prepare service area and equipment for making cocktails

1. Safe and hygienic working practices when preparing areas and equipment for making cocktails
2. Why it is important to follow food safety requirements when preparing cocktails
3. Why it is important to prepare ingredients and accompaniments in advance
4. The types of unexpected situations that may occur when preparing the area and equipment for making cocktails

Mix and serve cocktails

5. Current relevant legislation relating to licensing and weights and measures
6. Safe and hygienic working practices when mixing and serving cocktails
7. Why and to whom all customer incidents should be reported
8. Where and from whom health and safety, food safety and licensing legislation can be obtained
9. Why it is important to give customers accurate information about the ingredients, basic characteristics and strength of their drink
10. Why it is important to give customers accurate information about special offers and promotions
11. What the techniques for making a range of alcoholic and non-alcoholic cocktails are
12. Why it is important to follow a recipe and use the correct measures when making cocktails
13. When it is permissible to free-pour cocktail ingredients
14. What symptoms indicate that a customer has drunk excessive amounts or is under the influence of drugs and what your legal responsibilities are in relation to this
15. How to deal with violent or disorderly customers
16. The types of unexpected situations that may occur when mixing and serving cocktails and how to deal with these

Prepare and serve cocktails (mixology)

**Scope/range related
to performance
criteria**

1 Equipment

- 1.1 blenders
- 1.2 shakers / mixers
- 1.3 pourers
- 1.4 stirrers
- 1.5 squeezers / strainers
- 1.6 chopping board and knife
- 1.7 glasses / jugs / pitchers
- 1.8 ice scoops
- 1.9 cocktail list menu

2 Ingredients

- 2.1 fruit
- 2.2 fruit juices / soft drinks / mixers
- 2.3 cream / milk
- 2.4 alcohol
- 2.5 syrup

3 Accompaniments

- 3.1 ice
- 3.2 food garnish
- 3.3 salt / sugar
- 3.4 decorative items / stirrers

4 Information

- 4.1 price
- 4.2 ingredients
- 4.3 measures / relative strength

5 Base ingredient

- 5.1 spirit based
- 5.2 cream based
- 5.3 champagne based
- 5.4 fruit based

6 Method

- 6.1 shaken / mixed
- 6.2 stirred

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- 6.3 blended
- 6.4 muddled / churned
- 6.5 built / poured
- 6.6 layered

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