

MODULE 18: BARTENDING

INTRODUCTION

In this module the students learn more about one of the crucial parts of any hospitality venue: the bar. The focus is on coffee and

alcoholic beverages, with specific attention towards the different types and how to serve them.

OVERVIEW



Knowledge

- The students know the most important types of coffee and alcoholic beverages.



Attitude

- The students realize that bartending is a profession in which attention to details is very important.



Learning Goals

- The students learn about the crucial role of bartending in hospitality.



Skills

- The students are able to serve alcoholic beverages correctly.

Session 18A: Coffee

Session 18B: Alcoholic Beverages

Session 18C: How to Serve Wine and Beer?

BEFORE YOU START, YOU NEED...

- Markers and pens
- Flipcharts in place
- Large pieces of paper
- Printed student diaries

- Powerpoints downloaded
- Powerpoints printed
- Scenarios of roleplay printed out



- Preparation time (30 min)
- Training sessions:
Session A: 90 min
Session B: 90 min
Session C: 60 min



SESSION 18A: Coffee



Knowledge

- The students know more about the different types of coffee.



Learning Goals

- The students learn about the different ways of making coffee and why this is so important to coffee lovers.



Attitude

- The students understand how important coffee can be for guests and take great care into serving it.



Skills

- The students are familiar with how to make different types of coffee.

AGENDA



Energizer
(15 min)



Lecture: Introduction into Coffee
(20 min)



Video: Meet the Barista
(10 min)



Lecture: Types of Coffee
(45 min)



INSTRUCTIONS

Energizer (15 min)



The energizer team leads an energizer.

Lecture: Introduction into Coffee (20 min)



SAY:

- *Picture yourself lost in the desert. It is incredibly hot, you don't know where to go and you are on your own. You are almost about to collapse. Imagine how it feels like... What you are likely to sense is thirst. Thirst like you never had before.*
- *Staying hydrated is extremely important. They say that you can stay for 3 weeks without food, but only 3 or 4 days without water.*
- *In this module you will explore a crucial job of any hospitality experience: the bar!*
- *We will focus on coffee & tea, on alcoholic beverages and on serving drinks.*
- *Do you like to drink coffee? And if so, have you always liked it?*
- *Most people who drink coffee for the first time don't really like it. The smell is good, but the taste is too bitter. Adding sugar or milk may help to make it more accessible, but still the taste is very bitter for most people who try it for the first time.*
- *So why do people still drink it? Why is it one of the most important drinks in the world? That is because:*

1. *It helps you to stay awake.*
2. *It is addictive.*
3. *After a while you really start to enjoy the taste.*

- *Millions and millions of people believe drinking coffee is essential for waking up. That is why many people can get a bit grumpy if the coffee is not good.*
- *Africa has some of the best soils for growing coffee. In fact, the name coffee might derive from a region in Ethiopia, Kaffa, where the coffee plant is native to. Interestingly, coffee is only just becoming popular amongst Africans, and modern hotels, restaurants and bars are investing in their coffee because they recognise the business value of a good quality cup of coffee served by a well trained coffee barista.*
- *Nowadays, there is even a new specific type of tourism called coffee tourism: certain coffee fanatics spend thousands of dollars travelling around the world to consume the best and most exclusive types of coffee! Other tourists may like to visit a coffee plantation as a nice day activity in between other types of tourism activities.*
- *If you find coffee fascinating, then make sure to invest time in learning everything about coffee and how to make it: your career opportunities may get a boost if you know how to make some excellent coffee! Look at Derrick, for example. He features in the video that we are going to watch. He is becoming an expert in coffee and is proud to be a barrista.*
- *In this lesson, you will not learn everything you need to know about how to make coffee. That would take a long time! Instead, you will get an introduction into the basics of coffee.*



ASK: Who thinks that instant coffee is the best coffee? Let some students answer.



SAY: Let's see how you think about it after this module!

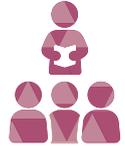


Video: Meet the Barista (10 min)



INSTRUCTIONS

Show the video “Meet the Barista” (<https://youtu.be/fZKl2yg3jiw>) and invite the students to respond to it. Would they like to become a barista?



Lecture: Types of Coffee (45 min)

Use the underlying text as a basis for a lecture about coffee. Make it as interactive as possible! Where possible, add your own experiences and invite the students to reflect.

SAY:

- *There are basically two types of coffee beans: Coffee Arabica and Coffee Robusta. Arabica is generally considered to have a richer taste, whereas the Robusta is more bitter and has more caffeine.*
- *Most tourism companies use already roasted coffee beans, but need to grind the coffee themselves. After that, the coffee needs to be brewed before it can be served and consumed. For all of these processes (roasting, grinding, brewing, serving and even consuming) different methods are being used, which may depend on preferences, availability of equipment and even cultural diversity.*

A few instruments for making coffee

Electric Drip Brewer

Electric Drip Brewer / Electric Filter Machine is used to make filtered coffee, which is a common way of making coffee in many Western countries. Hot water is poured through the coffee and the paper filter removes any particles.



Moka Pot

The delicate moka pot is mainly used in Italy, which has a rich coffee culture. It brews coffee by passing boiling water pressurised by steam through ground coffee.



French Press

Also known as cafetière or coffee plunger, the French Press is a straightforward way of making coffee. The coffee is brewed by placing ground coffee in the empty beaker and adding hot water to it. After about 4 minutes the plunger is lowered, which filters out the particles.



Espresso Machine

An espresso machine makes coffee by forcing pressurized water near boiling point through a “puck” of ground coffee and a filter in order to produce a thick, concentrated coffee called espresso. The pictures machine is fancy one, but they may look very different as well.



A few types of coffee beverages

Black coffee is drip-brewed or French press-based coffee served without milk or sugar.



Espresso is a thick and strong coffee served in small portions. It is made through the process described above.

Caffè latte is espresso mixed with steamed milk.

Americano is espresso with hot water, which makes it somewhat similar in strength as black coffee.

Caffè macchiato is espresso with a little bit of steamed milk on top.

Cappuccino consists of equal parts espresso, milk and froth. Sometimes cinnamon or powdered cocoa is added on top.

Instant coffee is made of dried prepared coffee. The quality is considered very poor, but it can be convenient in remote areas as only water needs to be added.

Irish coffee is the most famous alcoholic coffee beverage and contains coffee, whiskey, sugar and cream.

Iced coffee is hot coffee diluted with iced water. There are many versions of it, and is often consumed when people desire something colder than a hot cup of coffee.



SESSION 18B: Alcoholic Beverages



Knowledge

- The students know have a basic understanding of different types of alcoholic beverages.



Learning Goals

- The students learn about the different types of alcoholic beverages and how to distinguish them.



Attitude

- The students know how to deal with alcohol responsibly.



Skills

- The students are able to distinguish different alcoholic beverages.



AGENDA



Introduction:
Alcoholic
Beverages
(10 min)



Lecture:
Beer
(15 min)



Lecture:
Wine
(15 min)



Lecture:
Spirits or
Liquor
(10 min)



Lecture:
Cocktails
(10 min)



Lecture:
Show Quiz
(30 min)



Introduction: Alcoholic Beverages (10 min)



SAY:

- *Perhaps you like to drink a beer every once in a while.*
- *Perhaps you may not drink alcohol for religious reasons.*
- *Perhaps may drink a lot of alcohol during your days off.*
- *Perhaps you don't like the taste of it and do not understand why other people drink it.*
- *Perhaps you like to make fancy cocktails for your friends.*

No matter what your personal stance towards alcohol is, you will probably encounter a lot of alcohol consumption whilst working in tourism & hospitality.

Alcohol can cause a lot of problems: drunk people ending up in fights, alcoholics spending their little income on alcohol, drunk people irresponsibly driving under the influence, people not being able to function at work due to hangovers... The point is: people need to drink responsibly. Luckily, the majority of people who consume alcohol do it responsibly and just like to get a few drinks at most.



In most hotels, restaurants and bars various kinds of alcohol are served and a basic understanding of different alcoholic drinks is important.

Alcoholic beverages can be distinguished into two main categories:

1. *Lighter alcoholic drinks, with an alcohol percentage below 20%. The most important ones are wines and beers.*
2. *Spirits or liquors, distilled drinks with an alcoholic percentage above 20%. Think of gin, whiskey, vodka, rum, tequila, etc.*

Lecture: Beer (15 min)



Beer is the most widely consumed alcoholic drink in the world. It is mostly made from fermented grains such as malted barley or wheat, but beer made of corn or rice does also exist. Most beers have an alcohol percentage of 4-6%.

There are many more types of beer than the pilsner types that are most famous in Africa. Although some people stick to one specific brand, others are more interested in different styles of beer.



A “craft beer revolution” has occurred over the past 10 years where small, local breweries selling fancy, and adventurous types of beer have emerged. In some bars up to a 100 different types of beer are sold, all produced in those smaller breweries!

It is predicted that the range of beers available in African countries will diversify rapidly in the near future thus why it is useful to know the different types of beer that exist.

Beers can be divided into ‘lagers’ and ‘ales’, but the distinction can be complex and has to do with the type of yeast being used in the brewing process.



Pilsner is the most common type of lager beer and includes most of the major brands. These usually have a light to golden yellow colour.

Stouts and **Porters** are very dark coloured ales and have a strong taste.

Weizen and **Witbier** are very light, refreshing beers, made of wheat.

India Pale Ale is an increasingly popular type of beer. It is bitter, but extremely fragrant.

Doubles and **Triples** are beers that are stronger, both in taste and alcohol percentage.

Fruit Beers consist of various kinds of beer that have a sweeter taste through the addition of fruity flavours.

Alcohol Free Beer are beers without alcohol. They are becoming increasingly popular. People who drink them include people who still need to drive, people who don't drink alcohol and people who simply prefer them over other types of beer.

Africa also has a rich history in brewing local beers, such as the ones made from sorghum, millet or corn.

Lecture: Wine (15 min)



Wine is mainly made from fermented grape juice. Just like beer, wine production has a rich history that goes back thousands of years. There are countless varieties of wines and many people that are fascinated by the drink, have invested a lot of effort in learning to recognize different wines and appreciating them. For many of them, the wine can make or break their experience: for example, certain wines can make a great combination with certain types of dishes.



The quality of the grapes, is the decisive factor in the quality of the wine. As quality of the grapes is determined to a large extent by weather and soil conditions, the location and the time of production of wine is important. That is why you may hear people say that “a Bordeaux” (where the wine was produced) from “2002” (when the wine was produced) resulted in “a fine wine”. Compare that to beer: you will never hear someone say that a “Prague 2015” means a good beer.

For a career as a barista or waiter/waitress elementary knowledge of wine is crucial, but it is worth it to further deepen your understanding of it. As with coffee, tea and beer, many useful and free sources can be found online that will help you better understand these subjects.

A first distinction can be made between **white** and **red wine**, which (most often) are made from white and red types of grapes.

White wine

White wine is most often served chilled. It can largely be categorized into dry and sweet wines. Dry wines hardly have sugar in them, whereas sweet ones do. White wines are often considered more refreshing, and lighter in both style and taste than most of the red wines. Common white wines include Chardonnay, Sauvignon Blanc and Riesling, which are all types of grapes.

Red wine

Most red wine is served “at room temperature”, which actually means 16 to 18 degrees Celsius, depending on the type of wine. Common red wines include Merlot, Malbec and Cabernet Sauvignon.

Rosé wine

Less common than red and white wines, rosé wines look and often taste like a mix of the two, although they are not supposed to be an actual

Sparkling wine

Sparkling wines have tiny bubbles in them. They are most often white or rosé. Champagne is the most famous sparkling wine and is made in the French Champagne region. It is served in a long and skinny glass.



Dessert wines and fortified wines

These contain a whole group of wines that are sweeter (dessert wines) and stronger in taste (fortified wines). How they are defined differs per region. Port and sherry are famous fortified wines. These are served in different looking glasses, but they are generally smaller.



Lecture: Spirits or Liquors (10 min)

Spirits (or Liquors) are drinks that possess more alcohol than lighter alcoholic drinks such as wine or beer. They have gone through a complex process called “distillation”, which has resulted in an alcohol percentage of more than 20%. They can be consumed pure, but they are often mixed (into cocktails) or served with ice.



Drinking spirits irresponsibly can have very negative health effects.

Many different spirits exist, as many countries have their own traditions of distilling alcohol. Some famous ones include:

Gin

Was originally made using juniper berries, but nowadays it includes a variety of clear spirits. Gin has a minimum of 37,5 percent alcohol. It is often served in combination with tonic, resulting in... Gin tonic.

Whiskey

Most famously coming from Scotland and Ireland, whiskey is made of various types of fermented grain mash. It is often served pure or with ice (“on the rocks”). It has at least 40% alcohol.

Rum

Rum is made from distilling sugarcane juice or molasses. It is often produced in tropical countries, as that is where sugarcane can grow. It contains 40% or more alcohol.

Vodka

Vodka most typically comes from Russia and Poland and has an alcohol percentage of 40% or more. It is mostly made from grains, but can also be made from (Irish) potatoes.

Tequila

Tequila is distilled from the blue agave plant and is made in Mexico. It has an alcohol percentage starting at 38%.



Lecture: Cocktails (10 min)

Cocktails are drinks where spirits are mixed with fruit juice, flavored syrup, cream or other ingredients. The mixing of cocktails happens at the bar and many barista’s make a whole show out of mixing them. YouTube has a number of video clips that can teach you how to make specific cocktails.



Although many different types of cocktails exist, a number of standardized cocktails can be found in many bars. These include:

Mojito, a Cuban cocktail based on white rum, sugar, lime juice, soda water, and mint.

Espresso Martini, a cold, coffee-flavored cocktail made with vodka, espresso coffee, coffee liqueur, and sugar syrup.

Piña colada, a sweet cocktail made with rum, cream of coconut or coconut milk, and pineapple juice, usually served either blended or shaken with ice.

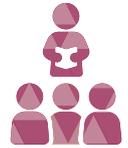


Cosmopolitan, made with vodka, triple sec (a type of orange-flavoured liqueur), cranberry juice, and freshly squeezed or sweetened lime juice.

Long Island Iced Tea, made with vodka, tequila, light rum, triple sec, gin, and a splash of cola.

Bloody Mary, a cocktail containing vodka, tomato juice, and other spices and flavorings including Worcestershire sauce, hot sauces, garlic, herbs, horseradish, celery, olives, salt, black pepper, lemon juice, lime juice and celery salt.

Lecture: Show Quiz (20 min)



In this Show Quiz, the students will be split up in 2 groups and battle against each other. Let them stand in a line and ask each student one question. There are 20 questions so in case there are more students than 20, some may answer a question as a duo. They may choose either to come up with an answer themselves: if it is correct they score 2 points. They may also decide to pick from 2 possible given answers: in that case they score 1 point when they answer correctly. The team with the highest score wins. The correct answer is made bold.

1. How long can you survive without water (or any other drink)?
A) 2 weeks
B) 3-4 days
2. Name the 2 most famous types of coffee
A) Coffee Africanus & Coffee Caffeina
B) Coffee Arabica & Coffee Robusta
3. What is Espresso?
A) A strong coffee served in small cups
B) Coffee served with Whiskey
4. How do you call coffee that is made of equal parts espresso, milk and froth?
A) Cappuccino
B) Black Coffee
5. After how many minutes should the filter of a French Press be lowered?
A) 30 minutes
B) 4 minutes
6. What are the 2 main categories of alcohol?
A) Lighter alcoholic drinks & spirits/liquors
B) Hot beverages & cold beverages
7. How much alcohol do most beers contain?
A) 4-6%
B) more than 20%
8. What is a craft beer?
A) A beer that is more than 10 years old
B) Adventurous types of beers that are made in hip, small breweries



9. What is the most common type of beer?
A) Pilsner
B) India Pale Ale
10. What is alcohol free beer?
A) Beer without any alcohol
B) Beer that someone give to you for free
11. Which alcoholic drink is consumed most worldwide?
A) Wine
B) Beer
12. What is the colour of Champagne?
A) Red
B) White
13. What is the main ingredient of wine?
A) Fermented apple juice
B) Fermented grape juice
14. Name a type of red wine
A) Among others: Merlot, Malbec and Cabernet Sauvignon
B) Among others: Chardonnay, Sauvignon Blanc, Riesling
15. Champagne is named after a region in which country?
A) Italy
B) France
16. How do you call the process that is used to produce spirits or liquors?
A) Distillation
B) Crafting
17. Which countries/regions are famous for their whiskey?
A) Ireland and Scotland
B) Spain and Germany
18. What is the minimum percentage of alcohol in Vodka?
A) 10%
B) 40%
19. How do you call a sweet cocktail made with rum, cream of coconut or coconut milk, and pineapple juice?
A) Bloody Mary
B) Piña colada
20. Is an Espresso Martini served hot or cold?
A) Hot
B) Cold



SESSION 18C: How to Serve Wine and Beer?

FACILITATOR'S NOTE:

In this session we will focus on opening bottles and pouring the drinks into the glasses. For instructions on how to serve guests at the table, see module 12. This session will only take 60 minutes. If there is enough time, it makes sense to go show the video on how to serve drinks again.

If possible, let the students practice with actual wine and beer. If that is not possible, at least make sure to have a few bottles ready so that you can show it a number of times and invite volunteers to try it as well.



Knowledge

- The students know how to open, pour and serve bottles of beer and wine.



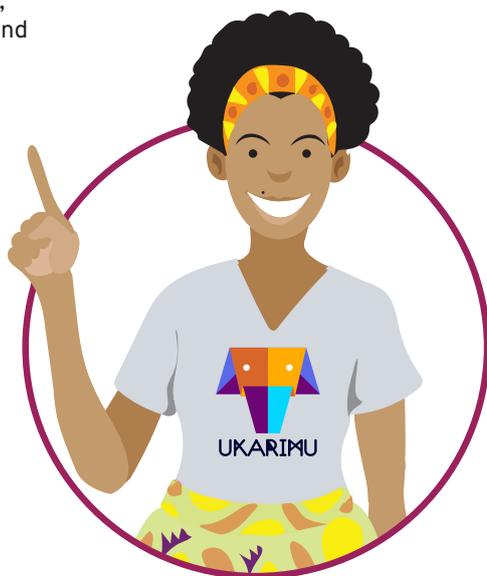
Learning Goals

- The students learn how to serve wine and beer correctly.



Attitude

- The students take great care into the different components of serving beer and wine.



Skills

- The students can open, pour and serve wine and beer correctly.

AGENDA



Instructions: How to Pour Beer in a Glass?
(20 min)



Instructions: How to Open a Bottle of Wine?
(20 min)



Instructions: How to Serve Wine?
(20 min)



INSTRUCTIONS

Instruction: How to Pour Beer in a Glass? (20 min)



FACILITATOR'S NOTE:

There are many excellent video clips to be found on YouTube that can help to show the proper instructions, such as <https://youtu.be/BxSBj0datwc>



SAY:

- *For a standard beer in a bottle, use the following instructions.*

1. Get a clean beer glass
2. Make sure the beer is cold (unless stated otherwise)
3. Open the beer using a beer opener in sight of the guest
4. Hold the beer at 45 degrees
5. Pour the beer at the midpoint of the glass
6. At the end, keep the glass more straight, in order to create a layer of head of about 2 centimeters

- *Sometimes the guest prefers to open the beer him or herself. If so, that is perfectly fine. After all: customer is king!*



Instruction: How to Open a Bottle of Wine Using a Corkscrew? (20 min)



FACILITATOR'S NOTE:

Again, there are many excellent video clips to be found on YouTube that can help to show the proper instructions, such as <https://youtu.be/Bt51tCbV7TQ>



SAY:

- A waiter's corkscrew is the little pocketknife-style device. Here is how to open a bottle of wine:
 1. Cut the foil off the top of the bottleneck.
 2. Twist the corkscrew clockwise straight down into the cork until the last coil is covered.
 3. Rest the iron end, called the fulcrum, on the lip of the bottleneck and firmly pull away from the bottle with the handle, lifting the cork halfway out of the bottle.
 4. Place the lowest step of the fulcrum (the boot lever) on the lip and draw the cork up entirely.
 5. If it doesn't pop completely free, twist the corkscrew slightly and pull it out. Be careful not to bend the cork so you don't break it in half.

Instructions: How to Serve Wine? (20 min)



FACILITATOR'S NOTE:

Show the following videos on how to serve red and white wine:
<https://youtu.be/Bt51tCbV7TQ> about serving white wine and https://youtu.be/R27_0ljwJvg about serving red wine.

Let the students repeat the instructions and discuss the results.



AS A TIP, REMEMBER:

- Red wine is served in a glass that typically is rounder compared to the one for white wine. Most red wine is served "at room temperature", which actually means 16 to 18 degrees Celsius, depending on the type of wine.
- White wine is served in a glass that is a bit more straight compared to the ones for red wine. It is served chilled.

