



Essential workplace skills for the hospitality industry:

Bar

Critical to industry performance is a quality training system that delivers essential workplace competence.

FTH Skills Council together with our industry partners has developed this Essential Workplace Skills document to provide:

- an understanding of what tasks should be able to be performed in the workplace having completed Cert II, III or IV Hospitality qualifications
- Industry expectations and recommendations
- an outcomes based audit tool that evaluates practical skills attained through training

It is critical that people have the essential workplace skills to prosper in our industry.

For further information please contact:
**Food, Tourism & Hospitality Industry
Skills Advisory Council SA Inc**

Phone 08 8362 6012
Fax 08 8362 1455
Email info@fthskillsCouncil.com.au
Web www.fthskillsCouncil.com.au

© Food, Tourism & Hospitality Industry Skills Advisory Council SA Inc.
Published May 2011. FTH005



Certificate II in Hospitality

Descriptor: Base level

SIT20207 Certificate II represents a base operational qualification that encompasses a range of functions/activities requiring basic operational knowledge and limited practical skills

Potential Job Roles:

- Bar Attendant

Tasks:

- Serving customers
- Pour tapped beers
- Post mix operation
- Serve basic spirit + post mix combinations with appropriate garnish in appropriate glassware
- Serve wine in appropriate glassware
- Receive money and give appropriate change using POS system
- Operate an EFTPOS machine
- General cleaning
- Handle glassware in the appropriate manner
- Polish glassware appropriately
- Responsible service of alcohol
- OHS awareness - emergency situations, inert gases, chemicals, venue security
- OHS - comply with policies and procedures and actively participate in company OHS program
- Environmental - use energy, water and other resources efficiently, recycling containers and safe disposal of all waste, especially hazardous substances
- An understanding of the beer reticulation system
- Beers – be able to identify a range of domestic beers including stouts, ales and lagers
- Liquors - knowledge of the commercial liquors
- Wine - basic understanding on wine, temperature to be served at, recognise basic wine faults
- Be aware of different wine styles including sparkling (difference between sparkling and champagne), red, white and dessert wines
- Coffee - understand the basic Do's and Don'ts of coffee and know how to make the basic coffees
- Strong customer awareness
- Good presentation and hygiene practices

Certificate III in Hospitality

Descriptor: Supervisor/Team Leader

SIT30707 Certificate III represents the qualification of a skilled operator who applies a broad range of competencies, possibly providing technical advice and support to a team including having team leader responsibilities

Potential Job Roles:

- Bar Attendant
- Bar Supervisor
- Responsible Person (including first aid)

Tasks: (In addition to cert 2)

- Full understanding of the Beer reticulation system
- Ability to tap a keg and bank a keg and deal with problems with the beer reticulation system
- Able to clean Beer lines
- Beers - be able to identify a full range of domestic, imported and boutique beers and an understanding of how beer is made
- Liquors - strong knowledge of the commercial and some of the boutique liquors and how they can be combined
- Spirits - strong knowledge of the basic and premium spirits and some knowledge of boutique spirits
- Cocktails - have at least four to five cocktails including some classics, some shaken, stirred, blended and layered
- Wine - good understanding of wine varieties, temperature to be served at, recognise wine faults
- Be aware of different wine styles including sparkling (difference between sparkling and champagne), red, white and dessert wines
- Know the key terms to describe sweetness or dryness in sparkling wine
- Know the difference between Vintage and Non Vintage sparkling wines
- Red - know the key wine varieties (Shiraz, Cabernet, Merlot and Malbec at least) and some of the regions and wineries
- White - know the key wine varieties (Riesling, Chardonnay, Sauvignon Blanc, Semillon at least) and some of the regions and wineries
- Dessert wines - know about Botrytis and Cordon Cut and give examples
- Have a knowledge of Fortified wines (Port, Muscat and Tokay) and their individual characters
- Have a basic understanding of the principles of food and wine matching
- Some knowledge of wine precincts and key wines from that precinct
- Basic knowledge of some imported wines
- Be able to offer alternatives to customers
- Provide a high level of customer service
- Have a strong grasp of the concept of selling and up-selling
- Ability to supervise and show leadership skills
- Have developed an efficiency to service routines
- Have an understanding of costs and cost controls
- Have basic understanding of rostering and cost controls
- Begin to work within budgets and start to develop an understanding of budgets
- Be able to deal with customer complaints and resolve in the businesses best interests
- Be able to reconcile tills and balance shifts
- Have strong cash handling techniques such as counting back change and the tear test
- Coffee - be able to consistently make good coffee

Certificate IV in Hospitality

Descriptor: Skilled Team Leader/Manager

SIT40307 Certificate IV represents a qualification based on more sophisticated technical applications, theoretical knowledge and increased responsibility

Potential Job Roles:

- Bar Manager
- Responsible Person (including first aid)
- Duty Manager

Tasks: (In addition to cert 2 & 3)

- Ability to work the Beer reticulation system and carry out basic corrections
- Ability to trouble shoot beer problems (too heady etc)
- Beers - comprehensive knowledge of domestic, imported and boutique beers as well as where they are from and the individual characteristics
- A strong understanding of the production of beer and how it develops individual character
- Spirits - strong knowledge of spirits and ability to offer alternatives and explain some of the subtle differences in the option
- Have an understanding on aperitifs and how they might be used
- Understanding key differences between some of the premium products (eg Whiskey and Matt whiskey from Scotland)
- Able to discuss some of the finer points in terms of boutique or premium spirits
- Liquors - strong knowledge of the commercial and boutique liquors, their flavours and how they can be mixed
- Cocktails - be able to use a Boston Shaker
- Able to make at least eight cocktails and able to layer three shots
- Wine - know at least six wine varieties for both red and white wine, characteristics, regions and wineries
- Able to identify key fortified wines and their appropriate uses including Vintage port
- Be able to identify some key wineries from the (Barossa, Clare, McLaren Vale, Coonawarra and Adelaide Hills) wine districts within SA
- Be able to discuss and identify other key wine districts from around Australia
- A stronger knowledge on imported wines, their character and key differences to the Australian product
- Develop and implement plans to improve customer service
- Be able to work towards financial goals and budgets
- Work within budgets and help to develop KPI'S
- Understanding of all equipment in the bar and be able to do basic maintenance
- Supervise staff
- Induct staff within company policy and guidelines
- Monitor and coach staff with performance issues
- Discipline staff appropriately within company policy and report any disciplinary actions to management
- Monitor, assess and adjust staffing levels for safety and cost effectiveness, ensuring adequate customer service levels are maintained at all times
- Roster staff taking into account seasonal demands, leave requests, sickness and illness
- Develop individual skills and improve on performance and productivity of the team and the individual
- Able to develop selling procedures and up selling programs within a team
- Able to develop and coordinate promotional activities for the bar
- Monitor compliance with legislation eg signage
- Monitor and adhere to company Occupational Health and Safety policy in relation to the health and safety of employees and third parties who may be on the premises
- Report maintenance problems promptly and record all accidents and injuries to management
- Be able to close off EFTPOS machine and balance it to takings
- Ensure staff carry out sound cash handling procedures such as issuing change and the tear test
- Coffee - Understand and be able to identify and then trouble shoot problems with coffee such as the grind, texturing milk, the temperature and the consistent process
- Be able to back flush the espresso machine and clean the machine down to industry standards
- Deal with basic maintenance

Industry recommendations:

- Ability to be badged – police clearance
- Completion of responsible service of alcohol unit
- Awareness of and compliance with State liquor licensing laws
- Responsible Person or Duty Manager
- Relevant industry experience
- First Aid certificate
- A high level of product knowledge
- Have strong management and leadership qualities

Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Operational bar environment + tapped beer
- Core units required - 14
- Elective units required - 12
- Total number of units required - 26

Realistic time frame for completion:

- Nominal hours 542 - 1650
- Students at this level should be considered for RPL
- Should only be offered to persons already working within industry
- Timeframe will depend on units selected

Industry recommendations:

- Ability to be badged – police clearance
- Completion of responsible service of alcohol unit
- Awareness of and compliance with State liquor licensing laws
- Responsible Person
- Strong product knowledge in all beverage categories
- Developing management techniques and displaying leadership qualities

Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Operational bar environment + tapped beer
- Core units required - 8
- Elective units required - 8
- Total number of units required - 16

Realistic time frame for completion:

- Nominal hours 293 - 990
- Timeframe will depend on units selected and on the job experience/work placement

Potential Job Roles:

- Bar Attendant

Tasks:

- Serving customers
- Pour tapped beers
- Post mix operation
- Serve basic spirit + post mix combinations with appropriate garnish in appropriate glassware
- Serve wine in appropriate glassware
- Receive money and give appropriate change using POS system
- Operate an EFTPOS machine
- General cleaning
- Handle glassware in the appropriate manner
- Polish glassware appropriately
- Responsible service of alcohol
- OHS awareness - emergency situations, inert gases, chemicals, venue security
- OHS - comply with policies and procedures and actively participate in company OHS program
- Environmental - use energy, water and other resources efficiently, recycling containers and safe disposal of all waste, especially hazardous substances
- An understanding of the beer reticulation system
- Beers – be able to identify a range of domestic beers including stouts, ales and lagers
- Liquors - knowledge of the commercial liquors
- Wine - basic understanding on wine, temperature to be served at, recognise basic wine faults
- Be aware of different wine styles including sparkling (difference between sparkling and champagne), red, white and dessert wines
- Coffee - understand the basic Do's and Don'ts of coffee and know how to make the basic coffees
- Strong customer awareness
- Good presentation and hygiene practices

*All Hospitality industry training and employment is subject to relevant legislative and regulatory requirements. This is a quality control mechanism not a determination of wage rates. Wage rates are determined by relevant industry awards or instruments. Advice regarding wage rates should be sought from the appropriate industrial parties.