

UNIT TITLE: MANAGE RESPONSIBLE SERVICE OF ALCOHOL		NOMINAL HOURS: 15
UNIT NUMBER: D1.HBS.CL5.03		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to manage responsible service of alcohol in a range of settings within the hotel industries workplace context		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Maintain a responsible drinking environment within a <i>licensed environment</i></p> <p>1.1 Identify customers who should be refused service</p> <p>1.2 Apply enterprise and licensing authority eligibility standards and/or requirements to be served alcohol</p> <p>1.3 Explain <i>restrictions for service</i> courteously and diplomatically</p> <p>1.4 Request <i>proof of age</i> prior to service where appropriate</p> <p>Element 2: Dispense alcoholic beverages</p> <p>2.1 Prepare and serve <i>standard drinks</i></p> <p>2.2 Decline request for drinks that exceed standard limits politely and advise reason/s for refusal</p> <p>2.3 Provide accurate <i>advice</i> to customers on alcoholic beverages if required</p> <p>2.4 Refuse service to <i>intoxicated customers</i> in a suitable and consistent manner</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to all industry sectors that require to manage the responsible service of alcohol within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food and Beverage Service</p> <p><i>Licensed environment</i> may relate to:</p> <ul style="list-style-type: none"> • Hotels • Restaurants • Bars • Night clubs • Gaming venues. <p><i>Restrictions for service</i> should relate to:</p> <ul style="list-style-type: none"> • Customers behaving in an intoxicated manner • Customers behaving in a violent or disorderly manner • Under-age persons 	

Element 3: Ensure customers drink within appropriate limits

- 3.1 Assess *intoxication levels* of customers
- 3.2 Offer *assistance* to intoxicated customers politely
- 3.3 Refer difficult situations to an *appropriate person* within the establishment
- 3.4 Seek assistance from *appropriate people* for situations which pose a threat to safety or security of colleagues, customers or property

- Persons under an exclusion order
- Persons requesting service outside licensing hours
- Safe drinking and/or responsible service of alcohol guidelines.

Proof of age may include:

- Passport
- License
- Birth-certificate
- Photo ID cards.

Standard drinks may relate to:

- Defined amounts contained within drinking guidelines
- As defined by local authorities
- As defined on bottled products.

Advice may relate to:

- Types
- Strengths
- Standard drinks
- Restrictions on use
- Effects.

Intoxicated customers may refer to:

- Drunk
- Disorderly due to alcohol consumption
- Showing signs of excess consumption of alcohol.

Assess intoxication levels may include:

- Observation of changes in behaviour
- Monitoring noise levels
- Monitoring drink orders
- Slowing service.

Assistance may include:

- Organising transport for customers wishing to leave
- Offering food and non-alcoholic drinks
- Assisting customers to leave.

Appropriate person may include:

- Manager
- Security personnel on site.

Appropriate people may include:

- Police
- Ambulance.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Knowledge of the effects of alcohol and factors which influence effects
- Knowledge of legal requirements for alcohol service and consumption
- Knowledge of the benefits in creating a responsible licensed drinking environment to self, colleagues and customers
- Knowledge of ways of assessing intoxication of customers.

Linkages To Other Units

Note: The unit Manage and control conflict situations should be completed prior to commencing this unit

- Prepare and serve cocktails
- Process liquor sales at a bar facility
- Operate a bar facility
- Customers assistance appropriate to situation and level of responsibility.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated understanding of legal requirements and the principles of responsible service of alcohol
- Demonstrated ability to maintain a responsible drinking environment using appropriate communication, conflict resolution and anger management techniques
- Demonstrated ability to offer.

Context of Assessment

This unit may be assessed on or off the job:

- Assessment should include practical demonstration of managing the responsible service of alcohol either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility
- Assessment should include practical demonstration of the ability to maintain a responsible drinking environment either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must include project or work activities that allow the candidate to respond to multiple and varying customer service and communication situations that require the application of responsible service of alcohol responsibilities/requirements.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Portfolio evidence
- Problem solving
- Role plays
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	2	Assess customer condition before and during service of alcohol
Communicating ideas and information	2	Apply intervention techniques to restrict intoxication of customers

	Planning and organising activities	2	Identify the most appropriate way to maintain a responsible drinking environment
	Working with others and in teams	2	Ensure that colleagues are aware of planned interventions and agree on course of action to be taken
	Using mathematical ideas and techniques	0	
	Solving problems	2	Defuse conflict
	Using technology	0	