

<b>UNIT TITLE:</b> OPERATE A BAR FACILITY		<b>NOMINAL HOURS:</b> 40
<b>UNIT NUMBER:</b> D1.HBS.CL5.04		
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to operate a bar facility in a range of settings within the hotel industries workplace context		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Prepare bar for service</b></p> <p><b>1.1</b> Set up <i>bar</i> display and work area in accordance with enterprise requirements</p> <p><b>1.2</b> Check and restock <i>bar products and materials</i> where necessary in accordance with enterprise requirements</p> <p><b>1.3</b> Ensure <i>service equipment</i> is clean, operational and ready for use</p> <p><b>1.4</b> <i>Store items</i> in the correct place at the correct temperature</p> <p><b>1.5</b> Prepare and stock a suitable range of <i>garnishes and accompaniments</i></p> <p><b>Element 2: Take drink orders</b></p> <p><b>2.1</b> Receive customer orders</p> <p><b>2.2</b> Check product and/or brand preferences with customer in a courteous manner</p> <p><b>2.3</b> Provide clear and helpful <i>recommendations or information</i> to customers on selection of drinks if required</p>	<p><b>Unit Variables</b></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 operate a bar facility within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food and Beverage Service</p> <p><i>Bar</i> may be:</p> <ul style="list-style-type: none"> <li>• Permanent</li> <li>• Temporary</li> <li>• Dry till.</li> </ul> <p><i>Bar products and materials</i> may include:</p> <ul style="list-style-type: none"> <li>• All types of drinks</li> <li>• Garnishes</li> <li>• Cleaning equipment</li> <li>• Refrigeration equipment</li> <li>• Utensils</li> <li>• Bar towels</li> <li>• Display items.</li> </ul>	

<p><b>Element 3: Prepare and serve drinks</b></p> <p><b>3.1</b> Greet customers in a polite, friendly and helpful manner</p> <p><b>3.2</b> Prepare drinks in accordance with legal and enterprise standards using the correct equipment, ingredients and measures</p> <p><b>3.3</b> Serve drinks promptly and courteously</p> <p><b>3.4</b> Handle and use industry <i>standard glassware</i> and use garnishes and accompaniments appropriately</p> <p><b>3.5</b> Minimise spillage and wastage and attend to accidents during service promptly and safely</p> <p><b>3.6</b> Seek assistance from appropriate people for situations which pose a threat to safety or security of colleagues, customers or property</p> <p><b>3.7</b> Seek <i>feedback</i> from customers in order to identify and implement improvements to beverage quality and take appropriate <i>corrective action</i>, if required</p> <p><b>3.8</b> Deal with <i>unexpected situations</i> in accordance with enterprise procedures</p>	<p><i>Service equipment</i> may include:</p> <ul style="list-style-type: none"> <li>• Bottle openers</li> <li>• Corkscrews</li> <li>• Measures</li> <li>• Glassware</li> <li>• Knives and chopping boards</li> <li>• Ice containers</li> <li>• Tongs and scoops</li> <li>• Nip pourers</li> <li>• Coasters</li> <li>• Bar mats</li> <li>• Refrigeration equipment</li> <li>• Post mix</li> <li>• Beer dispensers</li> <li>• Trays.</li> </ul> <p><i>Store items</i> may relate to:</p> <ul style="list-style-type: none"> <li>• Storage cupboards</li> <li>• Special storage areas</li> <li>• Pest control measures.</li> </ul>
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**Element 4: Close down bar operations**

- 4.1 Turn off equipment in accordance with enterprise safety procedures and manufacturer's instructions
- 4.2 Clear, clean or dismantle bar areas in accordance with enterprise procedures
- 4.3 Store garnishes and accompaniments, correctly
- 4.4 Set up bar for next service
- 4.5 *Handover* bar, where appropriate, to incoming bar staff

*Garnishes and accompaniments* may include:

- Coasters
- Edible and non-edible garnishes.

*Recommendations or information* may include:

- Price
- Special promotions
- Ingredients
- Relative strength
- Suitable alternatives
- Flavours
- Value for money.

*Standard glassware* may include:

- Beer glass
- Highball
- Red wine glass
- White wine glass
- Tumblers
- Champagne flute.

*Feedback* may relate to:

- Compliments
- Complaints
- Opinions.

*Corrective action* may include reporting problems to:

- Manager
- Suppliers
- Specialist staff.

*Unexpected situations* may include:

- Equipment breakdowns
- Power failure
- Violent incidents
- Medical emergencies
- Running out of stock
- Employee absences.

*Handover* may relate to:

- Customer orders
- Intoxication levels of customers
- Customer preferences
- Restocking bar products / equipment.

#### **Assessment Guide**

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

- Knowledge of the relevant liquor licensing laws
- Knowledge of hygiene issues of specific relevance to beverage service
- Knowledge of the different types of bars
- Knowledge of typical bar equipment
- Knowledge of a variety of alcoholic beverages
- Ability to demonstrate the preparation and serving of a range of standard drinks.

### **Linkages To Other Units**

- Provide responsible service of alcohol
- Prepare and serve cocktails
- Prepare and serve non-alcoholic beverages
- Operate a cellar system
- Clean and tidy bar and food service areas
- Process a financial sale transaction.

### **Critical Aspects of Assessment**

Evidence of the following is essential:

- Demonstrate understanding of legal requirements in relation to the service of alcohol
- Ability to demonstrate the set up and how to operate bar equipment in accordance with enterprise procedures and systems
- Ability to demonstrate offering customers assistance appropriate to situation and level of responsibility
- Ability to demonstrate the preparation and service of drinks in accordance with enterprise procedures and accepted timelines.

### **Context of Assessment**

This unit may be assessed on or off the job

- Assessment should include practical demonstration of the ability to operate a bar 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, job role and area of responsibility
- 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 candidate to operate a bar.

**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***

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	0	
Communicating ideas and information	2	Use positive communication and customer service skills to provide bar service to customers

	Planning and organising activities	2	Undertake bar set up prior to service
	Working with others and in teams	2	Share relevant information with staff when executing handover to incoming bar staff
	Using mathematical ideas and techniques	0	
	Solving problems	0	
	Using technology	0	