

UNIT TITLE: PROCESS LIQUOR SALES AT A BAR FACILITY	NOMINAL HOURS: 30
UNIT NUMBER: D1.HBS.CL5.08	
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to process liquor sales at a bar facility in a range of settings within the hotel industries' workplace context	
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
<p>Element 1: Complete liquor sales</p> <p>1.1 Provide <i>advice or information</i> to customers on different types of <i>products</i> available</p> <p>1.2 Process sales promptly in accordance with enterprise procedures</p> <p>1.3 Complete order forms, invoices and/or receipts accurately in accordance with enterprise and legal requirements</p> <p>1.4 Operate <i>point of sale equipment</i> in accordance with manufacturer's instructions</p> <p>1.5 Ensure all <i>necessary material and/or consumables</i> are available at the point of sale area</p> <p>1.6 Maintain cash drawer and float in accordance with enterprise procedures</p> <p>1.7 Record <i>transactions</i> in accordance with enterprise procedures</p> <p>1.8 Follow security procedures in accordance with enterprise requirements</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 process liquor sales at 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>Advice or information</i> may include:</p> <ul style="list-style-type: none"> • Products available • Price of products • Relative prices of similar products • Origin of products • Identifying products produced in the local region/origin • Value for money • Special promotions

<p>Element 2: Pack goods</p> <p>2.1 Maintain adequate supplies of <i>wrapping materials</i></p> <p>2.2 Pack goods in a suitably sized bag or container that adequately protects the goods, or wrap goods neatly and effectively</p> <p>2.3 Follow <i>safe work practices</i> while packing goods</p> <p>Element 3: Minimise theft</p> <p>3.1 Apply <i>security</i> procedures to minimise theft</p> <p>3.2 Maintain security of cash in accordance with enterprise procedures</p> <p>3.3 Deal with <i>suspicious behaviour</i> of customers and/or staff in accordance with enterprise procedures</p> <p>3.4 Keep storage areas secure from unauthorised access in accordance with enterprise procedures</p> <p>Element 4: Merchandise goods</p> <p>4.1 Receive, unpack and store goods in appropriate location</p> <p>4.2 <i>Display stock</i> in accordance with enterprise procedures</p> <p>4.3 Create and/or dismantle special <i>promotional displays</i></p> <p>4.4 Keep displays clean and tidy</p>	<ul style="list-style-type: none"> • Ingredients • Relative strength • Suitable alternatives. <p><i>Products</i> may include:</p> <ul style="list-style-type: none"> • Commonly stocked beers • Wines • Spirits • Liqueurs • Packaged convenience foods • Non-alcoholic drinks. <p><i>Point of sale equipment</i> may include:</p> <ul style="list-style-type: none"> • Fixed or hand-held scanners • Key pad operated registers • EFTPOS terminals. • Credit card processing equipment • Cash drawer. <p><i>Necessary material and/or consumables</i> may include:</p> <ul style="list-style-type: none"> • Price lists • Credit card information/equipment • Transaction documentation, such as receipts, invoices, etc • Ribbons, rolls, receipt tapes.
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4.5 Rotate stock in accordance with enterprise procedures

4.6 Prepare labels and tickets in accordance with enterprise procedures

4.7 Ensure stock is correctly priced

Transactions may include:

- Cash
- Cheque
- Credit cards
- EFTPOS
- Refunds
- Returned goods
- Account payment.

Wrapping materials may relate to:

- Bags
- Boxes
- Paper
- Special containers.

Safe work practices may include:

- Lifting goods
- Carrying goods
- Cutting wrapping or packing material
- Repetitive tasks.

Security may include:

- Monitor stock and equipment, such as surveillance equipment, CCTV, walk-around, etc
- Security tags.

Suspicious behaviour may include:

- Loitering
- Large groups
- Offensive language.

Display stock may relate to:

- Counter top displays
- Point of sale displays
- End of line displays
- Promotional displays.

Promotional displays may relate to:

- Posters
- Promotional materials
- Related products
- Video or audio materials.

Assessment Guide

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

- Knowledge of the relevant liquor licensing laws
- Ability to demonstrate labelling or pricing goods for sale
- Knowledge of the different products commonly sold at a bar facility
- Knowledge of typical packing materials and methods
- Ability to demonstrate use of point of sale equipment
- Ability to demonstrate process transactions.

Linkages To Other Units

- Receive and store stock
- Apply point of sale handling techniques.

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 operating of point of sale equipment in accordance with enterprise procedures and systems
- Ability to demonstrate offering customers assistance appropriate to situation and level of responsibility
- Ability to demonstrate processing of liquor sales in a bar facility 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 process liquor sales in a bar facility 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 process liquor sales in a bar facility.

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	0	
Communicating ideas and information	2	Use positive communication and customer service skills to process liquor sales
Planning and organising activities	2	Undertake point of sale set-up prior to service
Working with others and in teams	0	

	Using mathematical ideas and techniques	1	Prepare financial documents
	Solving problems	0	
	Using technology	1	Operate point of sale equipment