

	Unit ID: 298
Domain	FOOD AND BEVERAGE SERVICE
Title:	Provide responsible service of alcoholic beverages at the table in a hospitality establishment
Level: 3	Credits: 4

Purpose

This unit standard specifies the competency required to provide responsible service of alcoholic beverages in a hospitality establishment. People credited with this unit standard are able to: take orders for alcoholic beverages; serve alcoholic beverages at table; and identify guests to whom alcohol service may be refused.

Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the end user in the assessment activity may be the assessor, there must be documented evidence of multiple occasions where the candidate has provided services for 'guests' who have the expectations of a paying guest.

3. Where training and assessment is being carried out in a real workplace, persons undertaking this unit standard must comply with the minimum age requirements for the service of alcohol as specified in the Liquor Act 6 of 1998. Service of alcoholic beverages is restricted to licensed premises in line with the Liquor Act 6 of 1998.
4. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain.

5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
6. The establishment's policies and procedures relating to lost and found property are adhered to.
7. Glossary
 - *Alcoholic beverages* may include but are not limited to wines, beers, ciders, spirits, liqueurs, aperitifs, cocktails.
 - The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
 - *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 - *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - Financial Intelligence Act No 3 of 2007
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Namibia Tourism Board Act 21 of 2000
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Take orders for alcoholic beverages

Range

General information on alcoholic beverages to be provided to customers may include but is not limited to: suitable drinks before and after a meal; suggested basic wine and food combinations; typical wines and growing areas, grape varieties, characteristics; typical beers and ciders, place of origin; and characteristics of alcoholic drinks, characteristics of spirits; liqueurs, aperitifs and appropriate mixers, range of cocktails.

Performance Criteria

- 1.1 General information on alcoholic beverages served by the establishment is provided to guests in line with establishment procedures.
- 1.2 Advice and recommendations on beverage choices are provided to guests courteously and as appropriate in line with establishment procedures.
- 1.3 Guest orders are taken accurately and selection is verified with guest in line with establishment procedures.

Element 2: Serve alcoholic beverages at the table

Range

Items and equipment for beverage service at the table may include but are not limited to ice buckets, stands, openers and wine knives, serviettes, glassware appropriate to beverage and style, wine lists.

Preparation of glassware may include but are not limited to checking for cracks and chips, polishing, table placement, placing in storage.

Responding to complaints about wines and other beverages may include but are not limited to appearance, smell, taste.

Establishment procedures for storage may relate to refrigeration, shelving or cellaring, vertical or horizontal storage.

Performance Criteria

- 2.1 Appropriate glassware and other equipment for beverage service are selected in line with establishment procedures.
- 2.2 Glassware is prepared and placed for guest in line with industry and establishment procedures.
- 2.3 Trays are loaded, carried and unloaded where required, in a manner that is safe and avoids spillage.
- 2.4 Beverages selected by guests are presented for verification where appropriate in line with establishment procedures.
- 2.5 Beverages are opened and served correctly, safely and without spilling in line with establishment procedures.

- 2.6 Beverages are poured as required in line with guest requirements and establishment procedures.
- 2.7 Guest complaints about quality of beverage and service are responded to promptly and politely in line with establishment procedures.
- 2.8 Glasses are refilled as required during service, with minimal disruption to guests in line with establishment procedures.
- 2.9 Used and unused glassware are removed from tables at appropriate times and in correct manner in line with establishment procedures.
- 2.10 Breakages and spillages are responded to in line with establishment procedures.
- 2.11 Beverage accounts are presented and processed in line with establishment procedures.
- 2.12 Any payments are processed in accordance with establishment procedures.
- 2.13 Unfinished drinks are disposed of in accordance with establishment procedures.

Element 3: Identify guests to whom alcohol service may be refused

Range

Guests to whom service may be refused may include but are not limited to minors and intoxicated persons.

Assistance may include but is not limited to colleagues, managers, supervisor, security staff.

Performance Criteria

- 3.1 Guests to whom service may be refused are identified in line with legislative and establishment procedures.
- 3.2 Proof of age is requested and obtained prior to service where appropriate in line with legislative and establishment procedures.
- 3.3 Service is refused in a polite manner and reasons for the refusal stated in line with legislative and establishment procedures.
- 3.4 Problems arising from refusal of service of alcohol are reported and assistance is sought as required in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
------------------	-------------------------

Date first registered:	29 March 2007
Date this version registered:	15 November 2012
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority