

Domain	FOOD AND BEVERAGE SERVICE	Unit ID: 303
Title:	Operate a bar in a hospitality establishment	
Level: 3		Credits: 8

Purpose

This unit standard specifies the competency required to operate a bar in a hospitality establishment. People credited with this unit standard are able to: prepare bar for service; take drink orders; prepare and serve drinks; identify guests to whom alcohol service may be refused; and close down bar operations.

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. Bar service must include the preparation and/or service of a range of both:

- alcoholic drinks - includes but are not limited to beer, cider, wine, basic cocktails, fortified drinks, and mixed drinks, and
 - non-alcoholic beverages - may include but are not limited to carbonated drinks, juices, frappes and "mocktails" (non-alcoholic cocktails).
6. The establishment's policies and procedures relating to lost and found property are adhered to.
7. Glossary of terms
- *Equipment* may include blenders, vitamisers, juicers and shakers, coffee-making equipment, cleaning equipment, refrigeration equipment, utensils, glass washers, beer reticulation equipment, post mix systems, ice machines, manual and electronic cash registers, credit and EFTPOS equipment.
 - *EFTPOS* (Electronic Funds Transfer at Point Of Sale) refers to the use of a card as method of payment for goods or services without the customer having to carry cash.
 - *Guest payments* may include signed tab, inclusive packages, cash drinks, set (or bar) limits, pre-set drinks, open bar.
 - 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.
 - *Specification's* refers to manufacturer's specifications and establishment specific requirements.
8. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
9. 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
 - 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: Prepare bar for service

Range

Bar products and materials may include but are not limited to different types of alcoholic and non-alcoholic beverages, garnishes, accompaniments, serviettes, glassware, ice, coasters, bar towels, display items, bar menus, price lists and promotional materials.

Performance Criteria

- 1.1 Bar display and work area are set up in line with establishment procedures and style of bar service.
- 1.2 Bar products and materials are checked and restocked where necessary and any required documentation is completed in line with establishment procedures.
- 1.3 Bar products and materials are stored in correct locations and at correct temperatures.
- 1.4 Till floats are checked for amounts and denominations according to establishment procedures.

Element 2: Take drink orders

Range

Specific guest preferences may relate to ice, garnishes, glassware, mixers, temperature, strength of drink.

Performance Criteria

- 2.1 Drinks orders are taken from guest in line with establishment procedures.
- 2.2 Products and brand preferences are checked with guest in a courteous manner in line with establishment procedures.
- 2.3 Guests are advised on a selection of drinks and recommendations made where required in line with establishment procedures.

- 2.4 Any specific customer preferences are identified in line with establishment procedures.
- 2.5 Guest payments are received and processed in line with establishment procedures.

Element 3: Prepare and serve drinks

Range

Mishaps include spillages, breakages.

Performance Criteria

- 3.1 Alcoholic drinks are prepared in line with legal and establishment standards, using the correct equipment, ingredients and correct standard measures.
- 3.2 Non-alcoholic beverages are prepared and served according to guest preference and establishment procedures.
- 3.3 Drinks are served promptly and courteously, using required glassware and garnishes in line with guest preferences and establishment procedures.
- 3.4 Wastage and spillage are minimised in line with establishment procedures.
- 3.5 Beverage quality is checked during service and corrective action taken when required in line with establishment procedures.
- 3.6 Beverage quality issues are reported promptly to the appropriate person in line with establishment procedures.
- 3.7 Tray service is provided, where appropriate, in line with establishment procedures.
- 3.8 Mishaps are promptly and safely attended to.

Element 4: 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

- 4.1 Guests to whom service may be refused are identified in line with legislative and establishment procedures.

- 4.2 Proof of age is requested and obtained prior to service where appropriate in line with legislative and establishment procedures.
- 4.3 Service is refused in a polite manner and reasons for the refusal stated in line with legislative and establishment procedures.
- 4.4 Problems arising from refusal of service of alcohol are reported and assistance is sought as required in line with establishment procedures.

Element 5: Close down bar operations

Performance Criteria

- 5.1 Equipment is shut down in line with establishment procedures and manufacturer's instructions.
- 5.2 Bar areas are cleared, cleaned or dismantled in line with establishment procedures.
- 5.3 Leftover garnishes which are suitable for storage are stored hygienically and at correct temperature in line with establishment procedures.
- 5.4 Stock is checked and re-ordered in line with establishment procedures.
- 5.5 Cash-up and float preparation are conducted in accordance with establishment procedures.
- 5.6 Bar is set up correctly for next service, ensuring equipment, stock and glasses are in the correct place in line with establishment procedures.
- 5.7 Handover is conducted to incoming bar staff and relevant information shared in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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