

Domain	FOOD AND BEVERAGE SERVICE	Unit ID: 304
Title:	Prepare and serve cocktails in a hospitality establishment	
Level: 3		Credits: 5

Purpose

This unit standard specifies the competency required to prepare and serve cocktails in a hospitality establishment. People credited with this unit standard are able to: prepare bar for service; promote cocktails to guests; take cocktail orders; prepare cocktails; present and serve cocktails; identify guests to who 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. The establishment's policies and procedures relating to lost and found property are adhered to.

6. Glossary of terms
 - For the purpose of this unit standard, *Cocktails* are drinks with a base, usually of one or more spirits, to which other ingredients are added. For assessment purposes, one cocktail must be made according to establishment procedures, from each of the following categories: blended; shaken; stirred; built; floated.
 - *Establishment and industry recipes* include those developed by the establishment as well as traditional recipes including Brandy Alexander, Piña Colada, Brandy Crusta, Tom Collins, champagne cocktail, Martini, Margarita, Grasshoppers, Tequila Sunrises, Daiquiri, Bloody Mary, Black Velvet, Whisky Sour, White Russian, Screwdriver, Cosmopolitan, Long Island Iced Tea, Kalahari Sting, Harvey Wallbanger.
 - *Alcoholic ingredients for cocktails* include but are not limited to spirits, fortified wines, liqueurs.
 - *Equipment* may include blenders, vitamisers, juicers and shakers, cleaning equipment, refrigeration equipment, utensils, glass washers, beer reticulation equipment, post mix systems, ice machines, manual and electronic cash registers, credit and EFTPOS equipment.
 - *Cocktail equipment* may include shakers, jugs, stirrers and swizzles, blenders, ice crushers (manual or electronic), glass chillers, bar towels, toothpicks.
 - *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.

7. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

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
 - 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: Promote cocktails to guests

Range

Display materials may include but are not limited to cards, brochures, lists and photographs.

Performance Criteria

- 2.1 Cocktails are promoted to guests in line with establishment procedures.
- 2.2 Display materials are used to promote cocktails in line with establishment procedures.
- 2.3 Guests are offered accurate information about different cocktails in line with establishment procedures.

Element 3: Take cocktail orders

Range

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

Performance Criteria

- 3.1 Cocktail orders are taken from guest in line with establishment procedures.
- 3.2 Products and brand preferences are checked with guest in a courteous manner in line with establishment procedures.
- 3.3 Any specific customer preferences are identified in line with establishment procedures.
- 3.4 Guest payments are received and processed in line with establishment procedures.

Element 4: Prepare cocktails

Range

Non-alcoholic ingredients for cocktails include but are not limited to fruits and vegetables, fruit and vegetable juices, milk and cream, eggs, spices, sugar, sugar syrup, salt, cordials, bitters.

Performance Criteria

- 4.1 Cocktail glassware and equipment are selected and used in line with establishment procedures.
- 4.2 Cocktails are made with flair, correctly and efficiently in line with establishment and industry recipes.

- 4.3 Visual appeal, texture, flavour and required temperature are considered in preparing cocktails.
- 4.4 Options for new cocktails, using suitable combinations of ingredients, are considered and developed in line with establishment procedures.

Element 5: Present and serve cocktails

Performance Criteria

- 5.1 Cocktails are presented in line with establishment procedures.
- 5.2 Garnishes and decorations are used in line with establishment procedures.
- 5.3 Wastage and spillage are avoided during service in line with establishment procedures.
- 5.4 Beverage quality is checked during service and corrective action taken when required in line with establishment procedures.
- 5.5 Beverage quality issues are reported promptly to the appropriate person in line with establishment procedures.
- 5.6 Tray service is provided, where appropriate, in line with establishment procedures.
- 5.7 Mishaps are promptly and safely attended to.

Element 6: 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

- 6.1 Guests to whom service may be refused are identified in line with legislative and establishment procedures.
- 6.2 Proof of age is requested and obtained prior to service where appropriate in line with legislative and establishment procedures.

- 6.3 Service is refused in a polite manner and reasons for the refusal stated in line with legislative and establishment procedures.
- 6.4 Problems arising from refusal of service of alcohol are reported and assistance is sought as required in line with establishment procedures.

Element 7: Close down bar operations

Performance Criteria

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

Registration Data

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