

Domain
Title:
Level: 4

FOOD AND BEVERAGE SERVICE
Provide advanced service of beverages

Unit ID: 529

Credits: 15

Purpose

This unit standard specifies the competency required to supervise the responsible service of alcohol, prepare and serve beverages, provide table and bar service of beverages, operate a bar, and clean and tidy bar areas. This unit standard is intended for those who supervise waitron and bar staff during food and beverage service in the hospitality and tourism industry.

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 and personal hygiene for food and beverage service* or demonstrated equivalent knowledge and skills.

2. 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.

3. Service of alcoholic beverages is restricted to licensed premises in line with the Liquor Act 6 of 1998.

4. Glassware for drinks service must at all times be clean and not chipped.

5. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

6. Glossary of terms:

- "*Intoxicated person*" is a person to whom service of alcoholic beverages may be refused due to excess consumption of alcohol.

7. Standard drinks should be measured using appropriate nip measures or electronic dispensing/measuring devices.

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. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
10. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
11. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - Namibia Tourism Board Act, 21 of 2000
 - Tobacco Act (Draft 2008)
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 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: Supervise the preparation and service of non-alcoholic beverages

Range

Non-alcoholic beverages may include but are not limited to fruit juice (pure or concentrates), fizzy drinks, water, cordials.

Equipment and machinery used for the preparation and service of non-alcoholic drinks may include but are not limited to squeezer, blender, ice crusher, juice dispensing unit, coolers, glassware, jugs, ice bucket, table ware, swizzle sticks, spoons, serviettes and decorations.

Performance Criteria

- 1.1 Knowledge of common non-alcoholic beverages is applied when supervising beverage service operations.
- 1.2 Staff preparation and service of non-alcoholic drinks is monitored in line with establishment procedures.
- 1.3 Equipment and machinery used for the preparation and service of non-alcoholic drinks are checked for effective operation and compliance with hygiene requirements in line with establishment procedures.

Element 2: Supervise responsible service of alcohol

Range

Knowledge of alcoholic drinks includes but is not limited to wines commonly used and locally produced in Namibia; beer; major South African wines, popular wines from Europe; New World wines (Australia, New Zealand, California, Argentina, Chile); sparkling wines and champagne; port and sherry; cocktails, cognac and brandy.

Handling of guests to whom alcohol may be refused includes but is not limited to appropriate communication and conflict resolution skills in handling difficult situations; referring difficult situations beyond the scope of individual responsibility to the appropriate person.

Assistance to alcohol affected guests may include politely making offers of assistance to intoxicated guests including organising transport for guests wishing to leave, offering non-alcoholic drinks, assisting guests in leaving, offering alternatives to alcohol such as food; where appropriate, giving patrons a verbal warning or asking them to leave the premises in accordance with legislative, establishment or house requirements.

Issues related to service of alcohol to different types of guests may include but is not limited to familiarity with specific customers; physical stature; demeanour and mood; social context; perceived health status.

Assessment of intoxication levels includes but is not limited to observation of changes in behavior; emotional and physical state of guests; monitoring noise levels; monitoring drink orders; individual responses to alcohol including gender, weight, general health; rate of consumption, food intake and other substances taken.

Requests for drinks to be dispensed in a manner which is irresponsible for encouraging the rapid or excessive consumption of liquor may include but is not limited to test tubes; yard glasses; laybacks; jugs of spirits and mixers; shooters.

Erratic drinking patterns may include but is not limited to mixing a wide range of drink types; drinking quickly and asking for more immediately; ordering more than one drink for the same person; ordering "triple shots" or extra large drinks.

Appropriate communication and conflict resolution skills for dealing with intoxicated patrons may include but is not limited to using open and not aggressive body language; blaming the refusal on the "Law"; taking the person away from an audience; monitoring the rest of the crowd; picking early warning signs and intervening before the person is intoxicated; not using physical touch or threatening body language; remaining calm and using tactful language.

Proof of age according to national liquor legislation includes current driving license; proof of age card; identity card; passport.

Security staff may include but is not limited to establishment or private security, police, military.

Staff training may include but is not limited to face to face instruction, group work, mentoring, off the job training, on the job training and coaching.

Performance Criteria

- 2.1 Guests to whom service may be refused according to legislation, including minors and intoxicated persons, are identified and handled in line with establishment procedures
- 2.2 Responsible preparation and service of standard alcoholic drinks are monitored in line with provisions of relevant legislation, licensing requirements and responsible service of alcohol principles.
- 2.3 Erratic drinking patterns are monitored and requests for drinks to be dispensed in a manner which is irresponsible for encouraging the rapid or excessive consumption of liquor are politely refused in line with establishment procedures.
- 2.4 The provision of information on alcoholic beverages to guests, including types, strength, standard drinks, and alcoholic percentages of a range of frequently served drinks, is monitored in line with establishment/house policy and government regulation.
- 2.5 Issues regarding service of alcohol to different types of guests are identified and incorporated into service, including assessing intoxication levels.
- 2.6 Guests are assisted to drink within appropriate limits and alcohol affected guests are assisted in line with establishment procedures.
- 2.7 Refusal of service to intoxicated guests is done in an appropriate and consistent manner, minimising confrontation and arguments and pointing out signage where relevant, in line with establishment procedures.
- 2.8 Staff handling of situations which could pose a threat to safety or security of colleagues, guests or property, is monitored in line with establishment procedures.
- 2.9 Training is provided to staff on the responsible service of alcohol in line with establishment policy and procedures.

Element 3: Provide and supervise table and bar service of beverages

Range

Advice on different beverages available and taking of drinks orders includes but is not limited to using correct terminology and pronunciation to describe beverages; offering advice and recommendations on beverage choices to guests in a courteous manner and appropriate time; promoting products and drinks in accordance with guest preferences and establishment requirements; assisting guests in selecting food and wine combinations when required; taking guest orders accurately and verifying selection with guest.

Advice on beverages available includes but is not limited to Namibian wines, South African and other international wine types; compatibility of major local and international wine styles with different types of food; general features of wine from the major South African winelands; international wines commonly sold in Namibia

(eg. chianti, champagne); main grape varieties and wine types including red (cabernet sauvignon, shiraz, pinot noir, merlot); white (eg. semillon, sauvignon blanc, gewurztraminer, riesling, chardonnay); blended wines (eg Tassenberg, cabernet sauvignon/merlot, semillion/sauvignon blanc); sparkling wines; popular fortified wines (eg. sherry, port, muscat, vermouth, marsala);content of beverage labels including wine.

General knowledge of beers and spirits includes but is not limited to flavour and characteristics; differences between local and imported products; knowledge of glassware required for different types of beverage.

Staff practices associated with the preparation, operation and cleaning of bar and service areas (guest table) includes but is not limited to wiping clean, removing soiled ashtrays, placing of glasses and drinks service-ware as required.

Preparation of glassware includes but is not limited to checking for chips and cracks; polishing; placement on table; placing in storage.

Beverage serving techniques include but is not limited to bottled beer; bottled wine; spirits; liqueurs; safety issues in relation to table service of beverages; flow of service.

Service of beverages includes but is not limited to selecting beverages and checking temperature and presentation of bottle prior to serving; preparing and placing glassware in accordance with establishment and/or industry standards; loading, carrying and unloading trays safely and avoiding spillage; presenting beverages selected by guests to verify when required; opening and serving beverages correctly, safely and without spillage and pouring beverages as required according to establishment and/or industry protocol.

Performance Criteria

- 3.1 Staff responsibilities for table and bar service are planned and allocated in line with establishment procedures.
- 3.2 Advice on alcoholic drinks and wines is provided to staff and guests as required in line with establishment procedures.
- 3.3 Preparation, operation and closing down of bar areas and other service areas is supervised in line with establishment procedures.
- 3.4 Staff practices associated with the service of beverages is supervised, and assistance is provided as required in line with establishment procedures.
- 3.5 Staff practices associated with the refilling of glasses, service and removal of used and unused glassware are monitored for compliance with establishment procedures.
- 3.6 Staff practices associated with the handling of monies are monitored for compliance with establishment procedures.
- 3.7 Guest complaints are responded to according to establishment procedures.
- 3.8 Storage of alcoholic beverages is monitored for compliance with establishment procedures.

- 3.9 A schedule is planned, implemented and monitored for the cleaning of bar and public areas in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	13 November 2008
Date this version registered:	13 November 2008
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority