



Australian Government

Assessment Requirements for SITHFAB023 Operate a bar

Release: 1

Assessment Requirements for SIT HFAB023 Operate a bar

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- safely and efficiently set up, operate and close down a bar over at least three different service periods, including at least one peak service period
- prepare alcoholic and non-alcoholic beverages that meet customer requests within required timeframe during the above service periods
- use the correct equipment, ingredients and standard measures to prepare the above alcoholic and non-alcoholic beverages
- interact with a diverse range of customers during the above service periods, determining their preferences and offering suitable products in a clear and professional manner.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- different types of bars and bar service for different industry sectors and those relevant to events and functions
- meaning and role of mise en place for the service of alcoholic beverages
- electronic and non-electronic ordering systems and procedures
- organisational procedures for operating the bar:
 - display stock and ancillary bar products
 - mise en place requirements for bar products
 - presentation of beverages
 - procedures for opening and closing the bar
 - procedures for reordering stock
- item requirements for set-up of bar:
 - beers
 - edible and non-edible garnishes and accompaniments
 - manual or electronic cash registers
 - credit and electronic funds transfer at point-of-sale (EFTPOS) equipment
 - non-alcoholic beverages
 - spirits
 - wines
- major types of beverages, their characteristics, preparation and service:

- mixed drinks
- basic and popular cocktails
- beers
- fortified drinks
- non-alcoholic beverages
- spirits
- wines
- requirements and procedures for different types of bar service:
 - cash drinks
 - dry till
 - inclusive packages
 - open bar
 - pre-set drinks
 - set limits
- available options to meet specific customer preferences relating to:
 - brand
 - garnishes
 - glassware
 - ice
 - mixers
 - strength
 - temperature
- operational features, safety and hygiene issues for the following bar equipment:
 - dispensing systems
 - glass-washers and dishwashers
 - ice machines
 - refrigeration
- organisational procedures for noting relevant information during handover duties on completion of shift:
 - current customer information:
 - drink preferences
 - problems arising with customers during the shift
 - issues relating to beverage quality
 - stock requirements
- safety issues and safe work practices of specific relevance to bar operations:
 - overview of AS5034 Installation and use of inert gases for beverage dispensing
 - access to restricted areas containing inert gas equipment
 - specific dangers of inert gases used in beer and post-mix systems, how they apply in different hospitality environments and the measures required to ensure worker and customer safety

- issues and requirements around the types of chemicals used in bar operations
- requirements for appropriate signage of areas where gases and chemicals are used
- scope of responsibilities of different workers and contractors for bar equipment
- safe manual handling techniques
- environmentally sound methods to use cleaning agents and equipment, water and energy when operating a bar, the impact of these on the environment, and minimal impact practices to reduce their use
- correct and environmentally sound disposal methods for bar waste:
 - hazardous substances
 - recyclable glass
 - plastic bottles and containers.

Assessment Conditions

Skills must be demonstrated in an operational commercial bar. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- fixtures and large and small equipment:
 - bar service area
 - cashiering facilities
 - refrigerator
 - storage area for glassware and drinks
 - water supply
 - utensils
 - range of glassware
 - service-ware
- stock:
 - edible and non-edible garnishes and accompaniments
 - ice
 - wide commercial range of alcoholic and non alcoholic beverages
- cleaning materials and equipment:
 - cleaning cloths
 - commercial cleaning and sanitising agents and chemicals for cleaning bar areas and equipment
 - dishwasher or glasswasher
 - dustpan and broom
 - garbage bin and bags
 - hand towel dispenser and hand towels

- mops and bucket
- separate hand basin and antiseptic liquid soap dispenser for hand washing
- organisational specifications:
 - equipment manufacturer instructions
 - cleaning schedules
 - bar menus
 - cocktail menus
 - standard recipes, preparation methods and presentation standards for cocktails
 - wine lists
 - price lists
 - retail promotional materials
 - safety data sheets (SDS) for cleaning agents and chemicals or plain English workplace documents or diagrams that interpret the content of SDS
- industry-realistic ratio of bar staff to customers. These can be:
 - customers in an industry workplace during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>