



Australian Government

Department of Education, Employment and Workplace Relations

SITHFAB002C Operate a bar

Revision Number: 1

SITHFAB002C Operate a bar

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to carry out bar operations in a range of hospitality enterprises. The unit involves the service of a range of alcoholic and non-alcoholic beverages commonly found in a bar. It does not include the making of espresso coffee which is found SITHFAB012B Prepare and serve espresso coffee.

Customer service and selling skills are found in other units.

Some States and Territories will have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit reflects the role of a bar attendant and applies to bar operations in all hospitality sectors, including all types of bars.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	SITXOHS002A Follow workplace hygiene procedures
	SITHFAB001C Clean and tidy bar areas
	SITHFAB009A Provide responsible service of alcohol
	SITXFIN001A Process financial transactions

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where <i>bold italicised</i> text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare bar for service.	<p>1.1 <i>Set up</i> bar display and work area according to regulatory and enterprise requirements and style of <i>bar service</i>.</p> <p>1.2 Check and restock <i>bar products</i> and materials where necessary, completing any required documentation.</p> <p>1.3 Store all items in correct place and at correct temperature.</p> <p>1.4 Prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, according to enterprise requirements.</p>

ELEMENT	PERFORMANCE CRITERIA
2 Take drink orders.	<ul style="list-style-type: none">2.1 Take orders and either note or memorise them correctly.2.2 Check products and brand preferences with the customer in a courteous manner.2.3 Make recommendations and suggestions to customers to assist them with drink selection, and promote or up-sell products as appropriate.2.4 Identify any <i>specific customer preferences</i>.2.5 Receive and process customer payments.
3 Prepare and serve drinks.	<ul style="list-style-type: none">3.1 Serve drinks promptly and courteously according to customer preferences, using required glassware and garnishes.3.2 Prepare drinks according to legal and enterprise standards, using the correct <i>equipment</i>, ingredients and standard measures.3.3 Prepare <i>non-alcoholic beverages</i> and serve according to customer preference.3.4 Minimise wastage and spillage.3.5 Check beverage quality during service and take corrective action when required.3.6 Report beverage quality issues promptly to the appropriate person.3.7 Provide tray service where appropriate, according to enterprise procedures.3.8 Attend to any <i>mishaps</i> promptly and safely.
4 Close down bar operations.	<ul style="list-style-type: none">4.1 When appropriate, shut down equipment according to enterprise safety procedures and manufacturer instructions.4.2 Clear, clean or dismantle bar areas according to enterprise procedures.4.3 Store any suitable leftover garnishes hygienically and at the correct temperature.4.3 Check and reorder stock according to enterprise procedures.

ELEMENT**PERFORMANCE CRITERIA**

- 4.5 Set up bar correctly for next service, ensuring equipment, stock and glasses are in the correct place.
 - 4.6 Where appropriate, conduct a handover to incoming bar staff and share *relevant information*.
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- 5 Reduce negative environmental impacts.
 - 5.1 Use energy, water and other resources efficiently when operating and cleaning the bar to reduce negative environmental impacts.
 - 5.2 Recycle any glass and plastic bottles and containers.
 - 5.3 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- preparation and serving techniques for a basic range of drinks, including tea and coffee
- problem-solving skills to deal with beer quality problems
- communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate costs, change and ratios and quantities for recipes
- literacy skills to read current industry literature, such as magazines, legislation and promotional materials.

The following knowledge must be assessed as part of this unit:

- requirements of the relevant state or territory Liquor Act in relation to service of alcohol (please note that this should be covered by completion of SITHFAB009A Provide responsible service of alcohol)
- hygiene issues of specific relevance to beverage service (safe work practices deleted as now covered in more detail below)
- safety issues and safe work practices of specific relevance to bar operations including:
 - overview knowledge of the Australian Standards that apply to safe bar operations (eg AS5034-2005)
 - 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 patron safety
 - issues and requirements around the types of chemicals used in bar operations
 - requirements around appropriate signage for areas where gases and chemicals are used
 - scope of responsibilities of different workers and contractors in relation to bar equipment
- different types of bars and bar service, including those relevant to events and functions
- major types of beverages and their characteristics, including beers, spirits, mixed drinks, soft drinks, wines and fortified drinks and an overview of commonly requested cocktails.
- operational features of typical bar equipment, including dispensing systems, ice machines, refrigeration and glass-washers (to include safety and hygiene issues)
- waste minimisation techniques
- the environmental impacts of operating a bar and cleaning equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for bar waste including hazardous

REQUIRED SKILLS AND KNOWLEDGE

substances recyclable glass and plastic bottles and containers.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to organise efficient, resource effective and safe bar operations
- knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances
- use of accurate measures and appropriate glassware for drinks
- ability to prepare a range of standard drinks, both alcoholic and non-alcoholic
- ability to set up and operate a bar according to established procedures and systems under normal operating conditions and workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped bar, including industry-current equipment and actual products and ingredients, as defined in the Assessment Guidelines
- industry-realistic conditions, such as typical bar staff to customer ratios
- interaction with others to demonstrate appropriate customer service skills.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate operating the bar under normal operating conditions
- written or oral questions to test knowledge of drink recipes, relevant legislation and OHS issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB015A Prepare and serve cocktails
- SITXFIN001A Process financial transactions.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

- Set-up*** may include requirements and procedures for:
- dry till
 - inclusive packages
 - cash drinks
 - set limits
 - pre-set drinks
 - open bar.

RANGE STATEMENT

Bar service must include the preparation and service of a range of drinks, including:

- a variety of mixed drinks and basic cocktails
- beers
- spirits
- wines
- non-alcoholic beverages
- fortified drinks.

Bar products and materials include:

- different types of alcoholic and non-alcoholic beverages
- edible and non-edible garnishes
- accompaniments
- serviettes
- coasters
- bar towels
- display items, including brochures, bar menus, price lists and other promotional materials.

Specific customer preferences may relate to:

- ice
- garnishes
- glassware
- mixers
- temperature
- strength.

Equipment includes:

- blenders, vitamisers, juicers and shakers
- coffee-making equipment
- cleaning equipment
- refrigeration equipment
- utensils
- glass-washers
- beer reticulation equipment
- electronic spirit measures
- post-mix systems
- ice machines
- manual and electronic cash registers, credit and electronic funds transfer at point of sale (EFTPOS) equipment.

RANGE STATEMENT

Non-alcoholic beverages include:

- tea
- coffee
- carbonated drinks
- juices
- frappes and 'mocktails' (non-alcoholic cocktails).

Mishaps include:

- spillages
- breakages.

Relevant information includes:

- current customer information, such as preferences or problems
- issues relating to beverage quality
- stock requirements.

Unit Sector(s)

Sector Hospitality - Food and Beverage

Competency field

Competency field Food and Beverage