



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SITHFAB007A Complete retail liquor sales**

**Revision Number: 1**

## **SITHFAB007A Complete retail liquor sales**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to complete sales in a retail liquor outlet, including processing sales, merchandising products, undertaking storage and stock control, and minimising theft.

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

### **Application of the Unit**

#### **Application of the unit**

This unit applies to retail liquor operations within hospitality establishments such as hotels, restaurants and clubs. It applies to frontline staff who may work as part of a team and who operate with significant autonomy or under limited supervision, and are responsible for their own work outputs.

### **Licensing/Regulatory Information**

Not applicable.

## Pre-Requisites

### Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITXFIN001A Process financial transactions
- SITXINV001A Receive and store stock.

## Employability Skills Information

### Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

## 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 ***bold italicised*** 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.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

- |   |                        |     |   |
|---|------------------------|-----|---|
| 1 | Complete liquor sales. | 1.1 | Advise customers on the selection of their <b><i>products</i></b> according to their needs. |
|   |                        | 1.2 | Complete customer order forms, invoices and receipts.                                       |
|   |                        | 1.3 | Process liquor sales promptly and courteously.  |
|   |                        | 1.4 | Operate point-of-sale equipment according to design specifications.                         |

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	1.5 Identify and process customer delivery requirements.
	1.6 Maintain adequate supplies of dockets, vouchers and point-of-sale documents.
2 Wrap and pack goods.	2.1 Maintain adequate supplies of wrapping material or bags.
	2.2 Effectively wrap merchandise as required.
	2.3 Pack items safely to prevent any damage in transit.
	2.4 Arrange transfer of merchandise for parcel pick-up or other delivery methods if required.
3 Minimise theft.	3.1 Take appropriate action to minimise theft by applying enterprise security procedures.
	3.2 Match merchandise to correct price tags.
	3.3 Maintain surveillance of merchandise according to enterprise policy.
	3.4 Maintain security of stock, cash and <i>equipment</i> in relation to customers, staff and outside contractors, according to enterprise policy.
	3.5 Observe suspicious behaviour by customers and colleagues and respond according to enterprise policy.
	3.6 Deal with <i>emergencies</i> following enterprise policy and procedures.
4 Merchandise goods.	4.1 Unpack merchandise and place in appropriate location.
	4.2 Maintain the correct temperature of display refrigerators and coolrooms so that all products are kept at recommended temperatures.
	4.3 Ensure cleanliness of refrigerators and coolrooms according to enterprise procedures and manufacturer standards and specifications.
	4.4 Practise safe lifting, shifting and handling procedures to comply with OHS regulations.
	4.5 Display merchandise to achieve a balanced fully-stocked appearance and promote sales

**ELEMENT****PERFORMANCE CRITERIA**

according to enterprise procedures and safety requirements.

- 4.6 Reset and dismantle special promotion areas at the appropriate time.
- 4.7 Keep display areas clean and tidy.
- 4.8 Rotate stock according to enterprise procedures.
- 4.9 Report defective and out-of-date stock promptly.
- 4.10 Prepare labels and tickets according to enterprise procedures.
- 4.11 Operate, maintain and store ticketing equipment, according to enterprise procedures.
- 4.12 Maintain correct pricing and information on merchandise.

## 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:

- customer service and point of sale in a retail liquor environment
- problem-solving skills to deal with security and other emergency situations
- safe work practices for lifting and handling bulk items
- literacy skills to read material on product ranges
- customer service and 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 items to be reordered following stocktake
- writing skills to complete records for stocktakes.

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

- principles of display in relation to liquor products
- security procedures for retail liquor operations
- structures and procedures for logical and efficient work flow in a retail liquor outlet
- relevant state or territory legislation with regard to responsibilities of individual staff members in the responsible sale of alcohol
- relevant state or territory legislation with regard to pricing and ticketing of retail goods
- types of alcoholic beverages in enterprise range and their features.

## 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.

## EVIDENCE GUIDE

### Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to operate point-of-sale equipment correctly and apply security procedures within typical time constraints of a retail liquor environment
- knowledge of product range and ability to offer advice on beverage choices
- knowledge of OHS requirements and ability to demonstrate safe work practices.

### Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped retail bottle shop, including industry-current equipment and actual products
- industry realistic conditions, such as typical customer to bottle shop attendant ratios
- use of a typical industry stock control system.

### 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 providing customer service in a commercial retail liquor environment
- written or oral questions to test knowledge of product range, types of promotional activities and emergency procedures
- 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:

- SITHFAB009A Provide responsible service of alcohol
- SITHFAB325A Provide specialised advice on Australian wines
- SITHFAB326A Provide specialised advice on imported wines.

## EVIDENCE GUIDE

### Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

## 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.

Retail liquor *products* may include:

- imported and local spirits and liqueurs
- bulk and packaged beers, ales and stouts
- styles and popular brands of table and fortified wines
- aerated and mineral waters
- pre-mixed drinks, including:
  - cocktails
  - spirit or liqueur-based mixes, such as gin and tonic
  - energy drinks
- juices and syrups
- packaged snack foods
- ice
- tobacco products
- drink accessories, including:
  - glassware
  - cocktail shakers and strainers
  - decorative items, such as umbrellas, straws and swizzle sticks
  - wine accessories, such as decanters and wine openers
- gift packages and gift vouchers



## RANGE STATEMENT

- books, catalogues and industry magazines.

*Equipment* may include:

- manual and electronic cash registers
- point-of-sale equipment
- electronic funds transfer at point of sale (EFTPOS) equipment
- labelling and pricing guns
- promotional displays and stands
- beverage stands and shelving
- beverage tasting equipment
- forklifts
- trolleys
- refrigeration units.

*Emergencies* may include:

- hold-ups
- burglary or theft
- refrigeration failure
- large breakages.

## Unit Sector(s)

**Sector** Hospitality

## Competency field

**Competency field** Food and Beverage