



Australian Government

SITHFAB202 Operate a bar

Release 1

SITHFAB202 Operate a bar

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITHFAB002C Operate a bar. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content. Two prerequisite units removed. SITXFSA101 Use hygienic practices for food safety, and SITHFAB201 Provide responsible service of alcohol retained as prerequisites.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare a bar for service, take drink orders, prepare and serve alcoholic and non-alcoholic beverages and close the bar down. Customer service and selling skills are found in other units.

Application of the Unit

This unit applies to any hospitality organisation which operates a bar including hotels, restaurants, clubs, cafes, and wineries.

The unit applies to bar attendants who operate with some level of independence and under limited supervision.

Licensing/Regulatory Information

The sale and service of alcohol is subject to the provisions of Responsible Service of Alcohol (RSA) law in each state and territory of Australia. Skills and knowledge for compliance with this law are covered by the prerequisite unit SITHFAB201 Provide responsible service of alcohol.

Pre-Requisites

This unit must be assessed after the following prerequisite units:	
SITHFAB201	Provide responsible service of alcohol
SITXFSA101	Use hygienic practices for food safety

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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|-------------------------------|---|
| 1. Prepare bar for service. | <p>1.1 <i>Set up</i> bar display and work area according to regulatory and organisational standards and style of <i>bar service</i>.</p> <p>1.2 Check and restock <i>bar products</i> and materials and complete documentation.</p> <p>1.3 Store all items in correct place and at correct temperature.</p> <p>1.4 Complete mis en place requirements for decorations, coasters, edible and non-edible garnishes according to organisational standards.</p> |
| 2. Take drink orders. | <p>2.1 Take orders, note or memorise them correctly.</p> <p>2.2 Check and identify <i>specific customer preferences</i>.</p> <p>2.3 Make recommendations and suggestions to assist customers with drink selection, and promote or upsell products.</p> <p>2.4 Receive and process customer payments.</p> |
| 3. Prepare and serve drinks. | <p>3.1 Prepare alcoholic and <i>non-alcoholic beverages</i> according to legal and organisational standards, using the correct <i>equipment</i>, ingredients and standard measures.</p> <p>3.2 Serve drinks using required glassware and garnishes.</p> <p>3.3 Minimise wastage and spillage.</p> <p>3.4 Check beverage quality during service and take corrective action when required.</p> <p>3.5 Report beverage quality issues promptly to the appropriate person.</p> <p>3.6 Provide tray service where appropriate, according to organisational procedures.</p> <p>3.7 Attend to any <i>mishaps</i> promptly and safely.</p> |
| 4. Close down bar operations. | <p>4.1 Shut down equipment according to organisational safety procedures and manufacturer instructions.</p> <p>4.2 Clear, clean or dismantle bar areas according to organisational procedures.</p> <p>4.3 Store leftover garnishes at the correct temperature.</p> <p>4.4 Check and reorder stock according to organisational procedures.</p> <p>4.5 Set up bar correctly for next service, ensuring equipment,</p> |

- stock and glasses are in the correct place.
- 4.6 Conduct a handover to incoming bar staff and share ***relevant information***.
5. Work safely and reduce negative environmental impacts.
- 5.1 Use ***safe work practices*** of specific relevance to bar operations.
- 5.2 Use energy, water and other resources efficiently when operating and cleaning the bar to reduce negative environmental impacts.
- 5.3 Recycle any glass and plastic bottles and containers.
- 5.4 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills including active listening and open and closed probe questioning to:
 - interact with customers in a polite and friendly manner
 - determine customer preferences and offer suitable products
 - provide clear and accurate information tailored to the customer
- initiative and enterprise skills to promote and upsell products
- literacy skills to:
 - read and comprehend bar menus, brochures, price lists and promotional materials
 - write basic records of bar restocks and stock orders
- numeracy skills to:
 - calculate ingredient quantities for the preparation of beverages
 - accurately measure standard drink ingredients
 - calculate the cost of transactions and provide correct change
- planning and organising skills to sequence the preparation of beverage items to efficiently serve customers
- problem-solving skills to identify deficiencies in beverage quality, make adjustments to ensure a quality product and make reports to supervisors
- self-management skills to manage own speed, timing and productivity
- teamwork skills to provide operational and customer information to other bar staff during the service period and at handover
- technology skills to use beverage preparation equipment, beer and post mix systems.

Required knowledge

- different types of bars and bar service for different industry sectors, including those relevant to events and functions
- meaning the role of mise en place for the service of alcoholic beverages
- organisational standards for operating the bar:
 - display of 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
- major types of beverages, their characteristics, preparation and service including:
 - mixed drinks
 - basic and popular cocktails
 - beers
 - fortified drinks
 - non-alcoholic beverages

- spirits
- wines
- operational features, safety and hygiene issues for bar equipment:
 - dispensing systems
 - glass-washers
 - ice machines
 - refrigeration
- safety issues and safe work practices of specific relevance to bar operations including:
 - overview knowledge of the Australian Standard AS5034-2005 which applies to safe bar operations
 - 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
- the environmental impacts of operating a bar and cleaning equipment and minimal impact practices to reduce these especially those that relate to water and energy use
- correct and environmentally sound disposal methods for bar waste including hazardous substances, recyclable glass and plastic bottles and containers.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- set up, operate and close down a bar for multiple service periods
- prepare a diverse range of drinks, both alcoholic and non-alcoholic to meet diverse customer requests
- use the correct equipment, ingredients and standard measures to prepare alcoholic and non-alcoholic beverages
- work with speed and efficiency to deal with numerous service and operational tasks simultaneously
- integrate knowledge of:
 - different types of bars and bar service
 - organisational standards for operating the bar
 - major types of beverages and their characteristics
 - safety issues and safe work practices of specific relevance to bar operations.

Context of and specific resources for assessment

Assessment must ensure use of:

- an operational commercial bar with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines; this may be a:
 - real industry workplace
 - simulated industry environment such as a training bar servicing customers
- industry-realistic ratios of bar staff to customers
- commercial bar menus, brochures, price lists and promotional materials currently used by the hospitality industry
- a wide commercial range of bar stock including wines, beers, spirits, liqueurs and non-alcoholic beverages.

Method 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 individual serving alcoholic and non-alcoholic beverages at a fully equipped commercial bar

- evaluation of the taste and visual appeal of beverages produced by the individual
- project activities which allow assessment of the individual's ability to set up and operate a bar for an event, function or meeting to a particular bar service style
- written or oral questioning to assess knowledge of:
 - different types of bars and bar service
 - organisational standards for operating the bar
 - major types of beverages and their characteristics
 - safety issues and safe work practices of specific relevance to bar operations
- review of portfolio of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHFAB101 Clean and tidy bar areas
- SITHFAB303 Prepare and serve cocktails
- SITXCCS303 Provide service to customers
- SITXFIN201 Process financial transactions
- SITXWHS101 Participate in safe work practices.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Set up may include requirements for:

- a variety of mixed drinks and basic cocktails
- beers
- fortified drinks
- manual and electronic cash registers, credit and Electronic Funds Transfer at Point Of Sale (EFTPOS) equipment
- non-alcoholic beverages
- spirits
- wines.

Bar service may include requirements and procedures for:

- cash drinks
- dry till
- inclusive packages
- open bar
- pre-set drinks
- set limits.

Bar products and materials include:

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

Specific customer preferences may relate to:

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

Non-alcoholic beverages include:

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

Equipment includes:

- bar towels
- blenders
- coasters
- coffee and tea serviceware
- coffee and tea making equipment
- cleaning equipment
- cutting board
- garnish containers
- glass washer
- ice:
 - buckets
 - crusher
 - make
 - shaver
 - grinder
- jugs
- juicers
- powder shakers e.g. chocolate, cinnamon
- post-mix dispensing system
- pourers:
 - speed
 - optic
 - inverted optic
 - nip measures
- utensils including:
 - small knives
 - tongs
 - spoons including bar spoons, teaspoons
- range of glassware, including:
 - highball
 - liqueur and liqueur coffee
 - old fashioned
 - beer
 - red wine, white wine, champagne flute, brandy, sherry and port

- water
- refrigerator
- reticulated beer dispensing system
- spirit measures
- service trays and liners
- straws, swizzle sticks, coasters, napkins, toothpicks
- vitamisers
- waiter's friend.
- spillages
- breakages.

Mishaps include:

Relevant information includes:

Safe work practices of specific relevance to bar operations may relate to:

- current customer information, such as preferences or problems
- issues relating to beverage quality
- stock requirements.
- access to restricted areas containing inert gas equipment
- chemicals used in bar operations
- handling inert gases used in beer and post mix systems
- safe manual handling techniques.

Unit Sector(s)

Hospitality

Competency Field

Food and Beverage