



Australian Government

SITHFAB003 Operate a bar

Release: 1

SITHFAB003 Operate a bar

Modification History

Not applicable.

Application

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.

The unit applies to any hospitality organisation that 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.

The sale and service of alcohol is subject to the provisions of liquor legislation law in each state and territory of Australia. Skills and knowledge for compliance with this law are covered by the prerequisite unit SITHFAB002 Provide responsible service of alcohol.

Pre-requisite Unit

SITHFAB002 Provide responsible service of alcohol

SITXFSA001 Use hygienic practices for food safety

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Prepare bar for service.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1.Set up bar display and work area according to regulatory standards, organisational procedures and style of bar service.
- 1.2.Check and restock bar products and materials and complete documentation.
- 1.3.Store all items in correct place and at correct temperature.
- 1.4.Complete mise en place requirements for decorations,

- coasters and edible and non-edible garnishes in line with organisational standards.
2. Take drink orders.
 - 2.1. Take orders, note or memorise them correctly.
 - 2.2. Check and identify specific customer preferences.
 - 2.3. Make recommendations and suggestions to assist customers with drink selection and promote or upsell products.
 - 2.4. Receive and process customer payments.
 3. Prepare and serve drinks.
 - 3.1. Prepare alcoholic and non-alcoholic beverages according to standards, legal requirements and organisational procedures, using the correct equipment, ingredients and standard measures.
 - 3.2. Serve drinks using appropriate glassware and garnishes.
 - 3.3. Minimise wastage and spillage when preparing drinks.
 - 3.4. Check beverage quality during service and take corrective action when required.
 - 3.5. Where appropriate, report beverage quality issues promptly to the appropriate person.
 - 3.6. Provide tray service where appropriate, according to organisational procedures.
 - 3.7. Attend to spillages and breakages promptly and safely.
 4. Close down bar operations.
 - 4.1. Shut down equipment according to organisational safety procedures and manufacturer instructions.
 - 4.2. Clear, clean or dismantle bar areas according to organisational procedures.
 - 4.3. Store leftover garnishes at the correct temperature and according to food safety requirements.
 - 4.4. Check and reorder stock according to organisational procedures.
 - 4.5. Set up bar correctly for next service, ensuring equipment, stock and glasses are in the correct place.
 - 4.6. Conduct a handover to incoming bar staff and share relevant information where appropriate.
 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 and hazardous substances to minimise negative environmental impacts.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• read product information in bar menus, brochures, price lists and promotional materials • interpret at times complex information in Australian standards and organisational procedures • follow recipe cards to create unfamiliar beverage orders.
Writing skills to:	• record basic records of bar restocks and stock orders.
Oral communication skills to:	• use active listening and open and closed probe questioning to determine customer preferences • provide clear and accurate information on products tailored to the customer.
Numeracy skills to:	• calculate ingredient quantities when preparing beverages • calculate the cost of transactions and provide correct change.
Teamwork skills to:	• provide operational and customer information to other bar staff during the service period and at handover.
Planning and organising skills to:	• sequence the preparation of beverage items to efficiently serve customers.
Self-management skills to:	• manage own speed, timing and productivity.
Technology skills to:	• use electronic ordering and payment system.

Unit Mapping Information

SITHFAB202 Operate a bar

Links

Companion Volume implementation guides are found in VETNet -

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