



Australian Government

SITHFAB023 Operate a bar

Release: 1

SITHFAB023 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 laws in each state and territory of Australia. Skills and knowledge for compliance with this law are covered by the prerequisite unit SITHFAB021 Provide responsible service of alcohol.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

SITHFAB021 Provide responsible service of alcohol

SITXFSA005 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

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

- service. 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 in line with organisational standards.
2. Take drink orders.
- 2.1. Take orders, and 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

Supersedes and is equivalent to SITHFAB003 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>

Assessment Requirements for SITHFAB023 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.

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