



**Australian Government**

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

# **SITHFAB001C Clean and tidy bar areas**

**Revision Number: 1**

## **SITHFAB001C Clean and tidy bar areas**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to provide general assistance in a bar area. It includes the skills to clean and tidy bars and public areas, including collecting glasses and interacting with customers. It does not include the preparation and service of alcoholic beverages which is found in the unit SITHFAB002C Operate a bar.

Some states and territories will have legislative requirements in relation to the service of alcohol.

### **Application of the Unit**

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This unit reflects the role of a 'bar useful' or may be part of the role of a bar attendant in various hospitality establishments where alcoholic beverages are served such as bars, restaurants and hotels. Persons undertaking the role of bar useful work as part of a team under direct supervision. Bar attendants may work as part of a team but with some autonomy and responsibility for own outcomes.

### **Licensing/Regulatory Information**

Not applicable.

## Pre-Requisites

**Prerequisite units** SITXOHS002A Follow workplace hygiene procedures

## Employability Skills Information

**Employability skills** This unit contains employability skills.

## 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 Clean bar and equipment. | <ul style="list-style-type: none"><li>1.1 Clean <b><i>bar surfaces and equipment</i></b> according to enterprise standards and hygiene regulations, in consultation with other bar attendants and with minimum disruption to bar operations.</li><li>1.2 Operate equipment according to manufacturer instructions and enterprise procedures.</li><li>1.3 Check condition of utensils and glassware during the cleaning process for dirty or damaged items.</li><li>1.4 Safely dispose of broken and cracked items and other waste according to enterprise procedures and environmental considerations.</li></ul> |

| ELEMENT                                  | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 Clean and maintain public areas.       | <ul style="list-style-type: none"><li>2.1 Identify <b>public areas</b> that require cleaning or maintenance promptly and take appropriate action.</li><li>2.2 Clear empty and unwanted glasses on a regular basis with minimum disruption to customers.</li><li>2.3 Clean and prepare tables and public areas hygienically according to enterprise requirements.</li><li>2.4 Interact with customers, where appropriate, to enhance customer service.</li><li>2.5 Contribute to venue profitability by proactively offering information and advice about products and services offered by the venue to ensure maximum take-up.</li></ul> |
| 3 Reduce negative environmental impacts. | <ul style="list-style-type: none"><li>3.1 Use energy, water and other resources efficiently when cleaning the tables and public areas, bar and equipment to reduce negative environmental impacts.</li><li>3.2 Recycle any glass and plastic bottles and containers.</li><li>3.2 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental impacts.</li></ul>                                                                                                                                                                                                                                     |

## 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:

- operation of bar equipment, including glass washer
- safe and appropriate use of cleaning equipment and chemicals
- logical and efficient work flow
- problem-solving skills to deal with minor problems, such as spillages and stains
- communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate quantities for cleaning materials
- literacy skills to read instructions on equipment and cleaning materials.

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

- requirements of the relevant state or territory Liquor Act in relation to general licensing requirements and responsibilities of individual staff members
- requirements of the state or territory Health Act in relation to basic hygiene requirements in bar areas
- safety issues of particular relevance to bar operations, including:
  - general awareness of potential dangers associated with inert gases used in beverage dispensing systems, and their impact on different workers
  - signage used for areas of restricted access
- key products and services offered within the venue
- the environmental impacts of cleaning tables and public areas, bar and 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 substances and 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.

## EVIDENCE GUIDE

### **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 cleaning of tables and public areas, bar and equipment
- ability to follow enterprise bar cleaning procedures safely and hygienically.
- knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances
- ability to maintain the cleanliness and tidiness of bar area during normal operating conditions within appropriate timeframes.

### **Context of and specific resources for assessment**

Assessment must ensure:

- access to a fully equipped bar, including current industry equipment, as defined in the Assessment Guidelines
- access to an appropriate range of cleaning equipment and chemicals
- industry-realistic conditions, such as typical bar staff to customer ratios.

### **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 cleaning and maintaining bar area and public area
- written or oral questions to test knowledge of hygiene, 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:

- SITHFAB002C Operate a bar
- SITHFAB009A Provide responsible service of alcohol.

## 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.

***Bar surfaces and equipment*** include:

- service counters
- beer, wine and post-mix service points
- cash register and related equipment
- refrigeration equipment
- ice machines
- blenders
- coffee machines
- utensils
- glassware
- food containers for garnishes and chips
- glass washers.

***Public areas*** may be indoor or outdoor and include:

- bar
- restaurant
- function
- gaming.

## Unit Sector(s)

**Sector**

Hospitality

## Competency field

Competency field                      Food and Beverage