

Outcomes Based Audit Certificate II in Hospitality – Bottleshop



Name of student: _____

Certificate details: _____

RTO: _____ Certificate issue date ____ / ____ / ____

Employer name: _____ Contact: _____

Y	N	Tasks	Comment
<input type="checkbox"/>	<input type="checkbox"/>	Serving customers	
<input type="checkbox"/>	<input type="checkbox"/>	Receive money and give appropriate change using POS system	
<input type="checkbox"/>	<input type="checkbox"/>	EFTPOS	
<input type="checkbox"/>	<input type="checkbox"/>	General cleaning	
<input type="checkbox"/>	<input type="checkbox"/>	Handle stock in the appropriate manner	
<input type="checkbox"/>	<input type="checkbox"/>	Maintain stock levels on floor	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure stock is rotated within store policy	
<input type="checkbox"/>	<input type="checkbox"/>	Responsible service of alcohol	
<input type="checkbox"/>	<input type="checkbox"/>	Maintain hygiene standards both inside and outside the store including parking area, check out areas, walls and floors, fridges and displays	
<input type="checkbox"/>	<input type="checkbox"/>	Stock unloaded and stored appropriately	
<input type="checkbox"/>	<input type="checkbox"/>	Assist with stock takes as required	
<input type="checkbox"/>	<input type="checkbox"/>	OHS awareness - emergency situations, inert gases, chemicals, venue security	
<input type="checkbox"/>	<input type="checkbox"/>	OHS - comply with policies and procedures and actively participate in company OHS program	
<input type="checkbox"/>	<input type="checkbox"/>	Environmental - use energy, water and other resources efficiently, recycling containers and safe disposal of all waste, especially hazardous substances	
<input type="checkbox"/>	<input type="checkbox"/>	Basic beer, liquor and wine knowledge	
<input type="checkbox"/>	<input type="checkbox"/>	Strong customer awareness	
<input type="checkbox"/>	<input type="checkbox"/>	Good presentation and hygiene practices	

Comments: _____

Auditor name: _____ Signature: _____

Date ____ / ____ / ____

Outcomes Based Audit

Certificate III in Hospitality – Bottleshop



Name of student: _____

Certificate details: _____

RTO: _____ Certificate issue date ____ / ____ / ____

Employer name: _____ Contact: _____

Y	N	Tasks (In addition to cert 2)	Comment
<input type="checkbox"/>	<input type="checkbox"/>	Ensure that merchandising throughout the store is effective, eye catching and that signage is attractive	
<input type="checkbox"/>	<input type="checkbox"/>	Monitor store security to minimise loss of stock through theft	
<input type="checkbox"/>	<input type="checkbox"/>	Good beer, liquor and wine knowledge	
<input type="checkbox"/>	<input type="checkbox"/>	Some basic knowledge on imported wines	
<input type="checkbox"/>	<input type="checkbox"/>	Be able to offer alternatives to customers	
<input type="checkbox"/>	<input type="checkbox"/>	Be able to offer recommendations to customers	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure product knowledge is up to date	
<input type="checkbox"/>	<input type="checkbox"/>	Supervise and undertake stock takes as required	
<input type="checkbox"/>	<input type="checkbox"/>	Open and close store within store policy	
<input type="checkbox"/>	<input type="checkbox"/>	Provide a high level of customer service	
<input type="checkbox"/>	<input type="checkbox"/>	Have a strong grasp on the concept of selling and up selling	
<input type="checkbox"/>	<input type="checkbox"/>	Ability to supervise and show leadership skills	
<input type="checkbox"/>	<input type="checkbox"/>	Have developed an efficiency to service routines	
<input type="checkbox"/>	<input type="checkbox"/>	Have an understanding of costs and cost controls	
<input type="checkbox"/>	<input type="checkbox"/>	Have basic understanding of rostering and cost controls	
<input type="checkbox"/>	<input type="checkbox"/>	Begin to work within budgets and start to develop an understanding of budgets	
<input type="checkbox"/>	<input type="checkbox"/>	Be able to deal with customer complaints and resolve in the businesses best interests	
<input type="checkbox"/>	<input type="checkbox"/>	Be able to reconcile tills and balance shifts	
<input type="checkbox"/>	<input type="checkbox"/>	Have strong cash handling techniques such as counting back change and the tear test	

Comments: _____

Auditor name: _____ Signature: _____

Date ____ / ____ / ____

Outcomes Based Audit

Certificate IV in Hospitality – Bottleshop



Name of student: _____

Certificate details: _____

RTO: _____ Certificate issue date ____ / ____ / ____

Employer name: _____ Contact: _____

Y	N	Tasks (In addition to cert 2 & 3)	Comment
<input type="checkbox"/>	<input type="checkbox"/>	Purchase within agreed minimum/maximum levels	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure perishable items are stored at the stipulated temperatures and that these items are not overstocked	
<input type="checkbox"/>	<input type="checkbox"/>	Maximise business opportunities through monitoring trends, special promotions and annual events	
<input type="checkbox"/>	<input type="checkbox"/>	Carry out regular training/coaching sessions to ensure all staff are aware of new products and specials	
<input type="checkbox"/>	<input type="checkbox"/>	Comprehensive beer, liquor and wine knowledge including imported wines	
<input type="checkbox"/>	<input type="checkbox"/>	Develop and implement plans to improve customer service	
<input type="checkbox"/>	<input type="checkbox"/>	Be able to work towards financial goals and budgets	
<input type="checkbox"/>	<input type="checkbox"/>	Work within budgets and help to develop KPI'S	
<input type="checkbox"/>	<input type="checkbox"/>	Understanding of all equipment and be able to do basic maintenance	
<input type="checkbox"/>	<input type="checkbox"/>	Report maintenance problems promptly, record all accidents and report injuries to management	
<input type="checkbox"/>	<input type="checkbox"/>	Monitor and adhere to company Occupational Health and Safety policy in relation to the health and safety of employees and third parties who may be on the premises	
<input type="checkbox"/>	<input type="checkbox"/>	Induct staff within company policy and guidelines	
<input type="checkbox"/>	<input type="checkbox"/>	Monitor and coach staff with performance issues	
<input type="checkbox"/>	<input type="checkbox"/>	Discipline staff appropriately within company policy and report any disciplinary actions to management	
<input type="checkbox"/>	<input type="checkbox"/>	Monitor, assess and adjust staffing levels for safety and cost effectiveness, ensuring adequate customer service levels are maintained at all times	
<input type="checkbox"/>	<input type="checkbox"/>	Roster staff taking into account seasonal demands, leave requests, sickness and illness	
<input type="checkbox"/>	<input type="checkbox"/>	Monitor compliance with legislation eg signage	
<input type="checkbox"/>	<input type="checkbox"/>	Develop individual skills and improve on performance and productivity of the team and the individual	
<input type="checkbox"/>	<input type="checkbox"/>	Able to develop within your team selling procedures and up selling programs	
<input type="checkbox"/>	<input type="checkbox"/>	Able to develop and coordinate promotional activities for the store	
<input type="checkbox"/>	<input type="checkbox"/>	Ability to close off EFTPOS machine and balance it to takings	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure staff carry out sound cash handling procedures such as issuing change and the tear test	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure that returns are correctly accounted for	
<input type="checkbox"/>	<input type="checkbox"/>	Regularly check all refrigeration equipment and ensure preventative maintenance is effected	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure all delivery vehicles are maintained	

Outcomes Based Audit Certificate IV in Hospitality – Bottleshop



Comments: _____

Auditor name: _____ Signature: _____

Date ____ / ____ / ____