



## Essential workplace skills for the hospitality industry:

# Bar

Critical to industry performance is a quality training system that delivers essential workplace competence.

FTH Skills Council together with our industry partners has developed this Essential Workplace Skills document to provide:

- an understanding of what tasks should be able to be performed in the workplace having completed Cert II, III or IV Hospitality qualifications
- Industry expectations and recommendations
- an outcomes based audit tool that evaluates practical skills attained through training

**It is critical that people have the essential workplace skills to prosper in our industry.**

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Published May 2011. FTH005



## Certificate II in Hospitality

### Descriptor: Base level

SIT20207 Certificate II represents a base operational qualification that encompasses a range of functions/activities requiring basic operational knowledge and limited practical skills

#### Potential Job Roles:

- Bar Attendant

#### Tasks:

- Serving customers
- Pour tapped beers
- Post mix operation
- Serve basic spirit + post mix combinations with appropriate garnish in appropriate glassware
- Serve wine in appropriate glassware
- Receive money and give appropriate change using POS system
- Operate an EFTPOS machine
- General cleaning
- Handle glassware in the appropriate manner
- Polish glassware appropriately
- Responsible service of alcohol
- OHS awareness - emergency situations, inert gases, chemicals, venue security
- OHS - comply with policies and procedures and actively participate in company OHS program
- Environmental - use energy, water and other resources efficiently, recycling containers and safe disposal of all waste, especially hazardous substances
- An understanding of the beer reticulation system
- Beers – be able to identify a range of domestic beers including stouts, ales and lagers
- Liquors - knowledge of the commercial liquors
- Wine - basic understanding on wine, temperature to be served at, recognise basic wine faults
- Be aware of different wine styles including sparkling (difference between sparkling and champagne), red, white and dessert wines
- Coffee - understand the basic Do's and Don'ts of coffee and know how to make the basic coffees
- Strong customer awareness
- Good presentation and hygiene practices

## Certificate III in Hospitality

### Descriptor: Supervisor/Team Leader

SIT30707 Certificate III represents the qualification of a skilled operator who applies a broad range of competencies, possibly providing technical advice and support to a team including having team leader responsibilities

#### Potential Job Roles:

- Bar Attendant
- Bar Supervisor
- Responsible Person (including first aid)

#### Tasks: (In addition to cert 2)

- Full understanding of the Beer reticulation system
- Ability to tap a keg and bank a keg and deal with problems with the beer reticulation system
- Able to clean Beer lines
- Beers - be able to identify a full range of domestic, imported and boutique beers and an understanding of how beer is made
- Liquors - strong knowledge of the commercial and some of the boutique liquors and how they can be combined
- Spirits - strong knowledge of the basic and premium spirits and some knowledge of boutique spirits
- Cocktails - have at least four to five cocktails including some classics, some shaken, stirred, blended and layered
- Wine - good understanding of wine varieties, temperature to be served at, recognise wine faults
- Be aware of different wine styles including sparkling (difference between sparkling and champagne), red, white and dessert wines
- Know the key terms to describe sweetness or dryness in sparkling wine
- Know the difference between Vintage and Non Vintage sparkling wines
- Red - know the key wine varieties (Shiraz, Cabernet, Merlot and Malbec at least) and some of the regions and wineries
- White - know the key wine varieties (Riesling, Chardonnay, Sauvignon Blanc, Semillon at least) and some of the regions and wineries
- Dessert wines - know about Botrytis and Cordon Cut and give examples
- Have a knowledge of Fortified wines (Port, Muscat and Tokay) and their individual characters
- Have a basic understanding of the principles of food and wine matching
- Some knowledge of wine precincts and key wines from that precinct
- Basic knowledge of some imported wines
- Be able to offer alternatives to customers
- Provide a high level of customer service
- Have a strong grasp of the concept of selling and up-selling
- Ability to supervise and show leadership skills
- Have developed an efficiency to service routines
- Have an understanding of costs and cost controls
- Have basic understanding of rostering and cost controls
- Begin to work within budgets and start to develop an understanding of budgets
- Be able to deal with customer complaints and resolve in the businesses best interests
- Be able to reconcile tills and balance shifts
- Have strong cash handling techniques such as counting back change and the tear test
- Coffee - be able to consistently make good coffee

## Certificate IV in Hospitality

### Descriptor: Skilled Team Leader/Manager

SIT40307 Certificate IV represents a qualification based on more sophisticated technical applications, theoretical knowledge and increased responsibility

#### Potential Job Roles:

- Bar Manager
- Responsible Person (including first aid)
- Duty Manager

#### Tasks: (In addition to cert 2 & 3)

- Ability to work the Beer reticulation system and carry out basic corrections
- Ability to trouble shoot beer problems (too heady etc)
- Beers - comprehensive knowledge of domestic, imported and boutique beers as well as where they are from and the individual characteristics
- A strong understanding of the production of beer and how it develops individual character
- Spirits - strong knowledge of spirits and ability to offer alternatives and explain some of the subtle differences in the option
- Have an understanding on aperitifs and how they might be used
- Understanding key differences between some of the premium products (eg Whiskey and Matt whiskey from Scotland)
- Able to discuss some of the finer points in terms of boutique or premium spirits
- Liquors - strong knowledge of the commercial and boutique liquors, their flavours and how they can be mixed
- Cocktails - be able to use a Boston Shaker
- Able to make at least eight cocktails and able to layer three shots
- Wine - know at least six wine varieties for both red and white wine, characteristics, regions and wineries
- Able to identify key fortified wines and their appropriate uses including Vintage port
- Be able to identify some key wineries from the (Barossa, Clare, McLaren Vale, Coonawarra and Adelaide Hills) wine districts within SA
- Be able to discuss and identify other key wine districts from around Australia
- A stronger knowledge on imported wines, their character and key differences to the Australian product
- Develop and implement plans to improve customer service
- Be able to work towards financial goals and budgets
- Work within budgets and help to develop KPI'S
- Understanding of all equipment in the bar and be able to do basic maintenance
- Supervise staff
- Induct staff within company policy and guidelines
- Monitor and coach staff with performance issues
- Discipline staff appropriately within company policy and report any disciplinary actions to management
- Monitor, assess and adjust staffing levels for safety and cost effectiveness, ensuring adequate customer service levels are maintained at all times
- Roster staff taking into account seasonal demands, leave requests, sickness and illness
- Develop individual skills and improve on performance and productivity of the team and the individual
- Able to develop selling procedures and up selling programs within a team
- Able to develop and coordinate promotional activities for the bar
- Monitor compliance with legislation eg signage
- 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
- Report maintenance problems promptly and record all accidents and injuries to management
- Be able to close off EFTPOS machine and balance it to takings
- Ensure staff carry out sound cash handling procedures such as issuing change and the tear test
- Coffee - Understand and be able to identify and then trouble shoot problems with coffee such as the grind, texturing milk, the temperature and the consistent process
- Be able to back flush the espresso machine and clean the machine down to industry standards
- Deal with basic maintenance

#### Industry recommendations:

- Ability to be badged – police clearance
- Completion of responsible service of alcohol unit
- Awareness of and compliance with State liquor licensing laws
- Responsible Person or Duty Manager
- Relevant industry experience
- First Aid certificate
- A high level of product knowledge
- Have strong management and leadership qualities

#### Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Operational bar environment + tapped beer
- Core units required - 14
- Elective units required - 12
- Total number of units required - 26

#### Realistic time frame for completion:

- Nominal hours 542 - 1650
- Students at this level should be considered for RPL
- Should only be offered to persons already working within industry
- Timeframe will depend on units selected

#### Industry recommendations:

- Ability to be badged – police clearance
- Completion of responsible service of alcohol unit
- Awareness of and compliance with State liquor licensing laws
- Responsible Person
- Strong product knowledge in all beverage categories
- Developing management techniques and displaying leadership qualities

#### Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Operational bar environment + tapped beer
- Core units required - 8
- Elective units required - 8
- Total number of units required - 16

#### Realistic time frame for completion:

- Nominal hours 293 - 990
- Timeframe will depend on units selected and on the job experience/work placement

#### Potential Job Roles:

- Bar Attendant

#### Tasks:

- Serving customers
- Pour tapped beers
- Post mix operation
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- Wine - basic understanding on wine, temperature to be served at, recognise basic wine faults
- Be aware of different wine styles including sparkling (difference between sparkling and champagne), red, white and dessert wines
- Coffee - understand the basic Do's and Don'ts of coffee and know how to make the basic coffees
- Strong customer awareness
- Good presentation and hygiene practices

#### Industry recommendations:

- Completion of responsible service of alcohol unit
- Awareness of and compliance with State liquor licensing laws

#### Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Operational bar environment + tapped beer
- Core units required - 6
- Elective units required - 6
- Total number of units required - 12

#### Realistic time frame for completion:

- Nominal hours 181 - 700
- Timeframe will depend on units selected and on the job experience/work placement

\*All Hospitality industry training and employment is subject to relevant legislative and regulatory requirements. This is a quality control mechanism not a determination of wage rates. Wage rates are determined by relevant industry awards or instruments. Advice regarding wage rates should be sought from the appropriate industrial parties.