



Essential workplace skills for the hospitality industry:

Bottleshop

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.

For further information please contact:
**Food, Tourism & Hospitality Industry
Skills Advisory Council SA Inc**

Phone 08 8362 6012

Fax 08 8362 1455

Email info@fthskillsCouncil.com.au

Web www.fthskillsCouncil.com.au

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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:

- Drive / bottle shop attendant

Tasks:

- Serving customers
- Receive money and give appropriate change using POS system
- EFTPOS
- General cleaning
- Handle stock in the appropriate manner
- Maintain stock levels on floor
- Ensure stock is rotated within store policy
- Responsible service of alcohol
- Maintain hygiene standards both inside and outside the store including parking area, check out areas, walls and floors, fridges and displays
- Stock unloaded and stored appropriately
- Assist with stock takes as required
- 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
- Basic beer, liquor and wine knowledge
- 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:

- Drive / bottle shop attendant
- Drive / bottle shop Supervisor
- Responsible Person (including first aid)

Tasks: (In addition to cert 2)

- Ensure that merchandising throughout the store is effective, eye catching and that signage is attractive
- Monitor store security to minimise loss of stock through theft
- Good beer, liquor and wine knowledge
- Some basic knowledge on imported wines
- Be able to offer alternatives to customers
- Be able to offer recommendations to customers
- Ensure product knowledge is up to date
- Supervise and undertake stock takes as required
- Open and close store within store policy
- Provide a high level of customer service
- Have a strong grasp on 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

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:

- Drive / bottle shop Manager
- Responsible Person (including first aid)
- Duty Manager

Tasks: (In addition to cert 2 & 3)

- Purchase within agreed minimum/maximum levels
- Ensure perishable items are stored at the stipulated temperatures and that these items are not overstocked
- Maximise business opportunities through monitoring trends, special promotions and annual events
- Carry out regular training/coaching sessions to ensure all staff are aware of new products and specials
- Comprehensive beer, liquor and wine knowledge including imported wines
- 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 and be able to do basic maintenance
- Report maintenance problems promptly, record all accidents and report injuries to management
- 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
- 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
- Monitor compliance with legislation eg signage
- Develop individual skills and improve on performance and productivity of the team and the individual
- Able to develop within your team selling procedures and up selling programs
- Able to develop and coordinate promotional activities for the store
- Ability 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
- Ensure that returns are correctly accounted for
- Regularly check all refrigeration equipment and ensure preventative maintenance is effected
- Ensure all delivery vehicles are maintained

Industry recommendations:

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

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
- Operate a forklift
- Developing management techniques and displaying leadership qualities

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 bottle shop or retail environment
- Core units required - 6
- Elective units required - 6
- Total number of units required - 12

Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Operational bottle shop or retail environment
- Core units required - 8
- Elective units required - 8
- Total number of units required - 16

Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Operational bottle shop or retail environment
- Core units required - 14
- Elective units required - 12
- Total number of units required - 26

Realistic time frame for completion:

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

Realistic time frame for completion:

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

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

*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.