



## Essential workplace skills for the hospitality industry:

# Food & Beverage

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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## Certificate II in Hospitality

### Descriptor: Base level

SI220207 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:

- Food and Beverage service

#### Tasks:

- Able to carry out basic opening and closing procedures as specified by house procedure
- Answer phone and take a booking to industry and house standards recording all key information and ensuring it is recorded in the appropriate manner
- Able to deal with basic questions from the customer regarding the venue eg menu operating times
- Setting up room ensuring all tableware is appropriate and clean
- Able to polish and handle cutlery in the correct manner
- Able to identify types of cutlery and its use
- Able to polish glassware in the correct manner
- Understand basic glass / wine relationships
- Able to do at least two basic napkin folds
- Able to handle cutlery and glassware in the appropriate manner
- Able to prepare a dining room for service including waiters stations
- Able to service a table in an appropriate manner, present menus and be able to inform the customer of house and daily specials
- Able to manually take a food order and make appropriate changes to table - cutlery, glassware
- Able to take pre dinner drink order and deliver to the table
- Able to take wine order and present and serve wine to the table ensuring the host tastes the wine
- Able to carry three plates with food at once and deliver to the table in a professional manner
- Able to carry three cups at once and deliver to the table in a professional manner
- Able to clear a table of four including side plates and cutlery
- Have a good understanding of the service cycle especially coordination between the kitchen and FOH including calling down and dealing with customer requests
- Able to set up for functions
- 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
- 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
- An understanding of the basic general cooking methods and be able to describe them
- Understand basic food product at the level of a Hotel dining room, Café or bistro
- Know the basic cuts for Chicken, Beef, Lamb, Pork and Fish and Seafood
- Know the basic terms and dishes
- Know basic sauces and condiments
- Strong customer awareness
- Good presentation and hygiene practices

## Certificate III in Hospitality

### Descriptor: Supervisor/Team Leader

SI370707 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:

- Food and Beverage service
- Team Leader
- Dining Room Supervisor
- Coffee service

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

- Be aware of and able to ensure the dining room ambience
- Able to modify opening and closing procedures so they are efficient and timely
- Able to handle booking and structure the arrivals to assist the kitchen and service overall
- Able to construct an arrival sheet
- Able to allocate sections
- Able to oversee sections and assist where necessary
- Able to deal with enquiries in terms of the dining room
- Able to coordinate special events in the dining room
- Aware of general promotions and be able to promote them to the customer
- Able to meet and greet guests
- Able to take a food order on a POS system
- Able to deal with complicated food orders in terms of timing and requests
- Have a strong understanding of the service cycle
- Able to supervise other dining room staff to ensure the service cycle is adhered to of the staff
- 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
- 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
- Some basic knowledge on some imported wines
- Able to offer alternatives to customers
- Able to manage a function including preparation, coordination of FOH staff and set up
- Ensure the coordination and delivery of the function
- Able to contribute to the timing and coordination of the function
- Good understanding of general cooking methods and be able to describe them
- Know venue menus very well and have a good understanding of products, sauces and cooking methods
- Good understanding of the commercial sauces and how they are traditionally made
- Able to offer recommendations on food and beverage combinations and be able to explain the reasoning of your choice
- Provide a high level of customer service
- Strong grasp on the concept of selling and up selling
- Ability to supervise and show leadership skills
- Have developed an efficiency to service routines
- An understanding of costs and cost controls
- Basic understanding of rostering and cost controls
- Begin to work within budgets and start to develop an understanding of budgets
- Able to deal with customer complaints and resolve in the businesses best interests
- Coffee - be able to consistently make good coffee

## Certificate IV in Hospitality

### Descriptor: Skilled Team Leader/Manager

SI740307 Certificate IV represents a qualification based on more sophisticated technical applications, theoretical knowledge and increased responsibility

#### Potential Job Roles:

- Restaurant Manager
- Food and Beverage Manager
- Duty Manager
- Responsible Person

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

- Develop and improve customer service
- Develop and implement plans to improve customer service
- Able to develop customer service to an industry high standard
- Work towards building a team that is customer focused
- Manage pre-service briefing to prepare other team members
- Able to work towards financial goals and budgets
- Work within budgets and help to develop KPIS
- Understanding of all equipment in the dining room and able to do basic maintenance
- Develop team skills and goals
- Develop individual skills and improve performance and productivity of team and individual
- Able to deal with customer complaints and resolve them in both the customers and businesses best interests
- Ensure the booking book is maintained and that bookings are coordinated to ensure a successful outcome in terms of the customer experience
- Coordinate with both the FOH and BOH teams to ensure events meet the customers' expectations and requirements
- Able to organise a roster taking into consideration skill sets, costs and timing of the service period
- Liaise with the BOH to ensure a positive dining experience for the customer
- Assist BOH with timing and ensure they are aware of requirements with plenty of lead time
- Able to develop and manage general promotions
- Ensure staff can deal with customer enquiries re food and beverage
- Have an extensive range of product knowledge
- Able to decant wine
- Able to recommend food and wine combinations
- Able to construct a degustation menu with the BOH and do beverage combinations for the menu
- Able to supervise the dining room and begin to develop these skills in others
- Able to write and coordinate the service cycle taking into account customer wants and needs effectiveness of staff meeting budgets and KPIS
- 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
- 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
- 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 appetitils and how they might be used
- Understand key differences between some of the premium products (eg Whiskey and Malt 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
- 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
- Able to identify some key wineries from the (Barossa, Clare, McLaren Vale, Coonawarra and Adelaide Hills) wine districts within SA
- Able to discuss and identify other key wine districts from around Australia
- Stronger knowledge on imported wines, their character and key differences to the Australian product
- Able to mix cocktails and offer alternative products
- Able to coordinate and manage functions from the development of the function pack all the way through to the delivery of the function
- Able to supervise and ensure the timing and coordination of the function
- Able to deal with unforeseen issues and resolve them
- A strong knowledge of cooking methods and be able to describe them
- 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

#### 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 and dining environment
- 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 food and 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 and dining environment
- 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

#### 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 and dining environment
- 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.