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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.



aha|sa
Australian Hotels Association (SA)



Certificate II in Hospitality

Certificate III in Hospitality

Certificate IV 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

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

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

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
- Good cash handling techniques such as counting back change and the tear test
- 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

Potential Job Roles:

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

Tasks: (In addition to cert 2)

- 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
- 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
- Responsible Person
- Strong product knowledge in all beverage categories
- Operate a forklift
- Developing management techniques and displaying leadership qualities
- 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
- Nominal hours 181 - 700
- Timeframe will depend on units selected and on the job experience/work placement
- 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
- 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

Realistic time frame for completion:

- Nominal hours 293 - 990
- 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.