Outcomes Based Audit
Certificate II in Hospitality – Bar

Name of student: _____

Certificate details: _____

RTO: _____ Certificate issue date ____ / ____ / ____

Employer name: _____ Contact: _____

Y	N	Tasks	Comment
☐	☐	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	

Comments: _____

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Auditor name: _____ Signature: _____

Date ____ / ____ / ____

Outcomes Based Audit
Certificate III in Hospitality – Bar

Name of student: _____

Certificate details: _____

RTO: _____ Certificate issue date ____ / ____ / ____

Employer name: _____ Contact: _____

Y	N	Tasks (In addition to cert 2)	Comment
☐	☐	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	

Outcomes Based Audit
Certificate III in Hospitality – Bar

Y	N	Tasks (In addition to cert 2)	Comment
☐	☐	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	

Comments: _____

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Auditor name: _____ Signature: _____

Date _____ / _____ / _____

Outcomes Based Audit
Certificate IV in Hospitality – Bar

Name of student: _____

Certificate details: _____

RTO: _____ Certificate issue date ____ / ____ / ____

Employer name: _____ Contact: _____

Y	N	Tasks (In addition to cert 2 & 3)	Comment
☐	☐	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 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	
☐	☐	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	

Outcomes Based Audit
Certificate IV in Hospitality – Bar

Y	N	Tasks (In addition to cert 2 & 3)	Comment
☐	☐	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	

Comments: _____

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Auditor name: _____   Signature: _____

Date _____ / _____ / _____