

National Occupational Standards

Sector: Hospitality and Tourism

Occupation: Bar Waiter/ Commis Bar Tender

MQF Level: 2

Units:

- BTS201- Health and safety at the workplace
- BTS202-Preparation of stores and necessary areas for bar service
- BTS203- Serving methods
- BTS204- Maintaining good customer and colleague relations
- BTS205- Post service cleaning and clearing of bar areas
- BTS 206- Work Ethics

BTS201- Health and safety at the workplace

This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with health and safety requirements. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to follow health and safety procedures which ensure that their actions do not create health and safety risks to self or others.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Carry out safe working practices according to the workplace health and safety regulations
2. Use tools, equipment, materials and ingredients in an appropriate manner and according to instructions to prevent damage to the work areas
3. Use protective clothing and safety equipment to accomplish tasks upon instruction
4. Follow correct procedures in the event of hazards or injury
5. Carry out duties in accordance with the current practice for outlets serving alcoholic beverages

Required Knowledge

The Level 2 Bar Waiter must know and state:

1. The legal notice 293 of 2016, its main scope and the individual legal responsibilities, with particular interest in S.L. 424.30
2. The health and safety regulations and other relevant regulations that apply on the job
3. The legal age limit for drinking alcohol

Required Skills

The Level 2 Bar Waiter must be able to follow instructions to :

1. Comply with duties and obligations defined in the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007
2. Comply with health and safety procedures that are relevant to the working environment
3. Use tools and equipment in a safe and efficient manner
4. Maintain tools and equipment in good working condition
5. Identify and report to superiors the abuse of underage drinking and excessive drinking

BTS202- Preparation of stores and necessary areas for bar service

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to the preparation of the bar areas. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to prepare, clear and organise bar areas prior to conducting any service.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Prepare the bar service area, the bar mise-en-place, equipment and service items as instructed
2. Store and clean service items in an appropriate manner as instructed
3. Prepare a sufficient supply of service items and necessary condiments as instructed

Required Knowledge

The Level 2 Bar Waiter must know and state:

1. The importance of good work hygiene
2. The different tools, equipment including glassware and procedures applicable to the relevant work
3. The basic service functions, types and styles
4. The different range of glassware and their use
5. The concept of First In, First Out (FIFO) and storage rotation
6. The correct procedures that must be followed when washing equipment including glassware
7. The security and inaccessibility of the storage areas

Required Skills

The Level 2 Bar Waiter must be able to follow instructions to:

1. Check that the service area and equipment including glassware are clean, undamaged and ready for use in accordance to the workplace standard
2. Prepare a sufficient supply of accompaniments, ingredients and condiments in line with the work standard
3. Report any unexpected situations that may occur during the mise-en-place stages
4. Prepare fruit for garnish and accompaniments

5. Maintain storage area in good condition by using stock rotation procedures
6. Wash and stack glassware according to the work standard and procedures
7. Dispose of any damaged equipment safely and according to the recommended procedures
8. Check expiry dates of items in storage
9. Report any breakages of equipment to superiors or professionals

BTS203- Serving methods

This unit lists the knowledge and skills needed by a person holding this position to carry out service in a proper manner. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to provide service in an efficient manner.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Serve customers the correct beverages, at the correct temperature and according to the bar's expectations
2. Provide customers with appropriate, clean and undamaged service items, condiments and accompaniments
3. Keep customer area appealing and welcoming to the customers according to work place standard

Required Knowledge

The Level 2 Bar Waiter must know and state:

1. Differences between the range of beverages stocked including local beverages
2. The importance of maintaining good hygiene in the bar area
3. The procedure for taking and processing orders
4. Who to report in case of difficult situations in the bar

Required Skills

The Level 2 Bar Waiter must be able to follow instructions to :

1. Take orders efficiently and correctly
2. Communicate orders with bar tender properly
3. Assist the bartender in preparing beverages according to the customers orders
4. Serve orders in an efficient and timely manner
5. Maintain a clean and safe working area by executing a *clean as you go* practice
6. Assist the bartender in the billing process

BTS204- Maintaining good customer and colleague relations

This unit lists the knowledge and skills needed by a person holding this position to assist in serving the customer and ensuring a positive customer experience. Upon completion of the unit, the persons carrying out this work will be able to play their role in customer service at the different stages and for different types of services.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Work according to recommendations and instructions from superiors
2. Assist the customer when ordering
3. Maintain a harmonious work environment with colleagues
4. Work effectively with a team mind-set

Required Knowledge

The Level 2 Bar Waiter must know and state:

1. The importance of maintaining good working relationships with colleagues
2. The meaning of a customer centred business
3. The importance of working within a team mind-set
4. The role of the bar waiter towards creating a positive customer experience.

Required Skills

The Level 2 Bar Waiter must be able to follow instructions to :

1. Cater promptly for requests for assistance
2. Respond to the internal and external customer needs
3. Support the bar tender and other staff members
4. Value the customer and show a pro-active approach by addressing clients in a professional manner whilst being able to adapt to a spectrum of clients
5. Report to the bartender or superiors of any signs of excessive drinking or smoking (inside) and any other abnormal situation occurring in the bar

BTS205- Post service cleaning and clearing of bar areas

This unit lists the knowledge and skills needed by a person holding this position to carry out post service cleaning and clearing of bar areas. Upon completion of the unit, the persons carrying out this work will be able to identify and apply the correct procedures for clearing up and reorganizing the workplace after completion of service.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Clear up, clean, and tidy up the service areas
2. Reorganize the service area and customer area correctly following workplace procedures
3. Dispose of waste generated in an appropriate manner

Required Knowledge

The Level 2 Bar Waiter must know and state:

1. Procedures for cleaning the basic tools and equipment after service
2. The workplace procedures for covering and storing the condiments and accompaniments
3. How to dispose of waste generated
4. The appropriate cleaning chemicals for different surfaces

Required Skills

The Level 2 Bar Waiter must be able to follow instructions to:

1. Clean the tools and equipment correctly
2. Clean and clear bar and customer areas following service
3. Carry out restocking and setting up of bar area following service
4. Cover and store the condiments and accompaniments following service
5. Use the appropriate cleaning materials and equipment following workplace requirements
6. Carry out appropriate precautions when cleaning up equipment and tools
7. Prepares linen (napkins, tablecloths, glass cloths) for laundry delivery according to workplace procedures
8. Follow instructions regarding the disposal of waste

BTS 206- Work Ethics

This unit lists the knowledge and skills needed by a person holding this position to carry out work in an ethical and professional manner. This unit covers work ethics related to relations with customers and colleagues.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Maintain a professional and courteous attitude with customers
2. Maintain a harmonious team work environment with colleagues
3. Respect work obligations

Required Knowledge

The Level 2 Bar Waiter must know and state:

1. The meaning of a customer centric business
2. The importance of working within a team ethos
3. The rules and regulations of the workplace
4. Own duties, functions and responsibilities

Required Skills

The Level 2 Bar Waiter must be able to :

1. Value customers and colleagues by adopting a professional and courteous attitude
2. Address clients and colleagues in a professional manner at all times during service while showing awareness of cultural diversity
3. Maintain a positive ethos during the execution of the service tasks
4. Carry out tasks effectively and efficiently under supervision and according to instructions
5. Attend work on a timely and presentable manner wearing clean and appropriate clothing according the workplace standards
6. Respect and follow superiors' instructions