

National Occupational Standards

Sector: Hospitality and Tourism

Occupation: Bar Tender

MQF Level: 3

Units:

- BTS301-Health and safety at the workplace
- BTS302- Preparation of stores and necessary areas for bar service
- BTS303- Serving methods
- BTS304- Maintaining good customer and colleague relations
- BTS305- Post service cleaning and clearing of bar areas

BTS301-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. Ensure safe working practices to prevent hazards for the safety of workers and members of the public
2. Ensure safe working practices using appropriate equipment and materials to prevent damages to work areas
3. Ensure that protective clothing and safety equipment are used by all staff to accomplish tasks where necessary
4. Ensure that materials are stored in a safe manner and location
5. Ensure that the correct procedures in the event of injury are being followed
6. Ensure that the current code of practice for outlets serving alcoholic beverages and the compulsory age of drinking alcohol are applied¹

Required Knowledge

The Level 3 Bar Tender must know and explain:

1. The legal notices 293 of 2016² and the Occupational Health and Safety Act's³ main scopes and the individual legal responsibilities
2. The health and safety regulations and other relevant regulations that apply on the job
3. The recent code of practice for outlets serving alcoholic beverages
4. The legal age limit of drinking alcohol

Required Skills

The Level 3 Bar Tender must be able to:

1. Comply with duties and obligations defined in the Health and Safety Act as amended by Act XXXII

¹ <http://www.drinkawaremalta.com/wp-content/uploads/2013/07/TSG-CODE-OF-PRACTICE-A4.pdf>

² <http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=10720&l=1>

³ <http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=8890>

of 2007 and Legal Notice 426 of 2007

2. Identify and ensure the application of Health and Safety procedures that are relevant with the working environment
3. Monitor and ensure the application of workplace policies and instructions for safe use of tools and equipment
4. Ensure tools and equipment are maintained in good working condition
5. Comply with the legal age limit for drinking alcohol
6. Ensure the application of the recent code of practice for outlets serving alcoholic beverages
7. Know when and how to deal with clients at risk of excessive drinking
8. Prohibit smoking of any tobacco product

BTS302- 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. Ensure that the bar area, the bar mise-en-place and service items are clean and ready for service
2. Ensure that the service equipment and ingredients are stored in an appropriate manner and ready for use
3. Ensure that there is sufficient supply of the necessary drinks and ingredients
4. Ensure that the storage area is maintained according to the work standards and procedure

Required Knowledge

The level 3 Bar Tender must know and explain:

1. The importance of good work hygiene
2. The different tools, equipment including glassware and procedures applicable to the relevant work
3. The different service functions, types and styles
4. The range of glassware, their use and their proper washing procedure
5. The food safety standards that must be followed when displaying food
6. The range of beverages including hot beverages such as coffees and speciality coffees available on the menu
7. The menu and the promotional items at the beginning of service
8. The importance of having a constant and well maintained stock of ingredients and beverages
9. The principle of First In, First Out (FIFO) and the necessary storage rotations
10. The minimum stock PAR levels
11. The proper manner to document and maintain stock
12. The correct procedures that must be followed when washing equipment including glassware

Required Skills

The level 3 Bar Tender must be able to:

1. Instruct and check that the service area and equipment including glassware are clean, undamaged and ready for use in accordance to the workplace standard
2. Instruct and check that enough accompaniments and condiments are prepared
3. Ensure that the bar area is presentable in a way that encourages product promotion and sales appeal to customer
4. Ensure glassware is maintained and washed according to the correct procedure
5. Serve the proper glassware according to the beverage
6. Deal with any unexpected situations that may occur and report to the manager if necessary
7. Ensure storage area is maintained in good condition by using the First In, First Out procedure and have minimum stock at PAR level
8. Record details of stock received, stored and issued in accordance to the workplace standard
9. Inform the person responsible for stock needs
10. Secure storage areas against unauthorised access

BTS303- Serving methods

This unit lists the knowledge and skills needed by a person holding this position to carry out beverage 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. Process customers' orders correctly and efficiently
2. Ensure customers are served beverages correctly and according to the bar's expectations with appropriate items, condiments and accompaniments
3. Ensure customer area is kept appealing and welcoming to customers according the bar's standards
4. Carry out the billing process correctly and efficiently

Required Knowledge

The Level 3 Bar Tender must know and explain:

1. The range of beverages stocked including local beverages
2. The range of hot beverages served at the bar
3. The importance of maintaining good hygiene in the bar area
4. The proper procedure of taking and processing the order
5. The serving styles, types and suggestions according to beverages
6. The importance of processing bills efficiently and correctly on the POS machine

Required Skills

The Level 3 Bar Tender must be able to :

1. Prepare and serve a range of beverages including:
 - Hot beverages
 - Cocktails
 - Wine
 - Other Alcoholic and Non-Alcoholic Beverages
2. Distinguish between the tastes of alcoholic drinks

3. Prepare condiments and accompaniments used for producing a range of cocktails
4. Ensure that orders are served in an efficient and timely manner
5. Recommend and ensure the serving of beverages in the proper sequence
6. Ensure the application of *clean as you go* practices
7. Take full responsibility of billing procedures while applying the correct policies in accordance to the company's procedures
8. Process bills correctly and efficiently
9. Maintain good cash reporting procedures
10. Deal with unexpected and difficult situations in the bar and report to the manager where necessary

BTS304- Maintaining good customer and colleague relations

This unit lists the knowledge and skills needed by a person holding this position to perform customer service 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. Supervise, recommend and instruct the bar waiter for efficient work
2. Greet and assist the customer while ordering
3. Maintain a harmonious work environment with colleagues
4. Work effectively within a team mind-set

Required Knowledge

The Level 3 Bar Tender must know and explain:

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 bartender towards creating a positive customer experience
5. The procedure of how to deal with customers showing signs of excessive drinking

Required Skills

The Level 3 Bar Tender must be able to :

1. Supervise the bar waiter in assisting the customers
2. Communicate with customers in courteous and efficient manner
3. Ensure that all staff show a pro-active approach when adapting to the customer's needs
4. Ensure that all customers are being addressed in a professional manner
5. Ensure colleagues and staff members are working in harmony towards customer satisfaction
6. Support staff members
7. Deal with cases of excessive drinking or smoking inside and any other abnormal situation occurring in the bar and report accordingly to the person responsible

BTS305- 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. Ensure that service areas are cleared up and cleaned adequately following service
2. Ensure that the service area and customer area are reorganized correctly following workplace procedures
3. Dispose of waste generated in an appropriate manner

Required Knowledge

The Level 3 Bar Tender must know and explain:

1. The different procedures and processes followed to clean specific tools and equipments
2. The different procedures for covering and storing the condiments and accompaniments
3. The importance and manner to safely store tools and equipment after use
4. The importance of accurate accounting of linen (napkins, tablecloths, glass cloths) used during the course of service
5. How to dispose of waste generated
6. The appropriate cleaning chemicals for different surfaces
7. The end of day sales procedure, the closing of the cash register and the ePOS system

Required Skills

The Level 3 Bar Tender must be able to :

1. Identify which tools and equipment need to be cleaned following each service function
2. Ensure that the correct cleaning is conducted for the different types of tools and equipments
3. Ensure that cleaning tasks are carried out in line with food and safety Act of 2002 or subsequent act
4. Ensure the bar and customer areas are cleaned and cleared up following service
5. Identify stock consumption during service and ensure replenishment

6. Ensure that bar and stores are correctly restocked and set up following service
7. Ensure that condiments and accompaniments are covered according to regulations
8. Account for fabric linen and log the used number following workplace procedures
9. Ensure that cleaning tasks do not pose hazards to others
10. Carry out appropriate methods for waste disposal taking all necessary precautions
11. Carry out the closing of the cash register and the end of day sales procedure correctly and properly

BTS 306: 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 and colleagues
2. Maintain a harmonious team work environment with colleagues
3. Respect work obligations
4. Deal with difficult or unexpected situations in a professional manner

Required Knowledge

The level 3 Bar Tender must know and explain:

1. The meaning and implications of a customer centric business
2. The importance of maintaining a team ethos among colleagues
3. The rules and regulations of the workplace
4. Own duties, functions and responsibilities
5. The duties and functions of subordinates
6. Basic emotional management

Required Skills

The level 3 Bar Tender must be able to:

1. Value customers and colleagues by adopting a courteous attitude and by showing a proactive approach
2. Address clients and colleagues in a professional manner at all times while showing awareness of cultural diversity
3. Ensure customer satisfaction whilst supervising and conducting service tasks
4. Effectively deal with customer complaints to maintain high satisfaction levels among clientele
5. Create and maintain a positive ethos among employees during the execution of the service tasks
6. Ensure tasks are carried out effectively and efficiently according to the workplace standards and procedures

7. Attend work on a timely and presentable manner wearing clean and appropriate clothing according to the workplace requirements
8. Respect and follow superiors' instructions
9. Guide and instruct subordinates in a positive, professional and polite manner