



BAR ATTENDANT

HSP/ Bar Att/2/0027

Programme Name

Skills programme and Training Certificate in Bar Attendant, NQF Level 2, SAQA ID HSP/ Bar Att/2/0027, 48 Credits.

Programme Purpose

- The purpose of this programme is to equip learners with a variety of personal, organisational and vocational skills in order to assist customers in choosing a specific drink from the bar.

Workplace Requirements

- Access to customers to serve customers and take orders at the tables.
- Access to work area/ station.

Programme Description

Each person that will successfully achieve this programme will be able to:

- Each person who will successfully achieve this programme will be able to effectively perform the duties of a bar attendant within a restaurant (food and beverage) environment.
- The knowledge on how to prepare and serve different drinks, wines and cocktails will specifically be focused on.

Target group

- Suitable for persons who prepare drinks and serve customers in a bar.
- Candidates are either unemployed or currently employed within a hospitality establishment.
- Unemployed candidates who have the interest and acumen to work in the Food and Beverages Services arena.
- Employed candidates who have the interest to further their skills and knowledge of Food and Beverage Services.

Entry Requirements

- It is assumed that a GEC certificate or equivalent has been obtained by the candidate at level 1; minimum Standard 8, Grade 10.
- Candidates are required to complete a numeracy and literacy test.
- Candidates must have a successful outcome of their Skills Programme interview.

Programme Outcomes

On completion of this Skills Programme, the learner will be able to:

- Explain the interrelationship between completing tasks within time limits and customer satisfaction and the importance of dealing with customers in a polite, friendly and prompt manner.
- Identify drink service items and explain their uses.
- Identify different glassware and explain their uses. (Range of glassware: liquor glasses, sherry glasses, tot glasses, martini glasses, cocktail glasses, highball glasses, tumbler glasses).
- Stress the importance of maintaining a constant stock of cocktail mixes and accompaniments.
- Explain the consequences of not checking, cleaning, storing and rotating cocktail mixes according to operational procedures.
- Describe organisational procedures for use of legal measurement of drinks and stress the importance of doing so.
- Explain the consequences of not preparing cocktails to set recipes.
- Stress the consequences of selling alcohol to under age or intoxicated persons and Identify and explain uses of wine service equipment.
- Explain the importance of being able to recommend wines with appropriate food items.
- Identify and explain the uses of different glassware.
- Explain the importance of serving wine at appropriate temperatures.
- Explain organisational procedures for the service of wine.

Structure of the programme

The Skills Programme in Bar Attendant consists of:

- Classroom based learning
- On-the-job learning
- Assessment

Duration of the Programme

- Programme: 20 Days
- Training Days: 10 Days
- Assessment Days: 10 Days

Number of learners per class: Minimum 15

Programme Roll-Out:

Unit Standard Code	Unit standard Title	Level	Credits
7793	Describe layout, services and facilities of the organisation	2	1
11235	Maintain Effective Working Relationships with other Members of Staff	3	1
7796	Maintain a secure working environment	3	1
7799	Maintain a safe working environment	2	2
7800	Maintain Health, Hygiene and a Professional Appearance	2	1
7789	Provide Customer Service	4	8
7790	Process Incoming And Outgoing Telephone Calls	3	3
7794	Communicate Verbally	3	8
7812	Perform Basic Calculations	2	3
7820	Operate a Payment Point System and Process Payments	3	3
7821	Develop Self Within the Job Role	4	3
7734	Prepare and Clear Areas for Drinks Service	2	1
7735	Clean and Store Glassware	2	1
7738	Prepare and Restock Drinks Machines/Equipment	2	1
7744	Provide a Table Drink Service	3	4
7750	Serve Bottled Wine	3	3
7753	Prepare and Serve Cocktails	4	2
7760	Provide a Drink Service for a Licensed Premise	3	2
Total Credits			48