



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The accredited Skills Programme: Bar Attendant, at an NQF level 2, is an entry level occupational programme for individuals working in a food and beverage environment as bar attendants or assistants.

It will equip delegates with practical skills and knowledge to offer customer service when preparing and serving different drinks, wines and cocktails. It covers subject areas such as Operating a Payment Point System, Cleaning and Storing Glassware, Restocking Drinks Equipment and Providing Table and Drinks Service at a licensed premises.

Additional subject areas such as health and hygiene, maintaining a safe and secure working environment and describing the layout, services and facilities of an establishment are an important component of the curriculum.

Target Audience

This programme is suitable for any individual working in the hospitality industry preparing drinks and serving customers in a bar.

Entry Requirements

- A GEC Certificate at NQF Level 1, or equivalent.
- Successfully complete a numeracy and literacy test.

Additional Requirements

- You will need access to serving customers at a table or bar.
- Access to a work area or station in the hospitality environment.
- Access to a workplace mentor.
- Access to a PC, software and the internet.

Hospitality & Tourism

Bar Attendant

CATHSSETA Statement of Results

SP ID:	HSP/BarAtt/2/0027
NQF Level:	2
Credits:	48

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Bar Attendant, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the Skills Programme, you will be able to:

- Explain the interrelationship between completing tasks promptly and customer satisfaction, and the importance of dealing with customers in a professional, friendly, timeous and polite manner.
- Identify drink service items and different glassware and explain their uses.
- Maintain stock levels of cocktail mixes and accompaniments.
- Check, clean, store and rotate cocktail mixes according to operational procedures.
- Describe organisational procedures for using legal measurement of drinks and their importance.
- Explain the consequences of serving alcohol to underage or intoxicated individuals.
- Recommend wines appropriate to food items, serve wine at the correct temperatures and explain organisational procedures for wine service.





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Course Content

SP: Bar Attendant

Accreditation Body: CATHSSETA

| SETA Skills Programme ID: HSP/BarAtt/2/0027

| NQF Level: 2 | Credits: 48

Unit Standard 7793

- Describe layout, services and facilities of an organisation

Unit Standard 11235

- Maintain effective working relationships with other members of staff

Unit Standard 7799

- Maintain a safe working environment

Unit Standard 7796

- Maintain a secure working environment

Unit Standard 7800

- Maintain health, hygiene and professional appearance

Unit Standard 7789

- Provide Customer Service

Unit Standard 7790

- Process incoming and outgoing telephone calls

Unit Standard 7794

- Communicate verbally

Unit Standard 7812

- Perform basic calculations

Unit Standard 7820

- Operate a payment point system and process payments

Unit Standard 7821

- Develop self within the job role

Unit Standard 7734

- Prepare and clear areas for drinks service

Unit Standard 7735

- Clean and store glassware

Unit Standard 7738

- Prepare and restock drinks machines and equipment

Unit Standard 7744

- Provide a table drink service

Unit Standard 7750

- Serve bottled wine

Unit Standard 7753

- Prepare and serve cocktails

Unit Standard 7760

- Provide a drink service for a licensed premises

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangqoba



Siyaya[®]
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA



MBAT
DEVELOP - EMPOWER - GROW

