

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARD**

**FOR**

**BARTENDER**

**KNQF LEVEL 4**

**ISCED PROGRAMME CODE: 1013 354 A**

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# FOREWORD

Provision of quality education and training is fundamental to the Government’s overall strategy for socio-economic development. Quality education and training contribute to achievement focused on Kenya’s development blueprint and sustainable development goals.

Reforms in the education and training sector are necessary for achievement of Kenya Vision 2030 and meeting the provisions the Constitution of Kenya. The education sector had to be aligned to the Constitution and this resulted in formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 1 of 2019). A key feature of this policy is the change in the design and delivery of TVET training. This policy document requires that training in TVET be competency based, Occupational Standards development be industry led, certification be based on demonstration of competence and mode of delivery that allows for multiple entry and exit in TVET programs.

These reforms demand that Industry takes a leading role in Occupational Standards development to ensure the Occupational Standards addresses its competence needs. It is against this background that this Occupational Standards has been developed.

It is my conviction that this Occupational Standards will play a great role towards development of competent human resource for the Hospitality Sector’s growth and sustainable development.

# PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, middle-income country providing high quality life to all its citizens by the year 2030. Kenya intends to create a globally competitive and adaptive human resource base to meet requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and worker behavior necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 and the Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya, emphasized the need toreform Occupational Standards development, assessment and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan Labour force.

This Occupational Standards has been developed in adherence to the Kenya National Qualification Framework and CBETA standards and guidelines. The Occupational Standards is designed and organized into Units of Learning with Learning Outcomes; suggested delivery methods, training/learning resources and methods of assessing the trainee’s achievement. The Occupational Standards is competency-based and allows multiple entry and exit to the course.

I am grateful to the Council Members, Council Secretariat, NSSC, expert workers and all those who participated in the development of this Occupational Standards.

# ACKNOWLEDGEMENT

This Occupational Standards has been designed for competency-based training and has independent units of learning that allow the trainee flexibility in entry and exit. In developing the Occupational Standards, significant involvement and support was received from industry and various organizations.

I appreciate National Sector Skills Committee who enabled the development of this Occupational Standards. I recognize with appreciation the role of the SSC in ensuring that competencies required by the industry are addressed in this Occupational Standards.

I also thank all stakeholders in the hospitality sector for their valuable input and all those who participated in the process of developing this Occupational Standards.

I am convinced that this Occupational Standards will go a long way in ensuring that workers in hospitality sector will acquire competencies that will enable them perform their work more efficiently.

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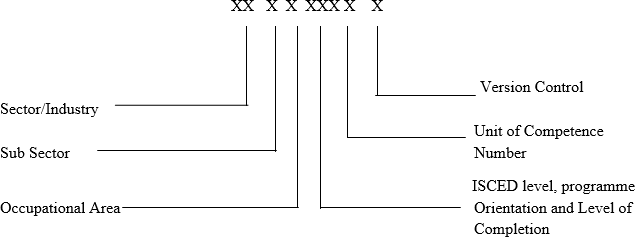
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# ACRONYMS AND ABBREVIATIONS

**TVETA** Technical and Vocational Education and Training Authority

**KNQA** Kenya National Qualifications Authority

**KNQF** Kenya National Qualifications Framework.

**K**EY TO UNIT CODE

# OCCUPATIONAL STANDARD OVERVIEW

Bar tender Level 4 qualification consists of competencies that an individual must acquire in order to perform tasks of a bar tender in hospitality industry. It comprises of applying digital skills, work place essential skills, preparing alcoholic and non- alcoholic beverages, preparing varieties of coffee beverages, and serving bar beverages and snacks, performing bar keeping operations and preparing mocktails and cocktails.

|  |  |
| --- | --- |
| **Unit Code** | **Units Title** |
| 1013 354 01 A | Perform bar keeping operations |
| 1013 354 02 A | Prepare non-alcoholic and alcoholic beverages |
| 1013 354 03 A | Prepare mocktails and cocktails. |
| 1013 354 04 A | Prepare Alcoholic and Non- Alcoholic Beverages |
| 1013 354 05 A | Perform Bar Keeping Operations |
| 1013 354 06 A | Prepare Mocktails And Cocktails |
| 1013 354 07 A | Prepare Coffee Beverages |
| 1013 354 08 A | Serve Bar Beverages and Snacks |
| **Sub Total** | |
| **Industrial Attachment** | |
| **Grand Total** | |

# PERFORM BAR KEEPING OPERATIONS

**UNIT CODE: 1013 354 01 A**

**UNIT DESCRIPTION:**

This unit describes the competencies required to perform barkeeping operations. It involves preparing bar equipment, stocking bars, and restocking bars.

The unit is applicable in the hospitality industry

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| ELEMENT  These describe the key outcomes which make up workplace function. | PERFORMANCE CRITERIA  These are assessable statements which specify the required level of performance for each of the elements.  *Bold and italicized terms are elaborated in the Range* |
| 1. Prepare bar equipment | 1. *PPEs* are donned as per the work requirements. 2. ***Cleaning equipment and materials*** assembled as per work requirements. 3. ***Bar cleaning procedures*** carried out as per work procedure. 4. ***Hygiene and safety measures***are observed 5. ***Bar tools and equipment*** are identified and cleaned as per work procedure 6. Bar equipment stored as per work procedures. |
| 1. Perform bar stocking | 2.1 Bar stock sheet is prepared as per work procedure.  2.2 Bar opening stock is taken as per work place procedure.  2.3 ***Expiry dates***labels are checked as per work procedure  2.4*.* Bar requisition list is prepared as per work procedure  2.5 Bar closing stock is taken as per work procedure. |
| 1. Perform bar re- stocking. | 1. *Bar* ***non-alcoholic beverages*** are re- stocked as per work requirement. 2. ***Bar alcoholic beverages*** are re- stocked as per work requirement. 3. ***Bar food items and supplies*** are re- stocked as per work requirement. 4. Ice trays are re-filled as per work procedure. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. ***PPCs*** may include but not limited to; | * Black leather low-heeled shoes * Black trouser/skirt * Bowtie * Half coat * Waiters’ cloth |
| 1. ***Cleaning equipment*:** may include but not limited to; | * Mops * Mop buckets * Dust pan and brush * Brooms * Soft brush * Hard brush * Dust bin |
| 1. ***Cleaning materials*** mayinclude but not limited to; | * Detergent * Sanitizers * Wipes * Cleaning cloths * Dust bin liners |
| 1. ***Bar cleaning procedures*** mayinclude but not limited to; | * High dusting * Sweeping * Low dusting * Damp dusting * Cleaning the floor |
| 1. ***Bar tools and equipment***: may include but not limited to; | * Shakers * Chopping Boards * Liquidizer * Muddler * Tot Measurer * Glasses * Bar Knives * Corkscrew * Assorted glasses * Wine basket * Opener * Wine bucket * Ice bucket * Ice maker * Ice crusher * Refrigerator * Bar spoon * Decanter * Mixing glass * Hawthorn strainer * Coaster. * Ash tray |
| 1. ***Expiry dates*** may include but not limited to; | * Best before date * Use by date * Expiration date * Sell by date |
| 1. ***Bar surfaces*** may include but not limited to; | * Counter tops * Table tops * Shelves |
| 1. ***Bar non-alcoholic beverages*** may include but not limited to; | * Mineral water * Aerated water * Fruit juices * Squashes * Tea * Coffee * Chocolate * Milk |
| 1. ***Bar alcoholic beverages*** may include but not limited to; | * Beers * Spirits * Wines * Aperitifs * Cider and perry * Liqueur |
| 1. ***Bar food items and supplies*** may include but not limited to; | * Fruits * Vegetables * Herbs * Spices * Beverages * Eggs * Ice cubes * Straw |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Understanding of alcoholic and non -alcoholic beverages
* Knowledge of mixers and modifiers
* Cocktails types and categories
* Basic business and customer service skills
* Basic mixology theory
* Industry knowledge and trends
* Responsible alcohol service
* Flavor profiling and balancing
* Glassware and presentation
* Mixology techniques
* Food storage and preservation

**Required skills**

The individual needs to demonstrate the following skills:

* Creativity and innovation
* Analytical skills.
* Critical thinking.
* Problem solving skills
* Preparing reports.
* Storekeeping.
* Digital skills.
* Knowledge of ingredients
* Presentation and garnishing
* Attention to detail
* Customer service
* Speed and efficiency
* Technique and tools
* Customer care

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| Critical aspects of competency | Assessment requires evidence that the candidate:   * 1. Donned PPE’s as per work procedure.   2. Assembled cleaning equipment and materials as per work requirements.   3. Carried out bar cleaning procedures as per work procedure.   4. Identified and cleaned bar tools and equipment as per work procedure   5. Took bar opening stock as per work place procedure.   6. Checked expiry dates labels as per work procedure.   7. Prepared bar requisition list as per work procedure.   8. Re- stocked bar non-alcoholic and alcoholic beverages as per work requirement.   9. Re-stocked bar food items and supplies as per work requirement. |
| Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| Methods of assessment | Competency in this unit may be assessed through:   1. Practical 2. Third party reports 3. Portfolio of evidence 4. Written test 5. Oral test. |
| Context of assessment | 1. This competency may be assessed in a workplace or a simulated workplace |
| Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# PREPARE NON -ALCOHOLIC AND ALCOHOLIC BEVERAGES

**UNIT CODE: 1013 354 02 A**

**UNIT DESCRIPTION:**

This unit describes competencies required to prepare non -alcoholic and alcoholic beverages. It involves prepare still room beverages, prepare non- alcoholic dispense bar beverages and prepare alcoholic beverages.

The unit is applicable in the hospitality industry

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| ELEMENT  These describe the key outcomes which make up workplace function. | PERFORMANCE CRITERIA  These are assessable statements which specify the required level of performance for each of the elements.  *Bold and italicized terms are elaborated in the Range* |
| * + - 1. Prepare still room beverages | * 1. Ingredients are assembled as per work requirement.   2. Equipment is assembled as per work requirement.   3. ***Still room beverages***are prepared as per recipe.   4. Bar surfaces and equipment are cleaned as per cleaning procedure |
| * + - 1. Prepare non- alcoholic dispense bar beverages | * 1. Ingredients are assembled are per work requirement.   2. Equipment is assembled are per work requirement.   3. ***Non-alcoholic dispense bar beverages***are prepared as per recipe.   4. Bar surfaces and equipment are cleaned as per cleaning procedure. |
| * + - 1. Prepare alcoholic beverages | * 1. Equipment is assembled are per work requirement.   2. Equipment is polished as per work requirement.   3. ***Alcoholic beverages*** are prepared as per work procedure.   4. Bar surfaces and equipment are cleaned as per cleaning procedure.   5. Post service duties carried out as per work procedures.   6. Bar waste is disposed as per work place policy |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

| **Variable** | **Range** |
| --- | --- |
| 1. ***Still room beverages*** may include but not limited to; | * Tea * Coffee * Chocolate |
| 1. ***Non-alcoholic dispense bar beverages*** may include but not limited to; | * Smoothies * Aerated water * Mineral water * Syrups * Juices |
| 1. ***Alcoholic beverages*** may include but not limited to | * Wines * Spirits * Bitters * Liqueurs * Cider and perry * Beers * Aperitifs |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Understanding of alcoholic and non -alcoholic beverages
* Knowledge of mixers and modifiers
* Cocktails types and categories
* Basic business and customer service skills
* Basic mixology theory
* Industry knowledge and trends
* Responsible alcohol service
* Flavor profiling and balancing
* Glassware and presentation
* Mixology techniques
* Food storage and preservation

**Required skills**

The individual needs to demonstrate the following skills:

* Creativity and innovation
* Analytical skills.
* Critical thinking.
* Problem solving skills
* Preparing reports.
* Storekeeping.
* Digital skills.
* Knowledge of ingredients
* Presentation and garnishing
* Attention to detail
* Customer service
* Speed and efficiency
* Technique and tools
* Customer care

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| Critical aspects of competency | Assessment requires evidence that the candidate:   1. Assembled ingredients as per work requirement. 2. Assembled equipment as per work requirement. 3. Prepared still room beverages as per recipe. 4. Cleaned bar surfaces and equipment as per cleaning procedure 5. Prepared non-alcoholic dispense bar beverages as per recipe. 6. Prepared alcoholic beverages as per work procedure. 7. Carried out post service duties as per work procedures. 8. Disposed bar waste as per work place policy |
| Resource implications | The following resources should be provided:   * + Appropriately simulated environment where assessment can take place   + Access to relevant work environment   + Resources relevant to the proposed activities or tasks |
| Methods of assessment | Competency in this unit may be assessed through:   * Practical * Third party reports * Portfolio of evidence * Written test * Oral test. |
| Context of assessment | This competency may be assessed in a workplace or a simulated workplace |
| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# PREPARE MOCKTAILS AND COCKTAILS

**UNIT CODE: 1013 354 03 A**

**UNIT DESCRIPTION:**

This unit describes competencies required to prepare mocktails and cocktails. It involves prepare mocktails and cocktails ingredients, prepare mocktails and prepare cocktails.

The unit is applicable in the hospitality industry

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| ELEMENT  These describe the key outcomes which make up workplace function. | PERFORMANCE CRITERIA  These are assessable statements which specify the required level of performance for each of the elements.  *Bold and italicized terms are elaborated in the Range* |
| 1. Prepare mocktails and cocktails ingredients | * 1. Ingredients are assembled as per work requirement.   2. Equipment is assembled as per work requirement.   3. Mocktails and cocktails ingredientsprepared as per recipe.   4. ***Garnishe****s* are prepared as per work requirement   5. Bar waste is disposed as per work place policy |
| 1. Prepare mocktails | 1. Ingredients are selected are per mocktails recipes 2. Equipment is assembled are per work requirement. 3. ***Mocktail glasses*** are polished as per work requirement. 4. ***Mocktail making methods*** are identified as per work procedures. 5. Ingredients are mixed as per mocktail recipes 6. ***Mocktails***are garnished as per recipes 7. Mocktails are served as per work procedures 8. Post service duties carried out as per work procedures. |
| 1. Prepare cocktails | 1. Ingredients are selected are per cocktails recipe. 2. Equipment is assembled are per work requirement.    1. Cocktail glasses are polished as per work requirement.    2. ***Cocktail making methods*** are identified as per work procedure.    3. ***Cocktails*** are mixed as per recipe.    4. Cocktails are garnished as per recipe.    5. Cocktails are served as per work procedure.    6. ***Post service duties*** carried out as per work procedures. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | 1. **Range** |
| * + - 1. ***Garnishes*** may include but not limited to: | * Lemon wheels * Lemon twists * Orange slices * Sugar and sugar ring * Jelly crystals |
| * + - 1. ***Mocktail making methods*** may include but not limited to: | * Shaking * Stirring * Layering * Building |
| * + - 1. ***Mocktails*** may include but not limited to: | * Shirley temple * Virgin mojito * Virgin colada |
| * + - 1. ***Cocktails*** may include but not limited to: | 1. Blood Mary 2. Screw driver 3. Whisky sour  * Pink gin * Old fashioned * Pinacolada |
| * + - 1. ***Mocktails and Cocktails glasses*** may include but not limited to: | 1. Tom Collins glass 2. Cosmopolitan glass 3. Martini glass 4. Brandy balloon 5. Highball 6. Paris goblet glass 7. Flute 8. Champagne saucer. 9. Whisky glasses |
| * + - 1. ***Post service duties*** may include but not limited to: | * Taking closing bar stock * Cleaning equipment and surfaces * Drying equipment * Storing equipment * Waste disposal |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Understanding of alcoholic and non -alcoholic beverages
* Knowledge of mixers and modifiers
* Cocktails types and categories
* Basic business and customer service skills
* Basic mixology theory
* Industry knowledge and trends
* Responsible alcohol service
* Flavor profiling and balancing
* Glassware and presentation
* Mixology techniques
* Food storage and preservation

**Required skills**

The individual needs to demonstrate the following skills:

* Creativity and innovation
* Analytical skills.
* Critical thinking.
* Problem solving skills
* Preparing reports.
* Storekeeping.
* Digital skills.
* Knowledge of ingredients
* Presentation and garnishing
* Attention to detail
* Customer service
* Speed and efficiency
* Technique and tools
* Customer care

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   1. Assembled ingredients as per work requirement. 2. Assembled equipment as per work requirement. 3. Prepared mocktails and cocktails ingredients as per recipe. 4. Prepared garnishes as per work requirement. 5. Disposed bar waste as per work place policy. 6. Selected ingredients as per mocktails recipes. 7. Polished mocktail and cocktail glasses as per work requirement. 8. Identified mocktails and cocktail making methods as per work procedures. 9. Mixed mocktail and cocktails ingredients as per recipes 10. Garnished mocktails and cocktails as per recipes 11. Carried out post service duties as per work procedures. |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Practical 2. Third party reports 3. Portfolio of evidence 4. Written test 5. Oral test. |
| 1. Context of assessment | This competency may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# PREPARE ALCOHOLIC AND NON - ALCOHOLIC BEVERAGES

**UNIT CODE: 1013 354 04A**

**UNIT DESCRIPTION**

This unit describes competencies required to prepare non -alcoholic and alcoholic beverages. It involves prepare still room beverages, prepare non- alcoholic dispense bar beverages and prepare alcoholic beverages.

The unit is applicable in the hospitality industry

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| ELEMENT  These describe the key outcomes which make up workplace function. | PERFORMANCE CRITERIA  These are assessable statements which specify the required level of performance for each of the elements.  *Bold and italicized terms are elaborated in the Range* |
| * + - 1. Prepare still room beverages | * 1. Ingredients are assembled as per work requirement.   2. Equipment is assembled as per work requirement.   3. ***Still room beverages***are prepared as per recipe.   4. Bar surfaces and equipment are cleaned as per cleaning procedure |
| * + - 1. Prepare non- alcoholic dispense bar beverages | * 1. Ingredients are assembled are per work requirement.   2. Equipment is assembled are per work requirement.   3. ***Non-alcoholic dispense bar beverages***are prepared as per recipe.   4. Bar surfaces and equipment are cleaned as per cleaning procedure. |
| * + - 1. Prepare alcoholic beverages | * 1. Equipment is assembled are per work requirement.   2. Equipment is polished as per work requirement.   3. ***Alcoholic beverages*** are prepared as per work procedure.   4. Bar surfaces and equipment are cleaned as per cleaning procedure.   5. Post service duties carried out as per work procedures.   6. Bar waste is disposed as per work place policy |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. ***Still room beverages*** may include but not limited to; | * Tea * Coffee * Chocolate |
| 1. ***Non-alcoholic dispense bar beverages*** may include but not limited to; | * Smoothies * Aerated water * Mineral water * Syrups * Juices |
| 1. ***Alcoholic beverages*** may include but not limited to | * Wines * Spirits * Bitters * Liqueurs * Cider and perry * Beers * Aperitifs |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Understanding of alcoholic and non -alcoholic beverages
* Knowledge of mixers and modifiers
* Cocktails types and categories
* Basic business and customer service skills
* Basic mixology theory
* Industry knowledge and trends
* Responsible alcohol service
* Flavor profiling and balancing
* Glassware and presentation
* Mixology techniques
* Food storage and preservation

**Required skills**

The individual needs to demonstrate the following skills:

* Creativity and innovation
* Analytical skills.
* Critical thinking.
* Problem solving skills
* Preparing reports.
* Storekeeping.
* Digital skills.
* Knowledge of ingredients
* Presentation and garnishing
* Attention to detail
* Customer service
* Speed and efficiency
* Technique and tools
* Customer care

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| Critical aspects of competency | Assessment requires evidence that the candidate:   * 1. Assembled ingredients as per work requirement.   2. Assembled equipment as per work requirement.   3. Prepared still room beverages as per recipe.   4. Cleaned bar surfaces and equipment as per cleaning procedure   5. Prepared non-alcoholic dispense bar beverages as per recipe.   6. Prepared alcoholic beverages as per work procedure.   7. Carried out post service duties as per work procedures.   8. Disposed bar waste as per work place policy |
| Resource implications | The following resources should be provided:   * + Appropriately simulated environment where assessment can take place   + Access to relevant work environment   + Resources relevant to the proposed activities or tasks |
| Methods of assessment | Competency in this unit may be assessed through:   * Practical * Third party reports * Portfolio of evidence * Written test * Oral test. |
| Context of assessment | This competency may be assessed in a workplace or a simulated workplace |
| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# PERFORM BAR KEEPING OPERATIONS

**UNIT CODE: 1013 354 05A**

**UNIT DESCRIPTION**

This unit describes competencies required to perform bar keeping operations. It involves performing bar opening duties, preparing and serving non-alcoholic and alcoholic beverages presenting cigars and carrying out bar closing activities.

The unit is applicable in the hospitality industry

ELEMENTS AND PERFORMANCE CRITERIA

|  |  |  |
| --- | --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1.Perform bar opening duties | | * 1. PPEsare donned as per work procedure.   2. Hygiene and safety measures are observed as per service /work procedure.   3. ***Resources*** are conserved as per service /work procedure   4. ***Bar*** surfaces are cleaned as per service /work procedure.   5. ***Bar opening*** stock is taken as per service /work procedure.   6. ***Bar tools and equipment*** are selected, assembled and cleaned as per work procedure   7. ***Bar supplies*** are collected and stocked as per service /work procedure. |
| 2.Prepare and serve non- alcoholic beverages | | * 1. ***Beverage list*** is presented and order taken as per service procedure.   2. ***Ingredients*** are selected as per guest order.   3. ***Freshness*** and quality of ingredients is checked as per HACCP   4. Beverage is prepared as per standard recipe   5. Beverage is served as per service procedure   6. Billing is carried out as per work procedure.   7. Clearing is carried out as per work procedure |
| 3.Prepare and serve alcoholic beverages | * 1. ***Beverage list*** is presented and order taken as per service procedure.   2. Ingredients are selected as per guest order.   3. Freshness and quality of ingredients is checked as per HACCP   4. Beverage is prepared as per standard recipe   5. Beverage is served as per service procedure.   6. Billing is carried out as per work procedure.   7. Clearing is carried out as per work procedure | |
| 4.Present cigars | * 1. ***Cigar menu*** is Presented and order taken as per service procedure.   2. Cigar service tools are assembled as per service procedure.   3. Cigar is served as per service procedure   4. Billing is carried out as per work procedure   5. Clearing is carried out as per service procedure | |
| 5.Carry out bar closing activities | * 1. ***Bar closing*** stock is taken as per service /work procedure.   2. Sales reconciliation is carried out as per service /work procedure.   3. ***Bar tools and equipment*** are cleaned and stored as per service /work procedure.   4. ***Bar surfaces*** are cleaned as per service /work procedure   5. ***Waste*** is disposed as per environmental regulations | |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Bar opening duties: may include but not limited to: | * Cleaning of surfaces * Arranging the work station * Stock taking |
| 2. Bar tools and equipment: may include but not limited to; | * Shakers * Chopping Boards * Liquidizer * Muddler * Tot Measurer * Glasses * Bar Knives * Corkscrew |
| 3. Resources may include but not limited to: | * Fuel * Water * Energy * Food commodities * Time |
| 4. Bar supplies: may include but not limited to; | * Fruits * Vegetables * Herbs * Spices * Beverages * Eggs * Ice cubes |
| 5. Beverage list: may include but not limited to; | * Wine list * Cocktail and Mocktail menus * Liquor * Beer list * Soft drink menu |
| 6. Cigars: may include but not limited to; | * Corona * Cigarillo * Lonsdale * Churchill |
| 7. Bar closing duties: may include but not limited to; | * Clearance * Cleaning * Restocking the bar * Closing stock taking * Sales reconciliation |
| 8. Bar surfaces may include but not limited to: | * Front bar * Back bar * Under bar |
| 9. Waste may include but not limited to: | * Liquid * Solid * Organic * Recyclable * hazardous |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Bar operations
* Property management
* Basic service techniques
* Hygiene and sanitation
* Principles of management
* Safety
* Catering law

**Required skills**

The individual needs to demonstrate the following skills:

* Food and beverage Service
* Time management
* Interpersonal
* Analytical
* Leadership
* Listening
* Communication
* Report writing
* Sales techniques
* Critical thinking
* Information Technology (IT)
* Customer care

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1.Critical aspects of competency | Assessment requires evidence that the candidate:   * 1. Donned PPE’s as per work procedure.   2. Observed hygiene and safety as per work procedure   3. Conserved ***resources*** as per work procedure   4. Checked the freshness and quality of ingredients as per   HACCP   * 1. Prepared bar ingredients as per standard recipe specifications   2. Observed hygiene practices as per work procedure.   3. Served beverages as per work procedure.   4. Presented ***Cigar menu*** and took order as per service procedure.   5. Assembled cigar service tools as per service procedure.   6. Served cigar as per service procedure   7. Billed as per work procedure.   8. Cleared as per service procedure.   9. Disposed waste as per environmental regulations   10. Bar closing duties were done as per work procedure. |
| 2.Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 3.Methods of assessment | Competency in this unit may be assessed through:   * Practical * Written test * Portfolio of evidence * Oral test * Projects |
| 4.Context of assessment | * This competency may be assessed in a training institution or a simulated workplace |
| 5.Guidance information for  assessment | * Holistic assessment with other units relevant to the   industry sector and workplace job role is recommended. |

# PREPARE MOCKTAILS AND COCKTAILS

**UNIT CODE: 1013 354 06A**

**UNIT DESCRIPTION**

This unit describes competencies required to prepare mocktails and cocktails. It involves prepare mocktails and cocktails ingredients, prepare mocktails and prepare cocktails.

The unit is applicable in the hospitality industry

**ELEMENTS AND PERFORMANCE CRITERIA**

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| --- | --- |
| ELEMENT  These describe the key outcomes which make up workplace function. | PERFORMANCE CRITERIA  These are assessable statements which specify the required level of performance for each of the elements.  *Bold and italicized terms are elaborated in the Range* |
| Prepare mocktails and cocktails ingredients | * 1. Ingredients are assembled as per work requirement.   2. Equipment is assembled as per work requirement.   3. Mocktails and cocktails ingredientsprepared as per recipe.   4. ***Garnishe****s* are prepared as per work requirement   5. Bar waste is disposed as per work place policy |
| Prepare mocktails | 1. Ingredients are selected are per mocktails recipes 2. Equipment is assembled are per work requirement. 3. ***Mocktails glasses*** are polished as per work requirement. 4. ***Mocktails making methods*** are identified as per work procedures. 5. Ingredients are mixed as per mocktails recipes 6. ***Mocktails***are garnished as per recipes 7. Mocktails are served as per work procedures 8. Post service duties carried out as per work procedures. |
| Prepare cocktails | 1. Ingredients are selected are per cocktails recipe. 2. Equipment is assembled are per work requirement.    1. Cocktail glasses are polished as per work requirement.    2. ***Cocktail making methods*** are identified as per work procedure.    3. *Cocktails* are mixed as per recipe.    4. Cocktails are garnished as per recipe.    5. Cocktails are served as per work procedure.    6. ***Post service duties*** carried out as per work procedures. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

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| --- | --- |
| **Variable** | 1. **Range** |
| * + - 1. ***Garnishes*** may include but not limited to: | * Lemon wheels * Lemon twists * Orange slices * Sugar and sugar ring * Jelly crystals |
| * + - 1. ***Mocktail making methods*** may include but not limited to: | * Shaking * Stirring * Layering * Building |
| * + - 1. ***Mocktails*** may include but not limited to: | * Shirley temple * Virgin mojito * Virgin colada |
| * + - 1. ***Cocktails*** may include but not limited to: | 1. Blood Mary 2. Screw driver 3. Whisky sour  * Pink gin * Old fashioned * Pinacolada |
| * + - 1. ***Mocktails and Cocktails glasses*** may include but not limited to: | 1. Tom Collins glass 2. Cosmopolitan glass 3. Martini glass 4. Brandy balloon 5. Highball 6. Paris goblet glass 7. Flute 8. Champagne saucer. 9. Whisky glasses |
| * + - 1. ***Post service duties*** may include but not limited to: | * Taking closing bar stock * Cleaning equipment and surfaces * Drying equipment * Storing equipment * Waste disposal |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Understanding of alcoholic and non -alcoholic beverages
* Knowledge of mixers and modifiers
* Cocktails types and categories
* Basic business and customer service skills
* Basic mixology theory
* Industry knowledge and trends
* Responsible alcohol service
* Flavor profiling and balancing
* Glassware and presentation
* Mixology techniques
* Food storage and preservation

**Required skills**

The individual needs to demonstrate the following skills:

* Creativity and innovation
* Analytical skills.
* Critical thinking.
* Problem solving skills
* Preparing reports.
* Storekeeping.
* Digital skills.
* Knowledge of ingredients
* Presentation and garnishing
* Attention to detail
* Customer service
* Speed and efficiency
* Technique and tools
* Customer care

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   1. Assembled ingredients as per work requirement. 2. Assembled equipment as per work requirement. 3. Prepared mocktails and cocktails ingredients as per recipe. 4. Prepared garnishes as per work requirement. 5. Disposed bar waste as per work place policy. 6. Selected ingredients as per mocktails recipes. 7. Polished mocktails and cocktail glasses as per work requirement. 8. Identified mocktails and cocktail making methods as per work procedures. 9. Mixed mocktails and cocktails ingredients as per recipes 10. Garnished mocktails and cocktails as per recipes 11. Carried out post service duties as per work procedures. |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Practical 2. Third party reports 3. Portfolio of evidence 4. Written test 5. Oral test. |
| 1. Context of assessment | This competency may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# PREPARE COFFEE BEVERAGES

**UNIT CODE: 1013 354 07A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to prepare coffee beverages. It involves performing barista mis en place, taking customer order, preparing espresso, brewed coffee and espresso- based beverage

This standard applies in hospitality industry.

ELEMENTS AND PERFORMANCE CRITERIA

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
| 1. Perform barista mis en place | * 1. ***Dates and labels*** are checked as per work place procedures   2. ***Barista tools and equipment*** are stocked as per the work procedure   3. ***Garnishes*** are prepared according to work procedure   4. ***Electronic gadgets*** functionality are checked as per manufacturers manual |
| 1. Take customer order | * 1. ***Guests*** are welcomed as per workplace procedure   2. ***Menu*** are presented as per the work place procedures   3. Order is taken and verified as per workplace procedure   4. Recommendation/ suggestions are offered as per workplace procedure   5. Order is posted in point of sale as per workplace procedures |
| 1. Prepare espresso | 3 .1Espresso machine is set up and prepared as per workplace procedure  3 .2Coffee is dosed at right pressure as per workplace procedure  3 .3Ground coffee is tamped as per workplace procedure 3 .4Portafilter sides and spouts are wiped and clean as per  workplace procedure  3 .5Ground bean spillage is minimized as per workplace procedure  3 .6Group head is flushed as per workplace procedure 3 .7Portafilter is inserted as per workplace procedure 3 .8Coffee is brewed as per workplace procedure  3 .9 Espresso volume and extraction time is checked and  monitored as per workplace procedure |

|  |  |
| --- | --- |
|  | 3 .10 Shot crema is inspected as per workplace procedure |
| 1. Prepare brewed coffee | 4 .1 Coffee brewing method is selected as per customer coffee brew preference  4 .2 Coffee beans are weighted or measured as per desired brewing method  4 .3 Coffee is brewed as per desired brewing time of the method  4 .4 Brewed coffee is served as per workplace procedure |
| 1. Prepare espresso-based beverage | 5 .1 Espresso-based beverage brewing method is selected as per beverage ordered  5 .2 ***Hot and cold espresso-based beverages*** are prepared as per method of preparation   1. .3 Appropriate ***cups or glasses and accessories*** are used according to beverage order    1. Espresso shot is used as per espresso –based beverage order    2. Espresso is served as per service procedure. . |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

| **Variable** | **Range** |
| --- | --- |
| 1. Dates and labels may include but not limited to: | * Manufacturers dates * Expiry dates * Beverage composition * Brand names * Country of origin * Flavor profile descriptions |
| 1. Barista tools and equipment may include but not limited to: | * Espresso machine * Coffee grinder * Milk frother/steamer * Tamper * Portafilter * Scales for precise measurements * Thermometer * Knock box (for used coffee grounds) * Cleaning brushes and cloths |
| 1. Garnishes may include but not limited to: | * Orange zest * Mint sprig * Lime wheel * dusting * Olives |
| 1. Electronic gadgets may include but not limited to: | * Point Of Sale System * Ice Maker * Refrigerator * Blender |
| 1. Guests may include but not limited to: | * Leisure Travelers * Business Travelers * Digital Nomads * Adventure Travelers |
| 1. Menu may include but not limited to: | * Coffee Menu * Beverage List |
| 1. Hot and cold espresso-based beverages may include but not limited to: | * Cappuccino * Latte * Americano * Mocha * Espresso shot * Iced latte * Cold brew * Dagona * Macchiato |
| 1. Cups or glasses and accessories may include but not limited | * Espresso cups * Cappuccino cups * Latte glasses * To-go cups with lids * Saucers * Stirrers or spoons * Straws (reusable or biodegradable) * Cup sleeves * Napkins |
| 1. Ingredient may include but not limited to: | * Modifiers * Bitter * Sweeteners * Base |

**REQUIRED KNOWLEDGE AND SKILLS**

The individual needs to demonstrate knowledge of:

* Coffee bean varieties and their characteristics
* Roasting profiles and their impact on flavor
* Grinding techniques and appropriate grind sizes for different brewing methods
* Various brewing methods (e.g., espresso, pour-over, French press)
* Milk texturing techniques
* Coffee drink recipes and ratios
* Equipment maintenance and cleaning procedures

Skills

The individual needs to demonstrate the following skills:

* Customer service skills
* Active listening skill
* Good memory
* Excellent verbal communication skill
* Sales skill
* Teamwork skill
* Multitasking skill
* Precise coffee dosing and tamping
* Proper operation of espresso machines and grinders
* Milk steaming and latte art techniques
* Time management and efficiency in drink preparation
* Sensory skills for taste and quality control
* Customer service and communication
* Cleanliness and hygiene practices

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Checked dates and labels as per workplace procedures.   2. Prepared garnishes according to work procedure.   3. Welcomed guests as per workplace procedure.   4. Presented menus as per the workplace procedures.   5. Took and verified orders as per workplace procedure.   6. Set up and prepared espresso machine as per workplace Procedure.   7. Dosed coffee at right pressure as per workplace procedure.   8. Tamped ground coffee as per workplace procedure.   9. Brewed coffee as per workplace procedure.   10. Served brewed coffee immediately as per workplace procedure.   11. Prepared hot and cold espresso-based beverages as per method of preparation.   12. Used good espresso shot as per espresso-based beverage ordered. |
| 2. Resource Implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place.   2. Access to relevant work environments.   3. Resources relevant to the proposed activities or task. |
| 3. Methods of Assessment | Competency may be accessed through:   * 1. Oral assessment   2. Practical assessment   3. Portfolio of evidence   4. party report   5. Written assessment   6. Project assessment |
| 4. Context of Assessment | Competency may be assessed:   * 1. Workplace environment   2. Simulated workplace environment.   3. Training institution |
| 5. Guidance information for  assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

# SERVE BAR BEVERAGES AND SNACKS

**UNIT CODE:** **1013 354 08A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to **SERVE BAR BEVERAGES AND SNACKS**

It involves presenting beverage and snack menu, taking beverage and snack orders, serving bar beverages, presenting guest bill and receive beverage and snack payment.

This standard applies in hospitality industry.

ELEMENTS AND PERFORMANCE CRITERIA

| **ELEMENT**  These describe the **key outcomes** which make up **workplace function**. | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the range.*** |
| --- | --- |
| 1. Present beverage and snack menu | * 1. ***Guests*** are welcomed as per workplace procedure   2. Guests are acknowledged as per establishment procedure   3. ***Types of beverages and snacks*** are presented and explained to guest as per workplace procedure   4. ***Beverage labels*** are interpreted to guest as per workplace procedure   5. ***Range of drinks and snacks*** are suggested as per recipe   6. Customer is assisted in selecting beverages and snacks as per the drink list and snack menu. |
| 2. Take beverage and snack order | * 1. Order is taken and verified with customer as per workplace procedure   2. Recommendation are suggested to guest as per workplace procedure   3. Beverage and snack information is provided as per workplace procedure   4. Beverage and snack mis-en-place is completed as per workplace procedure   5. Order is recorded as per workplace procedure   6. Order is posted in point of sale as per work procedures   7. Order slip is prepared as per service/workplace procedure |
| 3. Serve bar beverages | 3 .1 ***Bar glasses and accessories*** are prepared as per workplace procedure  3 .2 Order is picked as per order slip and workplace procedure 3 .3 Guest is asked when to open beverage and serve the  snack as per workplace procedure  3 .4 Beverage is opened and presented to the guest as per service/workplace procedure.  3 .5 Beverage and snack is served upon guest approval as per work place procedure.  3.7 Used and empty glasses are cleared as per safety and sanitary and workplace procedure |
| 4. Present guest bill | 4 .1 Guest satisfaction is assessed as per workplace procedure 4 .2 Bill is presented to guest as per workplace procedure  4 .3 Mode of payment is presented as per workplace procedure |
| 5. Receive beverage and snack payment | 5 .1 Cash or other payment forms are verified as per workplace procedure  5 .2 Guest payment is validated as per workplace procedure 5 .3 Payment receipt is printed out and given to guest as per  workplace procedure  5 .4 Guest is appreciated as per workplace procedure |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| Guests may include but not limited to: | * Regular patrons * Business professionals * Tourists * Couples on dates * Groups celebrating special occasions |

|  |  |
| --- | --- |
| Types of beverages may include but not limited to: | * Cocktails * Beer (draft and bottled) * Wine (red, white, sparkling) * Spirits (whiskey, vodka, gin, etc.) * Non-alcoholic options (mocktails, soft drinks) |
| Beverage labels may include but not limited to: | * Brand names * Alcohol content percentage * Country of origin * Vintage (for wines) * Flavor profile descriptions |
| Range of drinks may include but not limited to: | * Classic cocktails (e.g., Martini, Old Fashioned) * Signature house cocktails * Local craft beers * Premium spirits * Seasonal specials |
| Bar glasses and accessories may include but not limited to: | * Highball glasses * Martini glasses * Wine glasses * Shot glasses * Cocktail shakers and strainers |
| Mode of payment may  include but not limited to: | * Cash * Credit/debit cards * Mobile payment apps * Bar tabs * Gift cards or vouchers |

REQUIRED KNOWLEDGE AND SKILLS

Required Knowledge

The individual needs to demonstrate knowledge of:

* Preparation method
* Product knowledge
* Types of alcoholic and non-alcoholic beverages
* Proper glassware for different drinks
* Bar snacks and appetizers menu
* Responsible service of alcohol regulations
* Basic food safety and hygiene practices
* Mixing techniques for various cocktails
* Garnishing and presentation standards

Required Skills

The individual needs to demonstrate the following skills:

* Customer service skills
* Active listening skill
* Good memory
* Excellent verbal communication skill
* Sales skill
* Teamwork skill
* Time management skill
* Multitasking skill
* Accurate pouring and measuring of drinks
* Multitasking in a fast-paced environment
* Customer service and communication
* Cash handling and point-of-sale system operation
* Conflict resolution and problem-solving
* Time management and prioritization
* Teamwork and collaboration with kitchen staff
* Mixing techniques for various cocktails

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Welcomed guests as per workplace procedure.   2. Presented and explained types of beverages to guests as per workplace procedure.   3. Took and verified orders with customers as per   4. workplace procedure   5. Provided beverage information as per workplace procedure.   6. Completed beverage mise en place as per workplace procedure.   7. Recorded orders as per workplace procedure.   8. Posted orders in point of sale as per work procedures.   9. Prepared order slips as per workplace procedure.   10. Prepared bar glasses and accessories as per workplace procedure.   11. Picked orders as per order slip and workplace procedure.   12. Applied multiple beverage service sequence as per workplace procedure.   13. Assessed guest satisfaction as per workplace procedure.   14. Presented bills to guests as per workplace procedure. |
| 1. Resource Implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place.   2. Access to relevant work environments.   Resources relevant to the proposed activities or task. |
| 1. Methods of Assessment | Competency may be accessed through: 3 .1 Oral assessment  3 .2 Practical assessment  3 .3 Portfolio of evidence  3 .4 Third party report  3 .5 Written assessment  3 .6 Project assessment |
| 1. Context of Assessment | Competency may be assessed:   * Workplace Environment   Simulated Workplace Environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |