Some skills of the Certificate II in Hospitality are given below. They are expressed as the instructions given to students. The boldface heading will make it easier for you to navigate them.

Does the candidate consistently meet your organisation’s performance standards for these skills?

You may answer yes or no. (You may also answer "Not applicable", "Very competent", or "Don't know"). There is also a space for your comments.

When finished, please check that you have marked all boxes.

Prepare and serve non-alcoholic beverages

This unit is about preparing and serving a range of teas, coffees and other non-alcoholic beverages in your cafe. It doesn’t include extracting and serving espresso coffee, which is covered in another unit.

The candidate needs to prepare quantities of quality drink within realistic timeframes for multiple customers simultaneously. The exact range of beverages will vary according to the cafe.

Prepare
Prepare beforehand all the ingredients and equipment for all non-alcoholic drinks on the menu.

Serve a range of non-alcoholic drinks
1. Respond to customer requests by identifying the name and style of drink.
2. Select and assemble the correct ingredients, equipment and relevant machinery according to the practices in your cafe.
3. Prepare drinks correctly:
   • Use the correct methods
   • Follow standard recipes
   • Give the customer what they requested
   • Get the strength, taste, temperature and appearance right
   • Get it fast done enough
4. Present drinks attractively in the right crockery or glassware:
   • Garnish them attractively (where appropriate)
   • Follow the standard expected in your cafe.

Use and maintain equipment
You will need to use the range of equipment for preparing non-alcoholic drinks in that café.
1. Use machinery and equipment safely Keep to the manufacturer’s specifications and follow hygiene and safety rules
2. Clean machinery and equipment regularly and maintain it:
   a. Follow the manufacturer’s specifications
   b. Keep to your cafe's cleaning and maintenance schedules.
3. Identify problems promptly and report them to your supervisor.
Your café needs to have a drinks service area with suitable equipment for making and serving coffee, tea and other non-alcoholic drinks. It needs to have:

- tea and coffee-making equipment
- cold drink equipment, such as juicers and blenders
- hot and cold drink crockery or glassware
- refrigeration
- kettles and heating equipment

Other required skills:
1. OHS, hygiene and food safety, including posture at workstation and use of coffee machines and other equipment
2. customer service skills for determining customer requirements, expectations, and preferences
3. solve any problems with drinks curdling, coffee too strong or milk not texturising
4. communicating with customers and other team members (clarifying requirements, giving information, listening to people and interpreting what they say correctly interpret non-verbal communication)
5. reading drinks recipes
6. calculating amounts of ingredients for drinks and increase amounts for larger quantities or multiple orders.

---

### Prepare and serve espresso coffee

**SITHFAB012A**

This unit is about extracting and serving espresso coffee using a commercial espresso machine. It also includes storing coffee and looking after the machinery.

Care and maintenance procedures for machines can vary according to the manufacturer's recommendations and warranty conditions. Dosage measuring may be mechanical or electronic. Dosing also refers to selecting the correct amount of ground coffee, appropriate particle grind size and prevailing conditions such as ambient humidity. An espresso coffee is the basis of most coffee-based beverages.

To do this unit, you'll need:

1. a workstation with industry-current commercial espresso machine and appropriate equipment, including:
   - thermometer
   - coffee grinders or mills
   - serviceware, including cups, saucers, glasses, mugs and flatware
   - weighing and measuring equipment
   - storage bins in appropriate sizes and materials
   - blind or blank filters
   - tampers
   - espresso cleaning detergent
   - bins for discarded pucks or grind tubes
2. access to a range of coffee types and commodities

In all you do as a barista, follow workplace hygiene procedures and food safety regulations and OHS, safe work practices when including safely using equipment, and your posture at the workstation.

### Organize and prepare your work areas

Organize the coffee workstation to enable efficient workflow and easy access to equipment and commodities. Follow workplace safety and hygiene practices as you go.

Follow your organization's requirements to:
- develop preparation and work routines.
• complete mise en place and preparation for coffee service

Store coffee and other commodities in suitable airtight containers and conditions to maintain their quality and freshness.

Serve customers
Serve customers and advise them about coffee types and characteristics where appropriate. Find out their Determine customer coffee preferences and requirements, and offer coffee style choices and accompaniments accordingly.

Select and grind coffee
Select coffee and grind it to the correct particle size, according to your organization's requirements and customer preferences. Consider any environmental and equipment factors affecting dosage, and adjust grind and dose accordingly.

Extract coffee
1. Select appropriate cups or glassware and ensure they are warm before preparation.
2. Measure or dispense required dosage and place it into clean filter basket, tamping coffee evenly using correct pressure.
3. Ensure group head is clean prior to inserting group handle.
4. Monitor water and pump pressure, and moderate between cycles, according to your organization's procedures.
5. Analyze extraction rate and adjust it where appropriate.
6. Assess the quality of extraction visually and verify the flavor if you need to.
7. Check spent grounds (puck or cake) to identify any required adjustments to dosage and technique.
8. Release or purge water for two seconds from the group head before placement of group handle to extract coffee.

Texture milk
1. Select correct cold milk and appropriate clean, cold jug according to espresso requirements and quantity on order.
2. Expel excess water from steam wand before and after texturising milk and wipe clean after use.
3. Texture milk according to milk type and specific order requirements.
4. Combine foam and milk through rolling, ensuring even consistency.
5. Pour milk promptly, evenly and consistently, according to coffee style and customer preferences.

Serve and present quality espresso coffee
Present coffee attractively using clean ceramic or glass cups and avoiding drips and spills. It should be the required temperature, according to customer requirements and style, with appropriate crema, milk froth and accompaniments.

Clean and maintain the espresso machine
Follow required OHS and your organization's requirements throughout all cleaning and maintenance procedures. Clean all machine and parts thoroughly and safely according to manufacturer specifications and enterprise policies and procedures, using appropriate cleaning methods and recommended cleaning products and materials. You must use a range of techniques including:
• wet techniques: using warm water with recommended detergent for soaking various parts and cleaning with sponge, damp cloth or scourer (only for group handle)
• dry techniques: using a damp cloth followed by a dry cloth.

Other cleaning procedures will vary according to your cafe include:
• wiping down entire machine to ensure cleanliness
• purging reservoir of hot water, releasing steam and backwashing the machine with an appropriate cleaning solution
• pouring boiling water to clean drainage pipes
• backflushing the machine at the end of a service cycle, using clean water to ensure no chemical and other residues are left
• cleaning the bean hopper using wet method, and drying thoroughly before refilling and storing
• brushing out dispensers
• cleaning all remaining parts using dry cleaning method
• backflushing group heads according to recommended industry methods, using a blank filter and appropriate machine detergent
• using colour-coded cloths, such as using blue for general cleaning and yellow for cleaning and wrapping steam wands
• wiping steamer wands after each use, using a damp cloth
• where there is build-up or caked-on product, wrapping steamer wands in a clean cloth, opening the valve and allowing hot water, with steam venting, to soften caked-on milk and then wiping with a damp cloth
• washing drip trays
• removing shower screens and diffusers if appropriate, cleaning using wet method and reassembling
• cleaning around the inside of the group head using an appropriate brush or cloth
• cleaning group handle and filter basket and steam arm spout after removing, using the wet method.

Carry out allied end of service activities.
1. removing beans from hoppers at the end of service day or shift
2. storing according to enterprise requirements.

Keep an eye on how well the espresso machine and grinder are working while you use it. If you notice defects or faults or decreased efficiency, take the appropriate action to do something about it. In any case, you have to follow your organization's policies and procedures, OHS, and warranty requirements. You have to be able to realize when you need someone else to come and help.

You'll need to be in a real coffee outlet preparing quantities of quality coffee items within realistic timeframes for multiple customers simultaneously.

Other required skills:
1. OHS, hygiene and food safety
2. techniques for dosing, tamping and purging group head
3. extracting and presenting quality coffee
4. correctly calculating and measuring doses of coffee
5. recognizing quality in espresso coffee, and identifying factors affecting quality and how they affect the outcomes
6. addressing problems during preparation and service of espresso coffee

You'll have to be able to prepare and serve all the following coffee types to meet various customer requirements.
• short black (espresso)
• long black
• cappuccino
• flat white
• caffe latte
• short and long macchiato
• mocha.

Apply point-of-sale handling procedures

SIRXCCS001A

This unit is about how to be the cashier at the till in a cafe. In this job, you have to be able to:
• interact with customers
• use point-of-sale equipment (till, credit card/EFTPOS, etc.)
• process a number of methods of payment and,
• apply cafe policies and procedures to various transactions, and
• pack or wrap any items that you sell and arrange transport for goods where required.

Note: you need to follow your cafe's procedures very closely.

Some of these skills apply more to a supermarket checkout, but you will probably still need them if you sell items to be taken away.
Use the point-of-sale equipment
These items are about using the till, and don't refer to the procedure for processing a transaction.
1. Operate the point-of-sale equipment according to the way it was designed to be used.
2. Open and close the point-of-sale terminal.
3. Clear point-of-sale terminal and transfer tender.
4. Handle cash according to your cafe's security procedures.
5. Keep supplies of enough change in your till.
6. Attend active point-of-sale terminals.
7. Complete records for transaction errors.
8. Keep adequate supplies of dockets, vouchers and any other point-of-sale documents.

Use numbers in the workplace
1. Accurately list a range of possible retail workplace numerical problems.
2. Collect numerical information from various sources and calculate accurately with or without the use of a calculator.

Do point-of-sale transactions
Complete point-of-sale transactions. Follow the right procedure, whether it is cash or non-cash.
1. Move goods through the point-of-sale area efficiently. Pay attention to fragile items and packaging.
2. Enter information into point-of-sale equipment. You need to be accurate.
3. State the price or the total and the amount of cash received verbally to the customer.
4. Give the customer the correct change.

Follow the right procedure for exchanges and returns. (In the food industry, This usually means that you give the customer a fresh drink or food item if the one served is stale or unpalatable. "Returns" means full refund, which is quite uncommon.)

Complete sales
1. Complete customer order forms, invoices, and receipts accurately.
2. Find out if the customer wants the items delivered. If he/she does, find out the requirements (when, where, costs) and process them straight away. Accuracy is important, the details have to be right and legible e.g. addresses, phone numbers.
3. Process the sale without undue delay.

Wrap and pack goods
1. Keep enough wrapping material or bags on hand. If you run out, ask for more.
2. If you need to wrap something:
   • Choose the right packaging material for the item(s) and wrap it neatly and effectively.
   • Then pack items safely to avoid damage in transit (e.g. Put heavy items at the bottom, and crushable items on top. Don't overload bags or they might split open.)
   • Attach labels if needed.
   • Arrange for the items to go to parcel pick-up or delivery if required.

You'll have the relevant documentation:
• menus with prices
• price lists of counter items
• store policy and procedures manuals

Required skills:
1. Communicating with your customers:
   a. active listening (trying to understand what people mean)
   b. verbal and non verbal communication
   c. asking questions
2. Dealing with different kinds of transactions
3. Wrapping and packing
4. Checking bags
5. Handling merchandise correctly
6. Reading and understanding sales and delivery documents
7. Always giving the right change.
8. Using number information accurately (interpret, calculate and record it.)
9. Using your point-of-sale equipment according to procedure, including
   a. registers
   b. numerical display board
   c. calculators
   d. electronic scales
   e. scanners.
10. Handling cash and non-cash procedures including opening and closing point-of-sale terminal
11. Cleaning your terminal and transferring tender:
    a. maintaining a cash float
    b. tendering change
    c. counting cash
    d. calculating non-cash documents
    e. balancing point-of-sale equipment
    f. recording takings
    g. security of cash and non-cash transactions
    h. change required and denominations of change

Clean premises and equipment

SITHACS006A

This unit is about doing general cleaning duties as part of your job in a cafe. You need to be able to apply techniques to clean both wet and dry areas as well as know about your cleaning equipment and materials, including key safety and environmental issues. You’ll work under guidance and supervision.

Your cafe will have specific procedures for doing most (or all) these tasks, and you must follow them even if they are not written down.

Set up equipment and materials

Choose the right equipment for the kind of cleaning you are going to do, and check that it is clean and in safe working condition before you use it.

For this unit, you must be able to use:
- electrically operated equipment such as scrubbers, polishers and vacuum cleaners
- brushes and brooms
- mops and buckets
- dusters and pans
- garbage receptacles.

Choose the right cleaning products for the job. You may have to prepare some prepare suitable wet and dry cleaning agents and chemicals according to the manufacturer’s instructions and OHS and environmental requirements. You might also need to use the right protective clothing (e.g. gloves).

In particular, you will need to take care with chemicals that can be dangerous. Read the instructions on containers and make sure you understand them.

Clean wet and dry areas and associated equipment

Prepare wet and dry areas to be cleaned and identify any hazards e.g.
- spillover
- breakages, including broken glass
- wet or slippery surfaces
- broken or damaged furniture
- fumes
- blood
- sharp objects, including knives and skewers
- surgical dressings
- fat and oil
- heated utensils and surfaces
- sharp food scraps, including bones and crustacean shells.

Place warning signs (or barricade) the work area to reduce risk to people.
Chose the right cleaning product for each specific area of the job and particular equipment or surface. Use it correctly; follow manufacturer recommendations (usually on the label) and safety procedures.

Use your cleaning equipment correctly and safely. (Usually not much of a problem. the most common mistake is reaching out too far from a ladder when cleaning windows.) Floor buffers can be difficult to control until you get the knack of it.

Dispose of garbage and used chemicals safely. (Follow hygiene and safety rules and environmental laws.)

**Maintain and store cleaning equipment and chemicals**

Clean your equipment after you've used it according to any specific manufacturer instructions for the equipment. As you go, look after it. Carry out or arrange routine maintenance. As you go, identify any faults and report them.

You should have a planned program for preventative maintenance. It may include wiping down, cleaning, sanitizing, drying out, and/or dismantling and reassembling.

Put things away. Store equipment in the right place so that it is ready to be used again, and store chemicals according to OHS rules.

Do these procedures:

- Set up equipment and materials
- Clean wet and dry areas and associated equipment.
- Maintain and store cleaning equipment and chemicals
- Safe handling of common cleaning equipment used in the relevant work context
- Safe handling and treatment of common hazards encountered in areas to be cleaned, including all the following:
  - Prepare wet and dry areas to be cleaned and identify any hazards

**Required skills**

1. You follow the guidelines for OHS, hygiene and food safety
2. You organize yourself well
3. You can read and interpret product labels and safety instructions correctly
4. You can calculate quantities of chemicals and other cleaning agents
5. You can select and use relevant equipment and cleaning agents safely, efficiently and according to acceptable cleaning routines and timeframes in your cafe
6. You can finish your cleaning tasks quickly enough for a real business

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Prepare sandwiches**

**SITHCCC007A**

This unit is about preparing and presenting a variety of sandwiches in a cafe or catering operation. You will usually be working under supervision and as part of a team.

Sandwiches vary according to the particular cafe. They may be classical or modern, hot or cold, of varying cultural and ethnic origins, and use a variety of fillings and types of bread. Sandwiches may be pre-prepared or made on demand according to customer requests. The preparation, presentation and storage potential of sandwiches will depend on bread types and fillings. It is reasonable for the cafe manager to expect you to be able to competently prepare all kinds of sandwiches on the menu.

Prepare a variety of sandwiches of different kinds, including classical and contemporary. Select suitable bases from a range of bread types, and make sandwiches using the correct ingredients according to customer requests and the standard required in your cafe. The standard must ensure:

- timeframe
- a neat presentation
- appropriate ingredient combinations
- precise and uniformly cut ingredients
- uniform size and shape
- attractive serviceware and garnishes.

Use a range of appropriate techniques. You must consider:
- following a logical sequence and time-efficient work flow
- bread type
- ingredients, nature and consistency of fillings
- need for chilling
- use of plastic wrap or foil
- use of bulk-storage containers
- use of customized containers for display, presentation and sale.
- choosing the right item of equipment for toasting and heating and using it correctly and safely.

Present sandwiches attractively, using suitable garnishes and serviceware. You will be assessed for creative presentation techniques.

Store sandwiches hygienically at the correct temperature and conditions to maintain freshness and quality. See the state guidelines for how long they may be stored before they must be thrown out.

Other skills:
1. safe work practices, particularly in relation to cutting and slicing
2. Ways of minimizing waste and environmental considerations
3. solving any problems (e.g. shortages of food items, mistakes or problems in the sandwiches you made, and equipment failure)
4. listening, understanding and clarifying customer requirements
5. giving information and interpreting non-verbal communication
6. reading orders and menus
7. calculating quantities and portions against sandwich orders
8. organizational skills and teamwork
9. handling food hygienically.

---

Organise and prepare food
SITHCCC001A

This unit is about how to organise and prepare a variety of foods for the kitchen of a hospitality operation. It focuses on general food preparation techniques.

The term ‘organising and preparing food’ is also referred to as ‘mise en place’ and includes basic preparation prior to serving food, which may involve cooking components of a dish but does not include the actual presentation.

Note: It's unlikely that you will be able to meet all this unit's requirements by setting up for making sandwiches. It refers to setting up for table services meals.

Prepare and use equipment
Choose the right kind of equipment of the correct type and size for the job, and ensure that it is clean, safely assembled and ready before you use it. The use it correctly, safely and hygienically. You must be able to use:
- knives, cleavers and utensils
- food processors, blenders and mixers
- slicers
- grills or salamanders
- fryers
- large fixed equipment, such as bains marie and fridges.
Assemble and prepare ingredients for menu items
Choose the right ingredients to prepare according to standard recipes, recipe cards or your cafe’s requirements. Then assemble them in the correct quantity, type and quality. Then prepare them in the required form. You need to do the job fast enough to meet your cafe's timeframe.

Prepare dairy, dry goods, fruits and vegetables.
1. Prepare food according to correct weight, amount and number of portions.
2. Clean, peel and prepare vegetables and fruit as required for menu items.
3. Prepare dairy products as required for menu items, ensuring they are correctly handled.
4. Measure, sift where appropriate, and use dry goods as required for menu items.
5. Prepare general food items as required for menus. These must include the use of:
   a. dairy products, including milk, yoghurt, cheeses and alternatives, e.g. soy products
   b. dry goods, such as flours, sugars, pastas and rice
   c. standard fruit and vegetables
   d. general food items such as sauces, condiments and flavourings, garnishes, coatings and batters and meat, seafood and poultry that may be fresh, frozen, preserved or pre-prepared.
Note: they may also include the use of meat products such as standard cuts, sausages, hams and salami.

Prepare meat, seafood, and poultry
1. Prepare and portion meat, seafood and poultry accurately, according to size, weight and required menu items.
2. Trim, mince or slice and prepare meat correctly.
3. Clean, prepare and fillet fish and seafood correctly.
4. Trim and prepare poultry correctly.
5. Store meat, seafood and poultry hygienically.

You must be assessed for this unit in the normal operations of a fully equipped commercial kitchen that uses industry-current equipment. You also have to have normal ratios of kitchen staff to customers in a commercial kitchen.

Required skills:
1. Working safely
2. Hygiene and food safety
3. Using a logical and time-efficient work flow
4. Meeting realistic workplace time constraints.
5. Using knives safely with good techniques for foods needed for menu items
6. Ways of minimizing waste and environmental considerations
7. Solving minor problems, such as shortages of ingredients
8. Reading and interpreting recipes, menus, instructions and orders
9. Correctly calculating portions, and weigh and measure quantities of ingredients.

Serve food and beverage to customers
SITHFAB003A

This unit is about serving food and beverage to customers in hospitality settings. People doing this role usually work in a team with a supervisor.

Your cafe will normally have its own particular skill requirements and service standards, even if they are not written down.

Most of these relate to making the dining experience a positive, memorable experience for customers, so that they come back. In other words, you are not doing enough if you only “do the job” correctly. You need to impress customers with good service.
Setup before any customers come in
1. Check that the environment is comfortable and ambient for customers. You might need to prepare and adjust lighting, room temperature, music, decorations and displays, privacy, and background noise.
2. Arrange furniture:
   a. Your cafe will probably have a standard arrangement of furniture. You will usually need to set up furniture that way, but sometimes it might need to be different for groups or customer requests.
   b. Check that furniture and fittings are clean and in good condition and fix anything wrong. (Your cafe should have a procedure.)
   c. Check that furniture is stable.
   d. Make sure the arrangement is safe and gives convenient access for both customers and staff.
   e. Check that emergency access is good.
3. Check and prepare your equipment. Remove, clean or replace anything that is not up to your cafe's standards. The equipment will vary but usually includes things like glassware, crockery, overlays and napkins, placemats/tablecloths, cutlery, etc. etc.
4. Display food and beverage items according to your cafe's standards. Check that the display also meets any legal requirements e.g. consumer laws, OHS, food hygiene. For example, put the right labels and prices on items, make sure that customers can't contaminate buffet food,

Welcome customers
1. Greet customers on arrival. You need to meet your cafe's service standards.
2. Give customers clear explanations and descriptions of like:
   - menu choices, options and availability, information about food and beverages, specials,
   - information about the location or area, location of customer facilities.
3. Make recommendations and suggestions to customers to help them make menu choices.
4. Answer customers' questions on menu items. You need to get it right and be courteous.

Take and process orders
1. Take and record orders accurately and legibly using your cafe's format and convey them promptly to the kitchen (or bar), where appropriate.
2. Follow your cafe's procedure to use the ordering system.
3. Relay information about any special requests or dietary or cultural requirements to relevant person where appropriate.
4. Set the table to suit the customer's order with glassware, serviceware and cutlery, etc. Follow your cafe's procedure, although it probably won't be all that complicated. (In an a la carte restaurant, however, the procedure is quite complex.)
5. Process accounts and receive payment at the appropriate time. Follow your cafe's procedure, which will vary between cafe's:
   - You might just hand it to a cashier to process.
   - You might be required to use the cash register, do an EFTPOS or take a credit card either at the till, or give table service billing.

Serve and clear food and drinks
1. Collect food and beverage promptly from kitchen or bar, check it for accuracy (i.e. suits the order), check the presentation, and take them to customers safely.
2. Serve food and beverage courteously and to the correct person. (Follow your cafe's standards and hygiene requirements.
3. Promptly recognize and follow up any delays or deficiencies in service.
4. Advise customers about any delays or problems and reassure them.
5. At the appropriate time, check that customers are satisfied.
6. Take used items from the table in a timely manner and take them safely to the right place for them to be cleaned.
7. Dispose of leftover food and disposables. (Follow your cafe's procedure and hygiene regulations.)
8. Dispose of recyclable items according to local regulations and your cafe's procedure.)
9. Thank customers and farewell them politely.

Close down after service
1. Clear, clean, dismantle and store furniture and equipment. Follow your cafe's procedure and safety requirements (e.g. for lifting).
2. Prepare and set up for the next service. It is not the standard set-up, your supervisor will tell you what to do. Follow your cafe’s procedure.

3. As appropriate, review and evaluate services and identify possible improvements. You can do this with colleagues. For example, you might consider:
   - better ways to handle problems with customers
   - equipment problems
   - menu revision
   - better furniture arrangements
   - more efficient procedures
   - ways to improve customers’ cafe experience
   - merchandising opportunities
   - customer loyalty programs.

4. Do the handover to incoming colleagues and tell them anything they need to know.

The cafe or restaurant needs industry-current equipment as follows

- tables and chairs
- condiments
- counter or waiter’s station
- tea and coffee-making facilities
- selected linen
- assorted cutlery
- menus and drink lists
- crockery, including cups, plates and jugs
- serviettes
- glassware
- docket books or computerized ordering system
- sugar bowls or dispensers
- Point of sale (POS) system

Required skills:
1. OHS, hygiene and food safety
2. meet, greet and interact positively with customers
3. use service techniques appropriate to your cafe, including plate carrying
4. solve any problems with menu changes, unavailable items, and difficult customers
5. communicate (e.g. liaise with customers and other team members, clarify requirements, give information, and listen to and interpret information and non-verbal communication)
6. use your cafe’s ordering systems and equipment
7. read menus and orders
8. calculate customer accounts.

Apply food and beverage skills in the workplace

SITHFAB020A

This unit is about:
- organizing
- preparing and serving food, and
- preparing and serving alcoholic and non-alcoholic beverages.

About the job
You’ll have to integrate all aspects of organizing, preparing and serving a variety of menu items and alcoholic and non-alcoholic beverage items for a service period in a hospitality enterprise. You’ll need to use a range of service methods and team coordination skills.

Your restaurant will have a procedure for these tasks, OHS and hygiene, even if it is not written down. It may also have a set of policies. You will need to follow them all as well as any legal requirements. You also have to consider the environment in what you do.

Prepare before customers come
1. The food and beverage service must cover shifts for lunch, dinner, and functions.
2. Follow a jobs checklist and work schedule according to your cafe’s procedures to prepare for food and beverage service.
3. Liaise with other team members on the table and room set-up, the type of menu, the style of service, and the wine and drinks list.
4. Liaise with the chef about the menu, available portions, and specials.
5. Carry out set up (mise en place) according to enterprise procedures and requirements. This may include:
   • preparing bar garnishes, condiments and other commodities
   • preparing alcoholic and non-alcoholic beverage orders
   • assembling and preparing items and ingredients for silver or gueridon service
   • organizing serviceware and equipment.
6. Check the following according to your restaurant procedures:
   • bar stock and food items are available,
   • equipment is clean
   • there is enough equipment

Serve menu, bar and wine list items to customers
1. Greet customers courteously and appropriately according to the allocated table plan and inform them of any of the following that they need to know:
   • food menu options, choices and specials
   • about the food, alcoholic and non-alcoholic beverages
   • wine and cocktail drink list choices and specials
   • local area knowledge and venue facilities.
2. Recommend menu items and alcoholic and non-alcoholic beverages to meet individual needs, special requests or dietary requirements of customers and up-sell as appropriate.
3. Prepare quality customer service and deal appropriately with complaints according to enterprise procedures.
4. Work cooperatively as part of the floor or bar team and according to the work plan.
5. Provide quality customer service and deal appropriately with complaints according to enterprise procedures.
6. Identify problems, determine possible solutions and do something to solve the problem when it's your job to do so.
7. Process accounts and payment and farewell customers.

Complete end of service procedures
1. Complete end of service procedures. These will vary between restaurants, but may include
   • safely storing food and beverage items
   • cleaning floors, bar areas, and equipment
   • restocking
   • preparations for the next service period.
2. Store food and beverage service items, equipment and commodities appropriately to minimize waste.
3. Check bar closing stock, prepare a requisition for replacement stock and complete timesheets where appropriate.
4. Join in debriefing sessions with colleagues where appropriate, and identify possible improvements.

You have to have served lunch, dinner, and functions. It must cover at least two service styles (e.g. cafe or bistro, table d'hôte, à la carte, functions) and menu items.

Required skills:
1. Following legal requirements including OHS and using safe and hygienic work practices for food and beverage services that follow your restaurant's procedures.
2. Planning and organizing your work:
   a. doing important things first
   b. doing tasks in a logical sequence
   c. collecting information and resources
   d. working within or setting timelines
   e. carry out a number of activities effectively and simultaneously
   f. keep work areas clean and tidy
   g. dealing with disposables and recyclables
3. Serving food and drink
   a. serve of a wide range of food and beverage items for a menu
b. integrating and applying food and beverage service skills, including mise en place, service procedures, close down and customer relations

4. Work in a team:
   a. join in the service process and work flow as part of a team and take responsibility for your own work and the quality of outcomes
   b. supporting other team members when they need it
   c. dealing effectively with colleagues

5. Dealing effectively with a diverse range of customers; meet, greet and interact positively with them throughout the hospitality experience

6. Deal with typical problems such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Provide responsible service of alcohol**

SITHFAB009A

This unit is about responsibly selling or serving alcohol. Liquor licensing laws require that you take an approach to minimize harm. All licensed venues are legally required to participate in the management of public safety through the responsible sale and service of alcohol.

This unit applies to:
- any workplace where alcohol is served and sold, even including serving alcohol samples during on-site product tastings.
- anybody doing a national qualification that includes selling and serving alcohol.
- to all levels of sales personnel involved in the sale or service and promotional service of alcohol in licensed premises, including the licencee when involved in sales. Those selling and serving alcohol may include food and beverage attendants; retail liquor sales persons; winery, brewery and distillery cellar door staff; supplier sales representatives and the licencee.

You should interpret these requirements according to your particular workplace.

**1 Sell or serve alcohol responsibly.**
1. Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles.
2. Provide accurate information to customers on alcoholic beverages according to enterprise or house policy and government legislation, including types, strengths, standard drinks and the alcoholic percentages of a range of frequently sold alcoholic beverages.
3. Assist customers with information on the range of non-alcoholic beverages available for purchase.
4. Identify issues related to the sale and service of alcohol to different types of customers, especially those at risk, and incorporate them into sales or service.

**2 Help customers to drink within appropriate limits.**
1. Prepare and serve standard drinks or samples according to industry requirements.
2. Encourage customers courteously and diplomatically to drink within appropriate limits.
3. Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action.
4. Monitor emotional and physical state of patrons for signs of intoxication and ill effects of illicit or other drug usage.
5. Where appropriate, offer food and non-alcoholic beverages.
6. Politely decline requests for alcohol to be dispensed in a manner that is irresponsible, or which encourages the rapid or excessive consumption of alcohol, and advise customers of the reasons for the refusal.

**3 Assess alcohol-affected customers and identify customers to whom sale or service must be refused**
1. Assess intoxication levels of customers using a number of methods. These include
   a. observing changes in behaviour,
   b. observing emotional and physical state of customers,
c. monitoring noise levels and
d. monitoring drink purchases.

2. When you assess intoxication, take into account factors that may affect individual responses to alcohol.

3. Identify customers to whom you must legally refuse to sell or serve alcohol. These include minors, those purchasing on behalf of minors, intoxicated persons, and persons affected by the consumption of illicit and other drugs.

4. Where appropriate, request and get acceptable proof of age before sale or service.

4 Refuse to provide alcohol
1. Refuse service in a polite manner and state reasons for the refusal.
2. Speak to intoxicated customers in a suitable and consistent manner. Minimise confrontation and arguments and point out signage where relevant.
3. Give appropriate help to customers when your refuse them service.
4. Where appropriate, give patrons a verbal warning and ask them to leave the premises according to enterprise or house requirements, the specific situation and provisions of state laws and regulations.
5. Use appropriate communication and conflict resolution for handling difficult situations.
6. Refer difficult situations beyond your individual responsibility to the appropriate person.
7. Promptly identify situations that pose a threat to the safety or security of colleagues, customers or property, and ask for help from appropriate colleagues according to your organization's policy.

Particular skills:
1. appropriate communication and conflict resolution skills for dealing with intoxicated patrons
2. literacy skills to read and comprehend documents such as ID cards, proof of age cards, driver’s licences, statutory signage, warning signs and wording within advertising or promotional material, in-house policies and procedures and any general plain English, regulatory and advisory information issued by local, or state and territory liquor licensing authorities
3. numeracy skills to measure and calculate standard drinks or samples and calculate blood alcohol levels as they relate to alcohol consumption.
• cleaning and sanitizing: hygienic cleaning practices to avoid cross-contamination
• using cleaning equipment, clothes and materials to avoid cross-contamination
• handling and disposing of linen and laundry, garbage.

You have to follow the procedures, even if they aren't written down.

Check that you understand all procedures that you have to do. If you find them confusing, ask your supervisor or instructor. Then get enough practice doing them so that you can do them correctly and consistently. You also have to know what to do when things don't go exactly right.

**Spot the hazard**
Spot hygiene hazards to the health and safety of customers, colleagues and self. E.g.
• contaminated food
• vermin (cockroaches, rats, and mice)
• airborne dust
• things such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions
• dirty equipment and utensils
• contaminated garbage
• equipment that doesn't work correctly, such as fridge and temperature probes.

You also have to report people in your workplace who don't understand and follow hygiene procedures and could contaminate food, for example:
• people doing the wrong thing in:
  • out-of-date practices
  • people who don't follow procedures.

**Fix the problem**
You might be able to do something straight away if it's inside your individual responsibility.
• The first option is to fix the hazard completely.
• If you can't fix it completely, you could minimize it.

If the hazard is outside your individual responsibility, report it to your supervisor. It will then be their job to control it.

Whichever you do, you still have to follow your organization's procedures and your legal requirements.

**Report any personal health issues**
You also aren't allowed to handle food if there is a risk of passing on a disease. Report any personal health issues that are likely to cause a hygiene risk. e.g.

If a personal health issue results in food contamination, you have to report the incident.

**Prevent contamination**
Wear clean clothes and any required personal protective clothing. Use only bandages and dressings that your supervisor approves of.

Make sure that things you're wearing can't contaminate food.

Don't have direct contact with ready to eat food unless it's necessary.

Don't let food become contaminated with any body fluids or tobacco product from sneezing, coughing, blowing nose, spitting, smoking or eating over food or food preparation surfaces.

Make sure that you don't transfer contamination from one thing to another in your workplace.
Things that can easily do this are

Prevent cross-contamination by:
• use only clean materials and clothes
• following safe and hygienic practices
• washing hands at appropriate times
Your organization should have a specific procedure for washing hands, and you have to follow it correctly and consistently. You need to wash your hands:
- immediately before working with food
- immediately after handling raw food
- before starting work with food
- before starting work with food after a break
- immediately after using the toilet
- immediately after smoking, coughing, sneezing, blowing the nose, eating, drinking, and touching the hair, scalp or any wound.

Identify consequences of getting it wrong.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
</tr>
</thead>
</table>
