



مجلس كبتسان فتاعترافن كلولوسن
نكار بروني دارالسلام

BRUNEI DARUSSALAM NATIONAL ACCREDITATION COUNCIL
NEGARA BRUNEI DARUSSALAM

BARTENDER

LEVEL 1

(HT-FBA-BAT-01-23)

HOSPITALITY & TOURISM SECTOR

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1.INTRODUCTION TO BRUNEI DARUSSALAM NATIONAL OCCUPATIONAL SKILLS STANDARDS (BNOSS)

Brunei Darussalam National Occupational Skills Standards (BNOSS) is a document that underlines and specifies competencies needed by a skilled worker who is gainfully employed for an occupational area and level, and pathway to achieve the competencies.

A group of expert panels consisting of industrial experts and practitioners of a particular occupational sector need to be identified in developing the standard. With the involvement of these experts in the development of the BNOSS document, measurable benchmarks of skills and performance in the related area can be established in relation to the expectation of employers and the current requirements of the industry. These standards shall be aligned to the Brunei Darussalam Qualifications Framework (BDQF).

BNOSS is a set of standards of performance that an individual is required to achieve when carrying out effectively functions of a particular job. It is used as a reference for the industry, career path of a skilled worker, training purposes and benchmarks for best practices.

2.BENEFITS OF BNOSS

To the employers

- Able to describe the Job description and determine the salary.
- Employers can use the skills standards to establish personnel qualification requirements.
- Assess employee skill levels based on industry standard.
- Match employee skills to the work needed.
- Training gap analysis.
- To advertise job requirement to standards specification.

To the employees

- Able to understand employers expectation of workers competencies in terms of knowledge, skills and attitude towards the specific job scope.
- Able to determine the skills and abilities needed for advancement or transfer industries and determine the right credential needed to upgrade skills.
- Can use BNOSS as guideline to identify the career development pathway in order to succeed in their occupation.

To the training organisations

- BNOSS as a guideline for training organisations to develop their own curriculum.
- Able to develop assessment mechanism and specifications to assess trainees competencies.
- Able to build a cohesive relationship though a like-minded expectation of trainee's competencies and work readiness.

- Enhances the ability and confidence to train consistent with the industry’s current expectations and needs.
- Develop new and evaluate existing curriculum and programs based on industry needs.

3. BARTENDER LEVEL 1

This role of a bar tender is designed to reflect the role of individuals who perform a range of skilled guest service task of Food and Beverage Service using discretion and judgement and having ability to select, adapt and transfer skills to different situation.

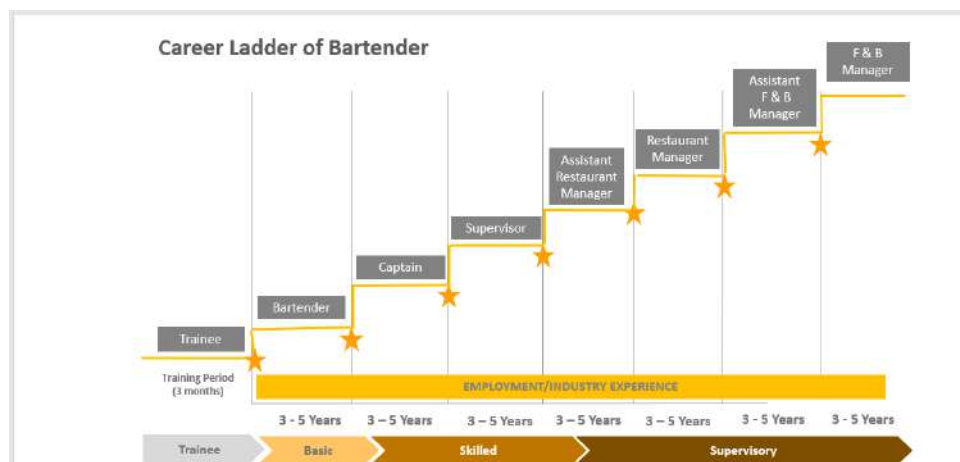
4. ENTRY REQUIREMENTS

The specific of the qualifications are not limited to the list provided:

- Minimum age of 18 years old;
- Basic reading, writing and counting;
- Able to communicate in Bahasa Melayu and basic English;
- Physically and mentally fit;
- Declaration of any disabilities.

5. COMPETENCY LEVEL, OCCUPATIONAL STRUCTURE AND CAREER PROGRESSION

SECTOR	Hospitality & Tourism
SUB-SECTOR	Restaurants and Mobile Food Services Activities
OCCUPATION	Bartender
LEVEL 5	TBA
LEVEL 4	TBA
LEVEL 3	TBA
LEVEL 2	TBA
LEVEL 1	Bartender



6.AWARD OF CERTIFICATE

This section will guide the process of awarding certificate for every training course conducted by an approved training organisation to ensure the consistency. The guidelines are as follows:

6.1 Certificate of Competence

In order to award Certificate of Competence by an awarding body, Statement of Competence need to be issued by the training organisation after the completion of the course.

The statement of competence should include the following but is not limited to:

- Training organisation's name;
- Course title or competency assessment title;
- Candidate's name;
- Assessment date(s) and training date(s);
- Expiry date;
- Unique Certificate Number;
- Instructor's/Trainer's Name and Signature;
- Assessor's Name and Signature and
- Optional but not required
- Training Organisation's managing director Name and Signature.

Training organisations are encouraged to inform all concerned including employers and candidates that such Certificates shall not be used as reference of a person's competency or aptitude.

Each certificate awarded to a successful candidate must indicate that the candidate has been assessed and has met the required Learning Outcomes

PART 2 COMPETENCE STANDARDS

1.COMPETENCY PROFILE CHART (CPC)

Unit of Competency Category	Competence Unit Code	Competence Unit Title
Generic	HT-GEN-01-01	Work Effectively with Colleagues and Customers
	HT-GEN-01-06	Work In a Socially Diverse Environment
	HT-GEN-01-07	Implement Occupational Health & Safety Procedures
	HT-GEN-01-02	Comply With Workplace Hygiene Procedures
	HT-GEN-01-08	Maintain Hospitality Industry Knowledge
	HT-GEN-01-09	Communicate Effectively on the Telephone
	HT-GEN-01-11	Perform Basic Clerical Procedures
	HT-GEN-01-10	Promote Hospitality Products and Services
	HT-GEN-01-22	Receive and securely store in-coming goods
	HT-GEN-01-23	Process a financial transaction for services rendered
	HT-GEN-01-24	Provide a link between kitchen and service area
	HT-GEN-01-25	Provide food and beverage services
	HT-GEN-01-26	Develop and maintain food & beverage product knowledge
	HT-GEN-01-27	Receive and resolve customer complaints
HT-GEN-01-03	Speak English at a Basic Operational Level	
Specialised	HT-BAT-SPE-01-01	Clean and tidy bar and food service areas
	HT-BAT-SPE-01-02	Operate a bar facility
	HT-BAT-SPE-01-03	Prepare and serve non-alcoholic beverages

**It is mandatory to include Melayu Islam Beraja and Islamic Religious Knowledge/Islamic Value in Customer Service in the qualification*

1.1 Generic

DUTY: 1. Work Effectively with Colleagues and Customers

Skill Areas/ Competence	Competence Elements
1.1 Communicate Effectively	1.1.1 Relay information in a clear and concise manner
	1.1.2 Use language and tone appropriate to a particular audience
	1.1.3 Use active listening and questioning
	1.1.4 Identify potential and existing conflicts and seek solutions
	1.1.5 Complete routine workplace documentation accurately in a timely manner
1.2 Establish and Maintain Effective Relationships with Colleagues and Customers	1.2.1 Meet both internal customers' and external customers' needs and expectations
	1.2.2 Assist to resolve workplace conflict
	1.2.3 Maintain a positive and co-operative manner
	1.2.4 Use non-discriminatory attitudes and language
1.3 Work in A Team	1.3.1 Request or provide assistance
	1.3.2 Provide support to colleagues
	1.3.3 Discuss and resolve problems through agreed and/or accepted processes
	1.3.4 Recognise and accommodate cultural differences
	1.3.5 Identify, prioritise and complete individual tasks
	1.3.6 Complete routine workplace documentation

DUTY: 2. Work in a Socially Diverse Environment

Skill Areas/ Competence	Competence Elements
2.1 Communicate with Customers and Colleagues from Diverse Backgrounds	2.1.1 Value customers and colleagues
	2.1.2 Take into consideration cultural differences
	2.1.3 Attempt to overcome language barriers
	2.1.4 Obtain assistance from colleagues
2.2 Deal with Cross Cultural Misunderstandi ngs	2.2.1 Identify issues
	2.2.2 Address difficulties with the appropriate people
	2.2.3 Consider possible cultural differences when difficulties
	2.2.4 Make efforts to resolve misunderstandings
	2.2.5 Refer issues and problems to the appropriate team leader/supervisor

DUTY: 3. Implement Occupational Health & Safety Procedures

Skill Areas/ Competence	Competence Elements
3.1 Provide Information on Health and Safety Procedures	3.1.1 Understand relevant health and safety information
3.2 Implement and Monitor Procedures for Controlling Hazards and Risks	3.2.1 Understand the need and responsibility in the identification and reporting of workplace hazards and risks
3.3 Implement and Monitor Health and Safety Training	3.3.1 Understand the need and responsibility in the identification of health and safety training needs
3.4 Maintain Health and Safety Records	3.4.1 Complete records accurately in accordance with enterprise and legal requirements
	3.4.2 Aggregate information and data

DUTY: 4. Comply with Workplace Hygiene Procedures

Skill Areas/ Competence	Competence Elements
4.1 Follow Hygiene Procedures	4.1.1 Identify relevant workplace hygiene procedures
	4.1.2 Identify enterprise standards and legislated requirements that apply to relevant workplace hygiene procedures
	4.1.3 Follow workplace hygiene procedures
	4.1.4 Receive, handle and store all food items according to enterprise standards and legislated requirements
	4.1.5 Prepare, serve and store food in compliance
	4.1.6 Clean food-related items, utensils and areas in compliance
4.2 Identify and Prevent Hygiene Risks	4.2.1 Identify potential food, personal, environmental and other risks
	4.2.2 Take action to minimise or remove the risk of food contamination
	4.2.3 Handle and dispose of food waste and rubbish in compliance
4.3 Maintain Safe Personal Food Handling and Personal Presentation Standards	4.3.1 Identify the enterprise standards and legislated requirements
	4.3.2 Follow enterprise standards and legislated requirements that apply personal practices and presentation

DUTY: 5. Maintain Hospitality Industry Knowledge

Skill Areas/ Competence	Competence Elements
5.1 Seek Information on The Hospitality Industry	5.1.1 Identify and access sources of information on the hotel and travel industries
	5.1.2 Use information on the hotel and travel industries
	5.1.3 Use information on other industries to enhance quality of work performance
5.2 Source and Apply Information on Legal and Ethical Issues for The Hospitality Industry	5.2.1 Use information on legal issues and ethical issues
	5.2.2 Conduct day-to-day hospitality industry activities
5.3 Update Hospitality Industry Knowledge	5.3.1 Identify and use a range of opportunities to update general knowledge of the hotel and travel industries
	5.3.2 Monitor current issues of concern to the industries
	5.3.3 Share updated knowledge with customers and colleagues

DUTY: 6. Communicate Effectively on the Telephone

Skill Areas/ Competence	Competence Elements
6.1 Respond to Incoming Telephone Calls	6.1.1 Answer calls promptly, in an appropriate manner
	6.1.2 Offer friendly assistance to the caller, and accurately establish the purpose of the call
	6.1.3 Repeat call details to the caller to confirm understanding
	6.1.4 Answer caller enquiries promptly, or transfer caller to the appropriate location/person
	6.1.5 Record caller requests accurately and pass on to the appropriate department/person for follow-up
	6.1.6 Relay messages accurately to the nominated person within designated timelines
	6.1.7 Report threatening or suspicious phone calls promptly to the appropriate person
	6.1.8 Use language, tone and volume appropriate to phone calls
6.2 Make Telephone Calls	6.2.1 Obtain correct telephone numbers
	6.2.2 Establish clearly the purpose of the call prior to calling
	6.2.3 Use telephone equipment correctly in order to establish contact
	6.2.4 Communicate clearly your name, company and reason for calling
	6.2.5 Be polite and courteous at all times

DUTY: 7. Perform Basic Clerical Procedures

Skill Areas/ Competence	Competence Elements
7.1 Process Office Documents	7.1.1 Process documents with appropriate office equipment
	7.1.2 Identify and rectify and/or report malfunctions promptly
	7.1.3 Use office equipment to process documents
7.2 Draft Correspondence	7.2.1 Write text using clear and concise language
	7.2.2 Text without spelling, punctuation and/or grammatical errors
	7.2.3 Check information for accuracy prior to sending
7.3 Maintain Document Systems	7.3.1 File/store documents
	7.3.2 Modify and/or update records management systems

DUTY: 8. Promote Hospitality Products and Services

Skill Areas/ Competence	Competence Elements
8.1 Develop Product and Service Knowledge	8.1.1 Identify opportunities to sell and promote other product
	8.1.2 Seek customer feedback to supplement product and service knowledge
	8.1.3 Share product and service knowledge
	8.1.4 Initiate action to identify changes in customer preferences, needs, wants and expectations
	8.1.5 Contribute to changes to products, services and service standards to meet identified customer needs
8.2 Develop Market Knowledge	8.2.1 Explain the concept of target markets
	8.2.2 Define the concept of niche markets
	8.2.3 Describe how promotions and offers may vary to suit differing target markets
	8.2.4 Identify sources of information about enterprise-specific target markets
8.3 Promote Products and Services	8.3.1 Describe promotional initiatives that may be used to promote products
	8.3.2 Demonstrate how to develop and produce a static in-house promotion
	8.3.3 Verbally promote products and/or services to customers
	8.3.4 Demonstrate products and/or services to customers

DUTY: 9. Receive and Securely Store in-coming Goods

Skill Areas/ Competence	Competence Elements
9.1 Accept delivery of stock	9.1.1 Prepare the area to receive stock
	9.1.2 Verify delivery is for the premises
	9.1.3 check incoming stock against relevant documentation
9.2 Store stock	9.2.1 Move stock to the required operational area

	9.2.2 Apply appropriate OHS (Occupational health and safety)
	9.2.3 Unpack stock items
	9.2.4 Load stock into storage units
	9.2.5 Label stock to identify items
9.3 Maintain stock and storage areas	9.3.1 Rotate stock aligning to enterprise and stock item requirement (First in, First out)
	9.3.2 Inspect stock and storage areas
	9.3.3 Clean and tidy storage areas

DUTY: 10. Process a Financial Transaction for Services Rendered

Skill Areas/ Competence	Competence Elements
10.1 Prepare Point-Of-Sale Area for Operation	10.1.1 Prepare point-of-sale register/ terminal for operation
	10.1.2 Open point-of-sale register/ terminal
	10.1.3 Obtain cash float
	10.1.4 Ensure supplies of change
	10.1.5 Obtain supplies of point-of-sale documentation
	10.1.6 Clean and tidy the point-of-sale area and equipment
10.2 Process Payments and Receipts During Trade	10.2.1 Calculate or verify amount due from customer/ guest
	10.2.2 Accept cash payments and issue receipts
	10.2.3 Accept non-cash payments and issue receipts
	10.2.4 Process advanced deposits and payments
	10.2.5 Process refunds
	10.2.6 Give change as required
	10.2.7 Complete required documentation throughout trading to record transactions
	10.2.8 Issue cash internally, as required
	10.2.9 Apply appropriate customer/ guest service skills
10.3 Reconcile Financial Transaction at End of Trade	10.3.1 Close point-of-sale register/ terminal
	10.3.2 Secure point-of-sale area
	10.3.3 Obtain register/ terminal reading
	10.3.4 Count cash in register/ terminal
	10.3.5 Calculate non-cash payments/ receipts for the period
	10.3.6 Determine balance between register/ terminal reading and cash and non-cash totals
	10.3.7 Investigate and resolve discrepancies with takings
	10.3.8 Complete end of shift takings documentation
	10.3.9 Forward documentation and takings to designated location

DUTY: 11. Provide a Link Between Kitchen and Service Area

Skill Area/ Competence	Competence Elements
11.1 Liaise Between Kitchen and Service	11.1.1 Relay information in a clear and concise manner
	11.1.2 Monitor and attend service points
	11.1.3 Check beverage in accordance

Areas	11.1.4 Transfer beverage to the appropriate service points
	11.1.5 Advise appropriate colleagues on readiness of items for service
	11.1.6 Identify additional items or special request required from the kitchen
	11.1.7 Make requests to kitchen staff based on identified needs
	11.1.8 Verify if orders are received and understood
	11.1.9 Confirm if any of the dish in the menu is unavailable (item 86)
11.2 Clean and Clear Beverages Service Areas	11.2.1 Remove used items from service areas
	11.2.2 Handle beverage scraps
	11.2.3 Clean and store equipment
11.3 Maintain Effective Relationships with Colleagues	11.3.1 Meet needs and expectations of colleagues
	11.3.2 Assists to resolve workplace conflict
	11.3.3 Handle complaints positively, sensitively and politely in consultation
	11.3.4 Use non-discriminatory attitudes and language consistently

DUTY: 12. Provide Food and Beverage Services

Skill Areas/ Competence	Competence Elements
12.1 Prepare Food and Beverage Environment for Service	12.1.1 Check requirements for the upcoming service session
	12.1.2 Check cleanliness of the facility and conduct spot and makeup cleaning
	12.1.3 Set up dining area
	12.1.4 Process incoming reservations and take note on any special requests
	12.1.5 Check restaurants ambience, including music, cleanliness and temperature are appropriate
12.2 Set Tables	12.2.1 Match table setting to menu for the session
	12.2.2 Set tables and dress where appropriate
	12.2.3 Complete final inspection of room and table sets up
	12.2.4 Identify and report recurring problems
	12.2.5 Check the menus and promotional items are up to date
	12.2.6 Ensure service items/ equipment are assembled and ready for the customer use
12.3 Meet and Greet Guests	12.3.1 Welcome guests on arrival
	12.3.2 Seat guest at nominated or designated tables
	12.3.3 Offer pre-meal services
	12.3.4 Present menus and drink lists
	12.3.5 Provide service advice and information to guests
	12.3.6 Provide extra cushion for children or baby chairs
12.4 Take Food and Beverage Orders	12.4.1 Take beverage orders and food orders
	12.4.2 Sell menu items and drinks proactively
	12.4.3 Recommend drinks to accompany selected foods
	12.4.4 Respond to guest queries regarding menu items and drink choices

	12.4.5 Repeat the order clearly to the customer
	12.4.6 If one of the dishes becomes unavailable provide customer with relevant alternatives
	12.4.7 Transfer orders to service and preparation points
	12.4.8 Adjust settings/covers to reflect menu items selected
	12.4.9 Liaise with other staff regarding intended service delivery
12.5 Serve Drinks	12.6.1 Serve pre-dinner drinks to table
	12.6.2 Check with guest satisfaction for any other request
	12.6.3 Coordinate timing of beverage service to match courses/ menu items being served
	12.6.4 Clear glasses and beverage items
12.6 Present Account to Guest	12.7.1 Compile guest account ready for presentation
	12.7.2 Present account to guest at appropriate times
	12.7.3 Accept payment for account
	12.7.4 Process payment of account
12.7 Provide Departure Services	12.8.1 Assist guest in the leaving table
	12.8.2 Provide end-of-service assistance
	12.8.3 Farewell guests
12.8 Conduct Shut Down Activities	12.9.1 Turn off electrical and service-related equipment
	12.9.2 Remove used linen items for laundering
	12.9.3 Store, stock and replenish, where necessary for next service session
	12.9.4 Dispose of waste
	12.9.5 Clear and clean service area and service items
	12.9.6 Conduct session debriefing

DUTY: 13. Develop and Maintain Food and Beverages Product Knowledge

Skill Areas/ Competence	Competence Elements
13.1 Obtain product information on food and beverages	13.1.1 Develop and maintain product knowledge in line with job role and responsibilities
	13.1.2 Identify features of specific beverages which have potential customer appeal
13.2 Provide customers with relevant food and beverage product knowledge	13.2.1 Provide an assistance to customers on selection
	13.2.2 Respond courteously and authoritatively to customer questions in relation to menus and drink lists.
	13.2.3 Provide advice on menu items that reflect that special dietary or cultural requirements of customers.

DUTY: 14. Receive, Resolve and Escalate on Customer Complaints

Skill Areas/ Competence	Competence Elements
14.1 Identify and analyse the complaint	14.1.1 Receive and accurately record a verbal complaint using active listening and empathy techniques
	14.1.2 Identify through appropriate communication techniques the exact nature of customer complaint
	14.1.3 Maintain register or complaint file/s in accordance with the requirements of the enterprise information system
14.2 Respond to complaint	14.2.1 Process complaint in accordance with organisational standards, policies, and procedures
	14.2.2 Update register of complaints/disputes
14.3 determine and agree upon appropriate action to resolve complaint	14.3.1 Identify and review options to resolve the complaint within enterprise policy, procedures, and guidelines
	14.3.2 Agree and confirm action to resolve the complaint with the customer
	14.3.3 Demonstrate a commitment to the customer to resolve the complaint
	14.3.4 Inform customer or outcome of investigation of complaint
14.4 Refer to receive, resolve and escalate complaints	14.4.1 Identify complaints that require referral to other personnel or external bodies
	14.4.2 Refer complaint to appropriate personal for follow up in accordance with individual level of responsibility
	14.4.3 forward all necessary documentation including investigation reports to appropriate personnel
	14.4.4 Refer complaints which cannot be resolved to an appropriate person

DUTY: 15. Speak English at a Basic Operational Level

Skill Areas/ Competence	Competence Elements
15.1 Participate in Simple Conversations on Familiar Topics with Work Colleagues	15.1.1 Use and respond appropriately to opening comments
	15.1.2 Comment on familiar topics
	15.1.3 Talk about a past event
	15.1.4 Use closing remarks appropriately to end the conversation
15.2 Respond to Simple Verbal Instructions or Requests	15.2.1 Confirm understanding of supervisor's instructions or requests
	15.2.2 Request repetition or clarification of instructions or requests
15.3 Make Simple	15.3.1 Use polite forms to make simple requests
	15.3.2 Thank the person responding to request

Requests	15.3.3 Acknowledge the person who cannot respond to request
15.4 Describe Routine Procedures	15.4.1 Explain a sequence of events in carrying out a routine job
	15.4.2 Describe exceptions to routine procedures
	15.4.3 Make suggestions on how to improve routine procedures
15.5 Express Likes, Dislikes and Preferences	15.5.1 Talk about likes and dislikes of familiar topics and situations
	15.5.2 Discuss preferences and give reasons
15.6 Identify Different Forms of Expression in English	15.6.1 Construct a formal sentence
	15.6.2 Identify indicators of informal expressions in English
	15.6.3 Differentiate between 'open-ended' and 'closed' questions

1.2 Specialised

DUTY: 1. Clean and Tidy Bar and Food Service Areas

Skill Areas/ Competence	Competence Elements
1.1 Clean and Tidy Food and Beverage Service Areas	1.1.1 Identify food and beverage service areas and equipment that may need to be cleaned
	1.1.2 Identify factors that may impact on the delivery of cleaning in food and beverage service areas
	1.1.3 Apply cleaning and tidying techniques to identified cleaning needs in beverage service areas
	1.1.4 Apply cleaning and tidying techniques to identified cleaning needs in beverages service areas
	1.1.5 Identify equipment and items requiring maintenance and report
	1.1.6 Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience
1.2 Provide Support to Staff	1.2.1 Deliver assistance to food service staff
	1.2.2 Deliver assistance to beverage service staff
	1.2.3 Deliver assistance to other staff, as required
	1.2.4 Identify unusual, suspicious or unruly behaviour and report
1.3 Clean and Tidy Public Areas	1.3.1 Identify public areas and equipment/items that may need to be cleaned
	1.3.2 Identify factors that may impact on the delivery of cleaning in public areas
	1.3.3 Apply cleaning and tidying techniques to identified cleaning needs in public areas
	1.3.4 Identify equipment and items requiring maintenance and report to the appropriate person
	1.3.5 Identify unusual, suspicious or unruly behaviour and report to the appropriate person
	1.3.6 Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience

DUTY: 2. Operate a Bar Facility

Skill Areas/ Competence	Competence Elements
2.1 Prepare bar for service	2.1.1 Set up bar display and work area in accordance with enterprise requirements
	2.1.2 Check and restock bar products and materials where necessary in accordance with enterprise requirements and industry standards of stock rotation
	2.1.3 Ensure service equipment is clean, operational and ready for use
	2.1.4 Store items in the correct place at the correct temperature
	2.1.5 Prepare and stock a suitable range of garnishes and accompaniments

2.2 Take drink orders	2.2.1 Receive customer orders
	2.2.2 Check product and/or brand preferences with customer in a courteous manner
	2.2.3 Provide clear and helpful recommendations or information to customers on selection of drinks if required
2.3 Prepare and serve drink	2.3.1 Greet customers in a polite friendly and helpful manner
	2.3.2 Prepare drinks in accordance with legal and enterprise standards using the correct equipment, ingredients and measure
	2.3.3 Serve drinks promptly and courteously
	2.3.4 Handle and use industry standard glassware and use garnishes and accompaniments appropriately
	2.3.5 Minimise spillage and wastage and attend to accidents during service promptly and safely
	2.3.6 Seek assistance from appropriate people for situations which pose a threat to safety or security of colleagues, customers or property
	2.3.7 Seek feedback from customers in order to identify and implement improvements to beverage quality and take appropriate corrective action, if required
	2.3.8 Deal with unexpected situations in accordance with enterprise procedures
2.4 Close down bar operations	2.4.1 Turn off equipment in accordance with enterprise safety procedures and manufacturer's instructions
	2.4.2 Clear, clean or dismantle bar areas in accordance with enterprise procedures
	2.4.3 Store garnishes and accompaniments, correctly
	2.4.4 Set up bar for next service
	2.4.5 Handover bar, where appropriate, to incoming bar staff.

DUTY: 3. Prepare and Serve Non-Alcoholic Beverages

Skill Areas/ Competence	Competence Elements
3.1 Prepare and serve a range of teas and coffees	3.1.1 Select ingredients, tea/coffee making equipment and crockery/glassware to prepare tea/coffee
	3.1.2 Prepare drinks using appropriate method in accordance with customer requests and required time frame
	3.1.3 Evaluate drink before presenting to customer
3.2 Prepare and serve cold drinks	3.2.1 Select ingredients, equipment and glassware
	3.2.2 Prepare drink in accordance with standard recipes or to customer requests
	3.2.3 Serve garnishes and accompaniments with drinks
3.3 Demonstrate cleaning and maintenance of	3.3.1 Use machinery and equipment safely in accordance with manufacturer's specifications and hygiene/safety requirements
	3.3.2 Clean and maintain machinery and equipment regularly in

equipment and machinery for non-alcoholic drinks	accordance with manufacturer's specifications and enterprise cleaning and maintenance schedules
	3.3.3 Identify problems promptly and report to the appropriate person

2. COMPETENCY STANDARDS

2.1 Generic

Duty	1. Work Effectively with Customer and Colleagues
Competence	Performance Criteria
1.1 COMMUNICATE EFFECTIVELY	<p>1. Relay information in a clear and concise manner using <i>appropriate communication techniques</i></p> <p>2. Use <i>language and tone</i> appropriate to a particular audience, purpose and situation, taking into account the relevant factors involved</p> <p>3. Use active listening and questioning to facilitate effective two-way communication with others</p> <p>4. Identify potential and existing <i>conflicts</i> and seek solutions in conjunction with all involved parties</p> <p>5. Complete routine <i>workplace documentation</i> accurately in a timely manner</p> <p><i>Range</i></p> <p><i>Appropriate communication techniques:</i></p> <ul style="list-style-type: none"> ▪ the use of active listening ▪ the use of both open and closed questions ▪ speaking clearly and concisely ▪ using appropriate language and tone of voice ▪ being attentive ▪ maintaining eye contact in face-to-face interactions ▪ the use of appropriate non-verbal communication in face-to-face interactions, e.g. body language, attention and personal presentation <p><i>Language and tone:</i></p> <ul style="list-style-type: none"> ▪ using simple, concise language that can be easily understood by the audience ▪ using appropriate tone, e.g. not patronising, not too loud, not too soft, not yelling, not angry, etc <p><i>Conflicts:</i></p> <ul style="list-style-type: none"> ▪ group conflict ▪ conflict with individuals ▪ conflict with co-workers <p><i>Workplace documentation:</i></p> <ul style="list-style-type: none"> ▪ letters ▪ memos ▪ faxes ▪ emails ▪ invoices and purchase orders

<p>1.2 ESTABLISH AND MAINTAIN EFFECTIVE RELATIONSHIPS WITH COLLEAGUES AND CUSTOMERS</p>	<ol style="list-style-type: none"> 1. Meet both <i>internal customers'</i> and <i>external customers'</i> needs and expectations in accordance with organisation standards, policies and procedures and within acceptable time frames 2. Assist to resolve workplace conflict and manage difficulties to achieve positive outcomes 3. Maintain a positive and co-operative manner 4. Non-discriminatory attitudes and language are used when interacting with customers, staff and management consistently <p><u>Range</u></p> <p>Internal customers:</p> <ul style="list-style-type: none"> ▪ colleagues working in another department ▪ team members ▪ supervisor or managers <p>External customers:</p> <ul style="list-style-type: none"> ▪ suppliers ▪ people who buy the goods and services the enterprise sells <p>Organisation standards:</p> <ul style="list-style-type: none"> ▪ complaints procedures ▪ organisational standard report forms ▪ job descriptions ▪ code of ethics ▪ quality systems, standards and guidelines <p>Non-discriminatory attitudes and language:</p> <ul style="list-style-type: none"> ▪ language in relation to race and ethnicity ▪ not making assumptions about physical or intellectual abilities ▪ the use of non-discriminatory language in relation to the portrayal of people with disabilities ▪ using non-sexist and gender inclusive language
<p>1.3 WORK IN A TEAM</p>	<ol style="list-style-type: none"> 1. Request or provide assistance so that work activities can be completed 2. Provide support to colleagues to ensure achievement of team goals 3. Discuss and resolve problems through agreed and/or accepted processes 4. Recognise and accommodate cultural differences within the team 5. Identify, prioritise and complete individual tasks within designated timelines 6. Acknowledge and respond to feedback and information

	<p>from other team members</p> <p><u>Range</u> <i>Cultural differences:</i></p> <ul style="list-style-type: none"> ▪ forms of address ▪ levels of formality/informality ▪ non-verbal behaviour ▪ work ethics ▪ personal grooming ▪ family obligations ▪ recognised holidays ▪ special needs ▪ preferences for personal interaction
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Duty	2. Work in a Socially Diverse Environment
Competence	Performance Criteria
2.1 COMMUNICATE WITH CUSTOMERS AND COLLEAGUES FROM DIVERSE BACKGROUNDS	<p>1. Value customers and colleagues from different cultural groups and treat them with respect and sensitivity</p> <p>2. Take into consideration <i>cultural differences</i> in all verbal and non-verbal communication</p> <p>3. <i>Attempt to overcome language barriers</i></p> <p>4. Obtain <i>assistance</i> from colleagues, reference books or outside organisations when required</p> <p><u>Range</u> <i>Cultural differences:</i></p> <ul style="list-style-type: none"> ▪ Forms of address ▪ Levels of formality/informality ▪ Non-verbal behaviour ▪ Work ethics <p><i>Attempt to overcome language barriers:</i></p> <ul style="list-style-type: none"> ▪ Use simple gestures ▪ Use simple words ▪ Use words in the other person’s language ▪ Describe goods and services simply ▪ Use diagrams or maps to give simple directions <p><i>Assistance:</i></p> <ul style="list-style-type: none"> ▪ Co-workers who speak the same language ▪ Interpreter services ▪ Diplomatic services ▪ Supervisors, or managers, or specialist customer service staff within the enterprise.
2.2 DEAL WITH CROSS CULTURAL MISUNDERSTANDINGS	<p>1. Identify <i>issues which may cause conflict</i> or <i>misunderstanding</i> in the workplace</p> <p>2. Address difficulties with the appropriate people and seek</p>

	<p>assistance from team leaders or others where required</p> <p>3. Consider possible cultural differences when difficulties or misunderstandings occur</p> <p>4. Make efforts to resolve misunderstandings, taking account of cultural considerations</p> <p>5. Refer issues and problems to the appropriate team leader/supervisor for follow up</p> <p><u>Range</u></p> <p><i>Issues which may cause conflict:</i></p> <ul style="list-style-type: none"> ▪ Competing group, family or personal interests ▪ Power and control issues ▪ Lack of communication ▪ Personality clashes ▪ Cross-cultural issues ▪ Differences between cultural groups ▪ Dissatisfaction in the community ▪ Competing needs <p><i>Misunderstandings:</i></p> <ul style="list-style-type: none"> ▪ Speaking too quickly/quietly ▪ No visual clues ▪ Poor observation ▪ Poor communication style ▪ Intolerance ▪ Prejudice ▪ Inadequate language skills ▪ Not clarifying or asking questions ▪ Inappropriate body language ▪ Poor understanding of other cultures <p><i>Resolve misunderstandings:</i></p> <ul style="list-style-type: none"> ▪ Staff training ▪ Utilising staff cultural skills ▪ Employing a variety of communication methods ▪ Knowledge of location of cultural buildings sites and support agencies ▪ Developing an understanding and tolerance of cultural diversity ▪ Overcoming prejudice and assumptions ▪ Utilising non-verbal communication skills ▪ Actively seeking to break down barriers
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Duty	3. Implement Occupational Health & Safety Procedures
Competence	Performance Criteria
3.1 PROVIDE INFORMATION ON	1. Understand relevant health and safety information, including enterprise specific details, accurately and

HEALTH AND SAFETY PROCEDURES	clearly to staff
3.2 IMPLEMENT AND MONITOR PROCEDURES FOR CONTROLLING HAZARDS AND RISKS	<ol style="list-style-type: none"> 1. Identify and report workplace hazards and risks promptly by maintaining close contact with day-to-day workplace operations 2. Implement and monitor risk control procedures in accordance with enterprise and legal requirements 3. Evaluate and adjust risk control procedures as required
3.3 IMPLEMENT AND MONITOR HEALTH AND SAFETY TRAINING	<ol style="list-style-type: none"> 1. Identify health and safety training needs through regular workplace monitoring 2. Arrange training interventions as appropriate on a timely basis
3.4 MAINTAIN HEALTH AND SAFETY RECORDS	<ol style="list-style-type: none"> 1. Complete records accurately in accordance with enterprise and legal requirements 2. Aggregate information and data from work area records are used to identify hazards and monitor risk control procedures in work area

Duty	4. Comply with Workplace Hygiene Procedures
Competence	Performance Criteria
4.1 FOLLOW HYGIENE PROCEDURES	<ol style="list-style-type: none"> 1. Identify relevant workplace hygiene procedures that need to be adhered to 2. Identify enterprise standards and legislated requirements that apply to relevant workplace hygiene procedures 3. Follow workplace hygiene procedures in accordance with enterprise standards and legislated requirements 4. Receive, handle and store all food items according to enterprise standards and legislated requirements 5. Prepare, serve and store food in compliance with enterprise standards and legislated requirements 6. Clean food-related items, utensils and areas in compliance with enterprise standards and legislated requirements <p>Range Hygiene procedures:</p> <ul style="list-style-type: none"> ▪ Receiving of food into the premises ▪ Storing of food prior to preparation/service ▪ Preparing of raw materials for sale/service ▪ Serving of food ▪ Defrosting/thawing of food ▪ Re-heating of food ▪ Cleaning and sanitising of food preparation surfaces and equipment.

	<p>Enterprise standards and legislated requirements:</p> <ul style="list-style-type: none"> ▪Details of policies and procedures of the host enterprise ▪Details of the food standards that the enterprise has determined as appropriate ▪Details of the statutory requirements of the legislation of the host country <p>Store:</p> <ul style="list-style-type: none"> ▪Dry storage ▪Refrigerated storage ▪Frozen storage ▪Storage of raw materials and prepared food items ▪Correct conditions and temperatures for storage ▪Avoidance of cross contamination. Food items may include: <ul style="list-style-type: none"> ○Raw ingredients ○Ready to eat foods ○Partially prepared products, such as: meat, fruit & vegetables, processed foods ○Containers that food may be stored in or served in/on, including single use items, crockery and cutlery <p>Prepare:</p> <ul style="list-style-type: none"> ▪Preparing raw and pre-prepared foods for inclusion in menu items ▪Cooking of food ▪De-frosting of food ▪Re-heating of food ▪Safe food handling techniques ▪Avoidance of cross contamination <p>Clean:</p> <ul style="list-style-type: none"> ▪Chemicals used in cleaning ▪Safety issues ▪Sanitising ▪Cleaning schedules ▪Storage of cleaning materials and equipment.
<p>4.2 IDENTIFY AND PREVENT HYGIENE RISKS</p>	<ol style="list-style-type: none"> 1. Identify potential food, personal, environmental and other risks in the workplace promptly 2. Take action to minimise or remove the risk of food contamination within the scope of individual responsibility 3. Handle and dispose of food waste and rubbish in compliance with enterprise standards and legislated requirements

	<p><u>Range</u> <i>Food, personal, environmental and other risks:</i></p> <ul style="list-style-type: none"> ▪ Chemical contamination ▪ Physical contamination ▪ Micro-biological contamination ▪ Temperature danger zone requirements ▪ Safe re-heating and defrosting practices ▪ Airborne contamination ▪ Vermin ▪ Food recall and disposal procedures <p><i>Risk of food contamination:</i></p> <ul style="list-style-type: none"> ▪ Auditing staff skills ▪ Training provision ▪ Adherence to policies and procedures ▪ Internal and external audits ▪ Involvement of outside professionals and experts ▪ Taking of appropriate remedial action <p><i>Food waste and rubbish:</i></p> <ul style="list-style-type: none"> ▪ Internal disposal of rubbish and food waste ▪ Removal of food and other waste from the external premises ▪ Re-cycling options ▪ Sanitising of waste containers and rubbish areas
<p>4.3 MAINTAIN SAFE PERSONAL FOOD HANDLING AND PERSONAL PRESENTATION STANDARDS</p>	<p>1. Identify the enterprise standards and legislated requirements that apply to <i>personal practices</i> and presentation for food handling staff</p> <p>2. Follow enterprise standards and legislated requirements that apply personal practices and presentation for food handling staff</p> <p><u>Range</u> <i>Personal practices:</i></p> <ul style="list-style-type: none"> ▪ Uniforms ▪ Hand washing ▪ Personal sickness, illness and injury ▪ Control of personal habits that may cause cross contamination, including touching nose, mouth, or hair, coughing, sneezing, smoking, etc.

Duty	5. Maintain Hospitality Industry Knowledge
Competence	Performance Criteria
<p>5.1 SEEK INFORMATION ON THE HOSPITALITY INDUSTRY</p>	<p>1. Identify and access <i>sources of information</i> on the hotel and travel industries, appropriately and correctly</p> <p>2. Obtain information on the hotel and travel industries to</p>

	<p>assist effective work performance within the industries</p> <ol style="list-style-type: none"> 3. Access and update specific information on relevant sector(s) of work 4. Use knowledge of the hotel and travel industries in the correct context to enhance quality of work performance 5. Obtain information on other industries to enhance quality of work performance <ul style="list-style-type: none"> ▪ Entertainment <ul style="list-style-type: none"> ▪ Food production ▪ Wine production ▪ Recreation ▪ Meetings and events ▪ Retail <p><u>Range</u></p> <p><u>Information:</u></p> <ul style="list-style-type: none"> ▪ Different sectors of the hospitality industry, their inter-relationships and the services available in each sector ▪ Relationships between tourism and hospitality ▪ Relationships between the hospitality industry and other industries ▪ Industry working conditions <ul style="list-style-type: none"> ▪ Environmental issues and requirements ▪ Industrial relations issues and major organisations <ul style="list-style-type: none"> ▪ Career opportunities within the industry ▪ The work ethic required to work in the industry ▪ Industry expectations of staff ▪ Quality assurance <p><u>Sources of information:</u></p> <ul style="list-style-type: none"> ▪ Media ▪ Reference books ▪ Libraries <ul style="list-style-type: none"> ▪ Unions ▪ Industry associations <ul style="list-style-type: none"> ▪ Industry journals ▪ Internet ▪ Information services ▪ Personal observation and experience ▪ Colleagues, supervisors and managers ▪ Industry contacts, mentors and advisors
5.2 SOURCE AND APPLY INFORMATION ON LEGAL AND ETHICAL ISSUES FOR THE HOSPITALITY INDUSTRY	<ol style="list-style-type: none"> 1. Use information on <i>legal issues</i> and <i>ethical issues</i> to assist effective work performance 2. Conduct day-to-day hospitality industry activities in accordance with legal obligations and ethical industry practices

	<p><u>Range</u> Legal issues:</p> <ul style="list-style-type: none"> ▪ Consumer protection ▪ Duty of care ▪ Equal employment opportunity ▪ Anti-discrimination ▪ Workplace relations ▪ Child sex tourism <p>Ethical issues:</p> <ul style="list-style-type: none"> ▪ Confidentiality ▪ Commission procedures ▪ Overbooking ▪ Pricing ▪ Tipping ▪ Familiarizations ▪ Gifts and services free of charge ▪ Product recommendations
5.3 UPDATE HOSPITALITY INDUSTRY KNOWLEDGE	<ol style="list-style-type: none"> 1. Identify and use a range of opportunities to update general knowledge of the hotel and travel industries 2. Monitor current issues of concern to the industries 3. Share updated knowledge with customers and colleagues as appropriate and incorporate this knowledge into day-to-day work activities

Duty	6. Communicate Effectively on the Telephone
Competence	Performance Criteria
6.1 RESPOND TO INCOMING TELEPHONE CALLS	<ol style="list-style-type: none"> 1. Answer calls promptly, in an appropriate manner in accordance with enterprise standards 2. Offer friendly assistance to the caller, and accurately establish the purpose of the call. Offer of assistance if person within organization is unavailable to take the caller's call 3. Repeat call details to the caller to confirm understanding 4. Answer caller enquiries promptly, or transfer caller to the appropriate location/person 5. Record caller requests accurately and pass on to the appropriate department/person for follow-up 6. Relay messages accurately to the nominated person within designated timelines 7. Report threatening or suspicious phone calls promptly to the appropriate person, in accordance with enterprise procedures 8. Use language, tone and volume appropriate to phone calls

	<p><u>Range</u></p> <p><i>Appropriate manner:</i></p> <ul style="list-style-type: none"> ▪ Polite language ▪ Appropriate welcoming phrase ▪ Enthusiasm ▪ Friendliness ▪ Willingness to help <p><i>Enterprise standards:</i></p> <ul style="list-style-type: none"> ▪ Appropriate greeting/s ▪ Number of rings call should be answered within ▪ Personal identification ▪ Use of caller's name <p><i>Establish the purpose of the call may include:</i></p> <ul style="list-style-type: none"> ▪ Asking questions ▪ Listening to information given <p><i>Threatening or suspicious phone calls:</i></p> <ul style="list-style-type: none"> ▪ Bomb threats ▪ Talking about violent acts <p><i>Language, tone and volume:</i></p> <ul style="list-style-type: none"> ▪ Pleasant ▪ Friendly ▪ Easy to understand
<p>6.2 MAKE TELEPHONE CALLS</p>	<ol style="list-style-type: none"> 1. Obtain correct telephone numbers 2. Establish clearly the purpose of the call prior to calling 3. Use <i>telephone equipment</i> correctly in order to establish contact 4. Communicate clearly your name, company and reason for calling 5. Be polite and courteous at all times <p><u>Range</u></p> <p><i>Telephone equipment:</i></p> <ul style="list-style-type: none"> ▪ Activation system, e.g.: ringing, buzzing, light flashing ▪ Use of speaker button, hand piece or hands-free headset ▪ Placing calls on hold ▪ Transferring calls ▪ Using intercom system to page ▪ Single or multiple lines

Duty	7. Perform Basic Clerical Procedures	
Competence	Performance Criteria	
7.1 PROCESS OFFICE DOCUMENTS	<p>1. Process documents with appropriate office equipment in accordance with enterprise procedures and within designated timelines</p> <p>2. Identify and rectify and/or report malfunctions promptly in accordance with enterprise procedures</p> <p>3. Use office equipment to process documents</p> <p>Range</p> <p>Process:</p> <ul style="list-style-type: none"> ▪ Collating ▪ Binding ▪ Photocopying ▪ Mailing ▪ E-Mailing ▪ Filing <p>Documents:</p> <ul style="list-style-type: none"> ▪ Mail, such as incoming and outgoing correspondence, guest mail and courier ▪ Files, such as customer records, correspondence, financial records, receipts, invoices and orders ▪ Correspondence, such as letters, facsimiles, memos and reports ▪ Menus <p>Office equipment:</p> <ul style="list-style-type: none"> ▪ Photocopier ▪ Facsimile ▪ Computer printer ▪ Scanner 	
7.2 DRAFT CORRESPONDENCE	<p>1. Write text using clear and concise language</p> <p>2. Text is without spelling, punctuation and/or grammatical errors.</p> <p>3. Check information for accuracy prior to sending</p>	
7.3 MAINTAIN DOCUMENT SYSTEMS	<p>1. File/store documents in accordance with enterprise procedures</p> <p>2. Modify and/or update records management systems in accordance with enterprise procedures</p>	

Duty	8. Promote Hospitality Products and Services	
Competence	Performance Criteria	
8.1 DEVELOP PRODUCT AND SERVICE KNOWLEDGE	<p>1. Identify opportunities to sell and promote other product</p> <p>2. Share product and service knowledge with other relevant internal personnel</p>	

3. **Initiate action to identify changes** in customer preferences, needs, wants and expectations
4. **Contribute to changes to products, services and service standards** to meet identified customer needs

Range

Opportunities to sell and promote other product:

- Personal experience
- Reading informational brochures and other materials provided by suppliers and manufacturers
- Reading product labels
- Attending product launches
- Visiting suppliers, distributors and manufacturers
- Talking to sales representatives

Share product and service knowledge:

- Conducting internal staff meetings to share information
- Developing paper-based information and data sheets for staff to use
- Conducting internal product and service demonstrations
- Conducting taste testing of food and beverages
- Allowing staff to experience services provided by the organization

Initiate action to identify changes:

- Undertaking market research activities
- Engaging the services of an external market research company
- Tracking trends and changes in internal sales patterns within the enterprise, with reference to customer databases and/or sales histories, stock usage figures
- Initiating customer focus groups or similar
- Participating in industry-wide surveys
- Obtaining, reading and understanding wider industry market research on changes in customer preferences

Contribute to changes to products, services and service standards:

- Suggesting evidence-based reasons for change
- Preparing presentations to support personal recommendations for change
- Ensuring all suggestions for change are supported by a formal rationale and are fully costed

	<ul style="list-style-type: none"> ▪ Developing an action plan for implementation of recommended changes ▪ Participating in group activities designed to identify and develop relevant changes ▪ Critiquing suggestions made by others
8.2 DEVELOP MARKET KNOWLEDGE	<ol style="list-style-type: none"> 1. Explain the <i>concept of target markets</i> 2. Define the <i>concept of niche markets</i> 3. <i>Describe how promotions and offers</i> may vary to suit differing target markets 4. Identify <i>sources of information about enterprise-specific target markets</i> <p><u>Range</u></p> <p><i>Concept of target markets:</i></p> <ul style="list-style-type: none"> ▪ Identification of the target markets used by the host enterprise ▪ Identifying points of differentiation between established target markets ▪ Describing why the established target markets were chosen ▪ Explaining how the host enterprise tailors its products and/or services to meet the identified needs of its target markets ▪ Identifying relevant products and/or services as they apply to each of the host enterprise’s designated target markets ▪ Analysing market research that was used as the basis for target market development <p><i>Concept of niche markets:</i></p> <ul style="list-style-type: none"> ▪ Definition of niche markets ▪ Benefits of identifying and establishing niche markets ▪ Identifying the niche markets that the host enterprise has created and/or established ▪ Identifying how the host enterprise meets the identified needs of their niche markets explaining ▪ How these offerings differ from what is offered to other target markets <p><i>Describe how promotions and offers:</i></p> <ul style="list-style-type: none"> ▪ Consideration of the marketing mix, such as price, place, product, promotion ▪ Identifying the development and research process that underpins offers made to different target markets ▪ Identifying the monitoring process, and relevant key performance indicators, that determines whether

	<p>or not promotions are being effective or not</p> <p>Sources of information about enterprise-specific target markets:</p> <ul style="list-style-type: none"> ▪ Internal, historic records, such as sales records, purchase histories, customer databases, stock records, customer accounts ▪ Customer market research ▪ Information from support businesses, such as suppliers, distributors, agents, associates, head office, manufacturers, the wholesale sector, marketing companies ▪ Customer feedback, including paper-based, electronic/online, verbal feedback, customer complaints and comments
8.3 PROMOTE PRODUCTS AND SERVICES	<ol style="list-style-type: none"> 1. Describe promotional initiatives that may be used to promote products 2. Demonstrate how to develop and produce a static in-house promotion 3. Verbally promote products and/or services to customers 4. Demonstrate products and/or services to customers

Duty	9. Receive and Securely Store in-coming Goods
Competence	Performance Criteria
9.1 ACCEPT DELIVERY OF STOCK	<ol style="list-style-type: none"> 1. Prepare the area will include: <ul style="list-style-type: none"> ▪ Cleaning the area ▪ Tidying the area including making clear passage ▪ Removing other stock from the area ▪ Ensuring requirement for accepting deliveries are present such as purchase orders and purchase specifications. 2. Stock may include: <ul style="list-style-type: none"> ▪ Food and beverage items ▪ Equipment ▪ Cleaning materials and chemicals ▪ Stationery and office supplies 3. Verify delivery may be related to: <ul style="list-style-type: none"> ▪ Checking that the stock being delivered has been ordered ▪ Checking that the delivery is being made to the correct business 4. Checking incoming stock against relevant documentation should include:

	<ul style="list-style-type: none"> ▪Ensuring all items ordered have been supplied ▪Checked all items listed have been delivered ▪Ensuring all items are delivered in good condition ▪Ensuring items are of the correct/ordered size ▪Ensuring items are of the correct quality ▪Ensuring the correct price has been charged ▪Applying specific food safety checks to food and beverage. ▪Rejecting unsatisfactory goods
9.2 STORE STOCK	<p>1.Operational area may include:</p> <ul style="list-style-type: none"> ▪Storage areas appropriate for the individual stock items, including dry goods store, refrigerated storage and frozen storage for food and beverage items, linen stores, chemical storage areas ▪Working departments and locations where the stock items will be processed or offered for sale ▪On site or off premises situation. <p>2.Occupational health and safety skills must relate to manual handling skill and may include:</p> <ul style="list-style-type: none"> ▪Ensuring there is no overloading of individuals, trolleys, etc. ▪Determining characteristics of the packages/item before attempting a carry or lift. ▪Ensuring compliance with manual handling requirements, including correct lifting techniques, not stretching or straining, observing appropriate weight/load sizes, avoiding potentially injurious repetition. <p>3.Unpack stock items may include:</p> <ul style="list-style-type: none"> ▪Removing individual items from cartons and packaging ▪Checking quality and suitability of individual items as they are unpacked ▪Determining items that should be left in cartons and packaging ▪Maintaining the integrity of foods and beverages that are being processed <p>4.Storage units may include:</p> <ul style="list-style-type: none"> ▪Shelves ▪Bins ▪Specially provided storage containers ▪Refrigeration's and freezer units

	<p>5. Label stock:</p> <ul style="list-style-type: none"> ▪ Placing labels on storage containers and shelving to identify stock items and indicate delivery date ▪ Preparing handwritten labels and attaching them to individual stock items ▪ Using electronic bar coding and labelling equipment ▪ Observing food safety requirements in relation to labelling of food (i.e expiry date or when it was packed)
9.3 Maintain stock and storage areas	<p>1. Rotate stock may include:</p> <ul style="list-style-type: none"> ▪ Applying stock rotation protocols relevant to individual stock type including: <ul style="list-style-type: none"> • First in, First out • First in, Last out • Last in, First out • Last in, Last out <p>2. Inspect stock may include:</p> <ul style="list-style-type: none"> ▪ Undertaking visual inspections of storage area ▪ Identifying stock approaching use-by-date and out of date stock ▪ Adhering to internal inspection schedules and checklists ▪ Checking stock quality ▪ Looking for signs of pest infestation, physical damage to the storage area itself, damage, or degradation to stock items.

Duty	10. Process Transactions for Services Rendered
Competence	Performance Criteria
10.1 PREPARE POINT-OF-SALE AREA FOR OPERATION	<p>1. Prepare point-of-sale register/terminal for operation</p> <p>2. Open point-of-sale register/terminal</p> <p>3. Obtain cash float</p> <p>4. Ensure supplies of change</p> <p>5. Obtain supplies of point-of-sale documentation</p> <p>6. Clean and tidy the point-of-sale area and equipment</p> <p>Range</p> <p>Prepare point-of-sale register/terminal:</p> <ul style="list-style-type: none"> ▪ Turning equipment on ▪ Altering date ▪ Updating price/product look up (plus) to reflect specials and deals ▪ Checking operation of register/terminal

	<ul style="list-style-type: none"> ▪ Verifying audit roll and/or replacing as required ▪ Cleaning register/terminal <p>Open point-of-sale register/terminal:</p> <ul style="list-style-type: none"> ▪ Entering individual staff member operator code ▪ Verifying correct operation of register/terminal <p>Cash float:</p> <ul style="list-style-type: none"> ▪ Verifying contents of float ▪ Clarifying and addressing discrepancies ▪ Signing for float <p>Supplies of change:</p> <ul style="list-style-type: none"> ▪ Ordering of change and completion of correct documentation ▪ Obtaining sufficient notes and coins ▪ Exchanging notes for coins ▪ Signing for change ▪ Securing supplies of change <p>Point-of-sale documentation:</p> <ul style="list-style-type: none"> ▪ Register/terminal audit rolls ▪ Register/terminal receipt rolls ▪ Receipt book ▪ Refund documentation ▪ Change ordering documentation ▪ Reconciliation documentation ▪ Credit card documentation. Calculating all service fees ▪ Ensuring appropriate discounts are given to customers/guests ▪ Calculating appropriate taxes, fees and levies ▪ Explaining all charges to customers/guests
<p>10.2 PROCESS PAYMENTS AND RECEIPTS DURING TRADE</p>	<ol style="list-style-type: none"> 1. Calculate or verify amount due from customer/guest 2. Accept cash payments and issue receipts 3. Accept non-cash payments and issue receipts 4. Process advanced deposits and payments 5. Process refunds 6. Give change as required 7. Complete required documentation throughout trading to record transactions 8. Issue cash internally, as required 9. Make cash payments on behalf of the enterprise 10. Apply appropriate customer/guest service skills <p>Range</p> <p>Cash payments:</p>

	<ul style="list-style-type: none"> ▪ Payment in notes and coins ▪ Payment in a foreign currency ▪ Verifying money presented by customer/guest ▪ Calculating currency exchange rates and relevant fees, where applicable <p><i>Non-cash payments:</i></p> <ul style="list-style-type: none"> ▪ Debit and credit cards ▪ Checks, including personal, business and travellers’ checks ▪ Electronic funds transfers at point of sale ▪ In-house vouchers ▪ Charges to company accounts ▪ Foreign currency ▪ Making required checks to ensure authenticity of payment option <p><i>Issue receipts:</i></p> <ul style="list-style-type: none"> ▪ Issuing receipts via cash register/terminal ▪ Issuing hand written receipt ▪ Complying with legal requirements of host country to provide receipt <p><i>Advanced deposits and payments:</i></p> <ul style="list-style-type: none"> ▪ Accommodation ▪ Functions ▪ Meals and beverages ▪ Room hire and associated charges ▪ Pre-payments for assorted events ▪ Payment by cash and other means <p><i>Process refunds:</i></p> <ul style="list-style-type: none"> ▪ Recording reasons for refund ▪ Ensuring refunds are valid ▪ Completing required internal documentation ▪ Maintaining positive customer/guest relationships ▪ Gathering feedback from customer/guest ▪ Providing refund in the approved form <p><i>Required documentation:</i></p> <ul style="list-style-type: none"> ▪ Internal documentation ▪ External agent documentation <p><i>Issue cash internally:</i></p> <ul style="list-style-type: none"> ▪ Validating documentation and identity of person requesting change/money ▪ Adhering to internal policies and procedures ▪ Processing required documentation to support the
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	<p>internal transaction</p> <ul style="list-style-type: none"> ▪ Processing disbursements ▪ Providing change to other departments and registers/terminals <p>Make cash payments:</p> <ul style="list-style-type: none"> ▪ Checking documentation ▪ Verifying authenticity of the charge/payment ▪ Obtaining receipt for payments made ▪ Forwarding documentation to designated internal department <p>Customer/guest service skills:</p> <ul style="list-style-type: none"> ▪ Creating and maintaining positive environment ▪ Resolving charging issues and problems ▪ Negotiating solutions ▪ Providing sales and product advice to customers/guests ▪ Maintaining security of cash
<p>10.3 RECONCILE FINANCIAL TRANSACTION AT END OF TRADE</p>	<ol style="list-style-type: none"> 1. Close point-of-sale register/terminal 2. Secure point-of-sale area 3. Obtain register/terminal reading 4. Count cash in register/terminal 5. Calculate non-cash payments/receipts for the period 6. Determine balance between register/terminal reading and cash and non-cash totals 7. Investigate and resolve discrepancies with takings 8. Complete end of shift takings documentation 9. Forward documentation and takings to designated location <p>Range</p> <p>Secure point-of-sale:</p> <ul style="list-style-type: none"> ▪ Standard procedures for cash handling, such as taking cash from customers and providing change to customers ▪ Managing floats ▪ Removing excess cash from registers/terminals ▪ Internal protocols for counting money which may include location, staff members, times, techniques ▪ Standard procedures for dealing with customer claims that they have been short changed ▪ Hold-up procedures ▪ Internal cash movement protocols ▪ On-site security of cash on the premises <p>Obtain register/terminal reading:</p>

	<ul style="list-style-type: none"> ▪ Authorizations to read register/terminals ▪ Difference between x and z readings ▪ Using register figures to calculate expected takings for the period <p>Count cash:</p> <ul style="list-style-type: none"> ▪ Separating float from other monies ▪ Making up float to required amounts and denominations ▪ Ensuring security of cash and safety of staff and customers ▪ Accuracy of counting ▪ Bundling of notes ▪ Counting coins into required bags ▪ Recording of takings and actual cash sums. <p>Determine balance:</p> <ul style="list-style-type: none"> ▪ Determining expected totals ▪ Calculating actual cash and non-cash takings ▪ Comparing expected and actual figures ▪ Factoring in relevant documentation such as cash out slips, refunds, disbursements, complimentary sales and excess monies removed from the register/terminal during trade <p>Investigate and resolve discrepancies:</p> <ul style="list-style-type: none"> ▪ Re-counting cash ▪ Re-calculating non-cash totals ▪ Checking audit roll for comments in relation to over-rings ▪ Analysing sales shown on audit roll ▪ Checking with staff to identify possible causes of discrepancies ▪ Verifying additions and all documented calculations ▪ Checking supporting documents <p>End of shift takings documentation:</p> <ul style="list-style-type: none"> ▪ Completing change order forms ▪ Completing daily takings sheets ▪ Completing non-cash documentation ▪ Signing off from register / terminal
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Duty	11. Provide a Link between Kitchen and Service Area
Competence	Performance Criteria
11.1 LIAISE BETWEEN KITCHEN AND SERVICE	1. Relay information in a clear and concise manner using <i>appropriate communication techniques</i>

<p>AREAS</p>	<ol style="list-style-type: none"> 2. Monitor and attend kitchen service points to ensure prompt pick up of food 3. Check beverages in accordance with enterprise standards 4. Transfer food to the appropriate service points in accordance with enterprise procedures 5. Advise appropriate colleagues on readiness of items for service 6. Identify additional items or special request required from the kitchen by monitoring services areas and consulting with other service colleagues 7. Make requests to kitchen staff based on identified needs 8. Verify if orders are received and understood. 9. Confirm if any of the dish in the menu is unavailable <p><u>Range</u></p> <p>Appropriate communication techniques:</p> <ul style="list-style-type: none"> ▪ The use of both open and closed questions ▪ Speaking clearly and concisely ▪ Using appropriate language and tone of voice ▪ Being attentive <p>Service points:</p> <ul style="list-style-type: none"> ▪ Waiting stations ▪ Buffet areas ▪ Kitchen service area ▪ Room service collection <p>Check food:</p> <ul style="list-style-type: none"> ▪ Marks ▪ Spills ▪ Drips ▪ Garnish ▪ Against the food order <p>Additional items:</p> <ul style="list-style-type: none"> ▪ Variations to menu items, such as additions or exclusion of ingredients ▪ Small serve ▪ Entrée serve as a main course
<p>11.2 CLEAN AND CLEAR BEVERAGES SERVICE AREAS</p>	<ol style="list-style-type: none"> 1. Remove used items from service areas and safely transferred to the appropriate location for cleaning 2. Handle beverages scraps in accordance with hygiene regulations and enterprise procedures 3. Clean and store equipment in accordance with hygiene regulations and enterprise procedures <p><u>Range</u></p>

	<p>Appropriate location:</p> <ul style="list-style-type: none"> ▪ Still room ▪ Pot wash ▪ Silver room ▪ Store room
<p>11.3 MAINTAIN EFFECTIVE RELATIONSHIPS WITH COLLEAGUES</p>	<ol style="list-style-type: none"> 1. Meet needs and expectations of colleagues in accordance with organisation standards, policies and procedures and within acceptable time frames 2. Assist to resolve workplace conflict and manage difficulties to achieve positive outcomes 3. Seek informal feedback to identify and implement improvements to products, services, processes or outcomes for colleagues 4. Handle complaints positively, sensitively and politely in consultation with the person/s making the complaint 5. Use non-discriminatory attitudes and language consistently when interacting with staff and management <p>Range</p> <p>Conflict:</p> <ul style="list-style-type: none"> ▪ Group conflict ▪ Conflict with individuals ▪ Conflict with co-workers <p>Informal feedback:</p> <ul style="list-style-type: none"> ▪ Critical incident reviews ▪ Impromptu questioning of customers to obtain view of products and/or service provided ▪ Chance discussions with customers ▪ Coaching and mentoring ▪ Seeking the opinions of others. <p>Non-discriminatory attitudes and language:</p> <ul style="list-style-type: none"> ▪ Language in relation to race and ethnicity ▪ Not making assumptions about physical or intellectual abilities ▪ The use of non-discriminatory language in relation to the portrayal of people with disabilities ▪ Using non-sexist and gender inclusive language.

Duty	12. Provide Food and Beverage Services
Competence	Performance Criteria
12.1 PREPARE FOOD AND BEVERAGE ENVIRONMENT FOR	<ol style="list-style-type: none"> 1. Check requirements for the upcoming service session 2. Check cleanliness of the facility and conduct spot and makeup cleaning as required

SERVICE	<p>3. Set up dining area for trading session</p> <p>4. Process incoming reservations and take note on any special request</p> <p>5. Check restaurant ambience, including music, cleanliness and temperature are appropriate</p> <p><u>Range</u></p> <p>Requirements for the upcoming service session:</p> <ul style="list-style-type: none"> ▪ Checking reservations, including names, group sizes, special requests, time of arrival ▪ Checking menu for the session, including explanation of the menu by kitchen staff, ▪ identification of items that are short/off the menu, items that the kitchen wants to clear, ▪ and potential service problems the kitchen has anticipated ▪ Checking internal requirements for the session, such as special service protocols, arrival ▪ and treatment of VIPs, priorities and/or limitations for service <p>Spot and makeup cleaning:</p> <ul style="list-style-type: none"> ▪ Internal areas, such as dining area, toilets, public areas and entrances, bars, waiting areas ▪ External areas, such as car parks, gardens, walkways and footpaths ▪ Furniture and equipment ▪ Walls, floors, ceilings, light fittings, curtains, doors and windows ▪ Tables, chairs and waiting stations <p>Set up dining area:</p> <ul style="list-style-type: none"> ▪ Positioning tables and chairs in line with bookings ▪ Creation of seating plans ▪ Allocation of waiting stations to staff ▪ Preparing butter for service in line with house standards, ▪ Adjustments to environmental factors, including air conditioning, lighting, music systems ▪ Compliance with enterprise standards and legislated requirements of the host country in ▪ relation to patron safety and/or comfort ▪ Ensuring safety of all items to be used ▪ Checking readiness of cash registers, electronic ordering systems and other items and ▪ enterprise-specific equipment for service
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<p>12.2 SET TABLES</p>	<ol style="list-style-type: none"> 1. Match table setting to menu for the session 2. Set tables and dress where appropriate 3. Complete final inspection of room and table set ups 4. Identify and report recurring problems with set up to the appropriate person to prevent recurrence 5. Check the menus and promotional items are up to date 6. Ensure service items/ equipment are assembled and ready for customer use <p><u>Range</u> Table settings must include crockery, cutlery, glassware, linen and condiment compatibility with:</p> <ul style="list-style-type: none"> able d’hôte menus ▪ A la carte menus ▪ Function and banquet menus ▪ House specials ▪ Service session, that is, to accommodate differences between breakfast, lunch, dinner and supper ▪ Service style, including matching set up to silver service, semi-silver service, gueridon, plated, or self-service style ▪ Set tables should relate to: ▪ Positioning tables and chairs according to pre-prepared seating plans ▪ Laying cloths ▪ Folding napkins ▪ Setting crockery, cutlery, glassware, linen, condiments and table dressings to match menus and house standards ▪ Dressing tables for a variety of special occasions and functions, including meeting internal service standards and advertised/promised appearances as well as meeting special requests from guests <p>Final inspection of room and table set ups:</p> <ul style="list-style-type: none"> ▪ Replacing unclean, inappropriate, or otherwise unsatisfactory items ▪ Adding missing items ▪ Cleaning and polishing, as required ▪ Final confirmation of bookings, special requests, seating plan and station allocations
<p>12.3 MEET AND GREET GUESTS</p>	<ol style="list-style-type: none"> 1. Welcome guests on arrival 2. Seat guests at nominated or designated tables 3. Offer pre-meal services 4. Present menus and drink lists 5. Provide service advice and information to guests

	<p>6. Provide extra cushion for children or baby chairs</p> <p><u>Range</u></p> <p><i>Welcome guests:</i></p> <ul style="list-style-type: none"> ▪ Greeting guests by name, where known ▪ Checking for and confirming reservations, where applicable ▪ Application of house standards for welcoming guests, including use of appropriate terms, phrases and greetings <p><i>Seat guests:</i></p> <ul style="list-style-type: none"> ▪ Escorting guests to table ▪ Interacting with guests ▪ Withdrawing chairs and seating guests ▪ Unfolding and lapping napkins <p><i>Service advice and information:</i></p> <ul style="list-style-type: none"> ▪ Explaining and describing menu items, including preparation time, ingredients, cooking style and other unique features of dishes ▪ Actively promoting and selling menu items, as nominated by management or the kitchen, with special emphasis on-selling 'extras' ▪ Making food and beverage recommendations ▪ Interacting with guests ▪ Providing local advice, information about the region/country and venue-specific details, advice and information ▪ Finding out information not known and passing same on to guests
<p>12.4 TAKE FOOD AND BEVERAGE ORDERS</p>	<ol style="list-style-type: none"> 1. Take <i>beverage orders and food orders</i> 2. <i>Sell menu items and drinks</i> proactively 3. Recommend drinks to accompany selected foods 4. Respond to guest queries regarding menu items and drink choices 5. Repeat the order clearly to the customer 6. If one dish becomes unavailable provide customer with relevant alternatives 7. <i>Transfer orders</i> to service and preparation points 8. <i>Adjust settings/covers</i> to reflect menu items selected 9. <i>Liaise with other staff</i> regarding intended service delivery <p><u>Range</u></p> <p><i>Beverage orders and food orders:</i></p> <ul style="list-style-type: none"> ▪ Accurate recording of guest orders, including details of

	<p>preferences and/or special requests</p> <ul style="list-style-type: none"> ▪Use of positive customer service and interpersonal skills ▪Use of selling skills ▪Demonstration of tact, courtesy and professionalism ▪Use of enterprise standard procedures for recording guest order ▪Recording food order for nominated courses, including appetizer, entrée, soup, main course and dessert ▪Minimal disruption to guest experience, enjoyment and conversation ▪Thanking guests and complimenting them on their selection <p><i>Sell menu items and drinks:</i></p> <ul style="list-style-type: none"> ▪Use of suggestive selling techniques ▪Use of up-selling and add-on-selling ▪Selling the benefits not just the features ▪Alignment of sales endeavours with kitchen and management priorities ▪Adherence to enterprise policies and procedures regarding implementation of selling techniques ▪Honesty, accuracy and professional ethics in the use of sales technique <p><i>Transfer orders:</i></p> <ul style="list-style-type: none"> ▪Informing bar of drink orders, including specific requirements for glassware, garnishes, preparation techniques, individual guests' special requests and timing requirements for service delivery ▪Informing kitchen of food orders, including special requests, dietary requirements, cultural requirements and timing needs ▪Informing cashier, where appropriate, of food and drink orders taken by waiter and including table number, guest name and time of order ▪Operating in house ordering and table tracking systems in accordance with house policies and manufacturer instructions ▪Pricing orders and preparing/generating guest account, where applicable <p><i>Adjust settings/covers:</i></p> <ul style="list-style-type: none"> ▪Removing and adding cutlery to match the food orders placed by, and the dining needs of, individual guests
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	<ul style="list-style-type: none"> ▪ Changing or adding glassware to match the beverage/wine orders that have been placed by each table ▪ Removing chairs and settings no longer needed by each table ▪ Preparing and readying service wear to accompany the provision of silver service, semisilver service or gueridon service <p><i>Liaise with other staff:</i></p> <ul style="list-style-type: none"> ▪ Notifying bar and kitchen staff of timing requirements that apply to each table to enable delivery of timely and coordinated food and beverage/wine service ▪ Arranging for assistance in the service of food and beverages to large groups ▪ Organizing support staff to assist in the delivery of silver service, semi-silver service, gueridon service and plated service as the need dictates ▪ Coordinating with cashier to ensure guest account is created, updated and made ready for presentation ▪ Notifying security or management where guests are presenting in an anti-social, argumentative, aggressive, intimidating, harassing, or otherwise unacceptable manner ▪ Assisting other staff, as required, in service delivery to their tables
12.5 SERVE DRINKS	<ol style="list-style-type: none"> 1. <i>Serve pre-dinner drinks</i> to table 2. Check with guest satisfaction for any other request 3. <i>Serve after-meal drinks</i> to table 4. Coordinate timing of beverage service to match courses/menu items being served 5. <i>Clear glasses</i> and beverage items <p><u>Range</u> <i>Serve pre-dinner drinks:</i></p> <ul style="list-style-type: none"> ▪ Collecting ordered dishes from bar, including checking for compliance with order placed by guest, checking temperature, appearance, garnish, correct glassware, equality and completeness ▪ Carrying drinks to table using trays ▪ Serving of drinks to guests in accordance with order placed ▪ Liaising and cooperating with other staff where silver service, semi-silver service and gueridon service is required ▪ Adhering to in house or industry standards regarding food service, placement of dishes on table, timing

	<p>of service, and coordination of wine and beverage service</p> <ul style="list-style-type: none"> ▪ Implementing customer service skills, communicating skills and interpersonal skills ▪ Implementing appropriate safe food handling skills <p>Serve after-meal drinks:</p> <ul style="list-style-type: none"> ▪ Using correct glassware ▪ Using drinks trolley to actively promote after-dinner drinks <p>Clear glasses:</p> <ul style="list-style-type: none"> ▪ Selling additional drinks and changing glassware to accommodate new products that are ordered ▪ Removing glasses, bottles and cans from table ▪ Removing corks that have been offered for presentation and ice buckets an
12.6 PRESENT ACCOUNT TO GUEST	<ol style="list-style-type: none"> 1. Compile guest account ready for presentation 2. Present account to guest at appropriate times 3. Accept payment for account 4. Process payment of account
12.7 PROVIDE DEPARTURE SERVICES	<ol style="list-style-type: none"> 1. Assist guest in leaving table 2. Provide end-of-service assistance, as required <p>3. Farewell guests</p> <p><u>Range</u></p> <p>End-of-service assistance:</p> <ul style="list-style-type: none"> ▪ Obtaining a taxi or other transport for guests ▪ Retrieving items that have been placed into safe keeping ▪ Offering umbrellas ▪ Accompanying guests to cars ▪ Making reservations on their behalf <p>Farewell guests:</p> <ul style="list-style-type: none"> ▪ Thanking guests for their business ▪ Wishing guests well, including respecting and valuing guests ▪ Implementing high levels of customer service, interpersonal skills and communication ▪ skills
12.8 CONDUCT SHUT DOWN ACTIVITIES	<ol style="list-style-type: none"> 1. Turn off electrical and service-related equipment, where appropriate 2. Remove used linen items for laundering 3. Store, stock and replenish, where necessary, for next service session 4. Dispose of waste

	<p>5. Clear and clean service area and service items</p> <p>6. Conduct session de-briefing</p> <p>Range</p> <p>Store, stock and replenish:</p> <ul style="list-style-type: none"> ▪ Putting away stock items that will not be required until the next service session ▪ Implementing safe food handling techniques ▪ Ordering and/or requisitioning stock <p>Clear and clean service area:</p> <ul style="list-style-type: none"> ▪ Spot cleaning of spills, mess and rubbish ▪ Washing service items, including use of detergent and sanitizers, polishing items ▪ Putting items in the correct location ready for use in the next session ▪ Advising management of any items that require service, repair or replacement ▪ Setting up service area for the next service session, including partial or full set-up <p>Session de-briefing:</p> <ul style="list-style-type: none"> ▪ Evaluating flow of service, speed of service and levels of guest satisfaction ▪ Evaluating the extent to which financial or other service targets were attained, including discussion of how poor situations in future may be addressed/retrieved, discussion of how positive results can be extended and applied to future service sessions ▪ Discussing and resolving service problems, including interpersonal problems, physical issues, support levels provided, guest complaints ▪ Pre-empting issues and service sessions arising
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Duty	13. Develop and Maintain Food and Beverages Product Knowledge	
Competence	Performance Criteria	
13.1 OBTAIN PRODUCT INFORMATION ON BEVERAGES	1. Beverage knowledge may be required for: <ul style="list-style-type: none"> ▪ Non-alcoholic drinks (mocktails) ▪ Canned drinks ▪ Tea ▪ Coffee 	
13.2 PROVIDE CUSTOMERS WITH RELEVANT BEVERAGE PRODUCT KNOWLEDGE	2. Food knowledge may be required for: <ul style="list-style-type: none"> -appetisers 	

	<ul style="list-style-type: none"> - Soups - Meat, fish and seafood - Vegetables - Desserts and sweets - Snacks - Pre-packaged food items - Specialist cuisine items
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Duty	14. Receive, Resolve and Escalate on Customer Complaints
Competence	Performance Criteria
14.1 IDENTIFY AND ANALYSE THE COMPLAINT	<p>1.Complaint may be related to:</p> <ul style="list-style-type: none"> ▪Any expression of dissatisfaction with food and beverage products or food service by a customer. ▪And this will include: <ul style="list-style-type: none"> •Written complaints •Verbal •Verbal complaints over the phone <p>2.Appropriate communication techniques may be related to:</p> <ul style="list-style-type: none"> ▪The use of active listening ▪The use of both open and closed questions ▪Speaking clearly and concisely ▪Using appropriate language and tone of voice ▪Giving customers full attention ▪Maintaining eye contact in face-to-face interactions ▪Appropriate non-verbal communication in face-to-face interactions <p>3.Documentation may include:</p> <ul style="list-style-type: none"> ▪Letters of complaint ▪Customer feedback forms outlining complaints. ▪Complaint emails <p>4.Options may include:</p> <ul style="list-style-type: none"> ▪Options that satisfy the customer ▪Options that partially satisfy the customer ▪Options that do not satisfy the customer <p>5.Inform customer of outcome may include:</p> <ul style="list-style-type: none"> ▪Providing documentation that supports customer complaint ▪Providing documentation that does not support the customer complaint
14.2 RESPOND TO COMPLAINT	
14.3 DETERMINE AND AGREE UPON APPROPRIATE ACTION TO RESOLVE COMPLAINT	
14.4 RECEIVE, RESOLVE AND ESCALATE ON CUSTOMER COMPLAINTS	

	<p>6. Appropriate person may include:</p> <ul style="list-style-type: none"> ▪ Immediate superior within organisational hierarchy ▪ Specialist customer service staff ▪ External bodies
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Duty	15. Speak English at a Basic Operational Level
Competence	Performance Criteria
15.1 PARTICIPATE IN SIMPLE CONVERSATIONS ON FAMILIAR TOPICS WITH WORK COLLEAGUES	<ol style="list-style-type: none"> 1. Use and respond appropriately to opening comments 2. Comment on familiar topics 3. Talk about a past event 4. Use closing remarks appropriately to end the conversation
15.2 RESPOND TO SIMPLE VERBAL INSTRUCTIONS OR REQUESTS	<ol style="list-style-type: none"> 1. Confirm understanding of supervisor's instructions or requests 2. Request repetition or clarification of instructions or requests
15.3 MAKE SIMPLE REQUESTS	<ol style="list-style-type: none"> 1. Use polite forms to make simple requests 2. Thank the person responding to your request 3. Acknowledge the person who cannot respond to your request
15.4 DESCRIBE ROUTINE PROCEDURES	<ol style="list-style-type: none"> 1. Explain a sequence of events in carrying out a routine job 2. Describe exceptions to routine procedures 3. Make suggestions on how to improve routine procedures
15.5 EXPRESS LIKES, DISLIKES AND PREFERENCES	<ol style="list-style-type: none"> 1. Talk about likes and dislikes of familiar topics and situations 2. Discuss preferences and give reasons
15.6 IDENTIFY DIFFERENT FORMS OF EXPRESSION IN ENGLISH	<ol style="list-style-type: none"> 1. Construct a formal sentence 2. Identify indicators of informal expressions in English 3. Differentiate between 'open-ended' and 'closed' questions

2.2 Specialised

Duty	1. Clean and Tidy Bar and Food Service Areas
Competence	Performance Criteria
<p>1.1 CLEAN AND TIDY FOOD AND BEVERAGE SERVICE AREAS</p>	<ol style="list-style-type: none"> 1. Identify food and beverage service areas and food and beverage service equipment that may need to be cleaned 2. Identify factors that may impact on the delivery of cleaning in food and beverage service areas 3. Apply cleaning and tidying techniques to identified cleaning needs in beverage service areas 4. Apply cleaning and tidying techniques to identified cleaning needs in food service areas 5. Identify equipment and items requiring maintenance and report to the appropriate person 6. Identify unusual, suspicious or unruly behaviour and report to the appropriate person 7. Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience <p>Range</p> <p>Food and beverage service areas:</p> <ul style="list-style-type: none"> ▪ Bars ▪ Dining areas, food courts, restaurants ▪ Gaming areas ▪ Function and entertainment areas ▪ Back-of-house and front-of-house areas ▪ Outside areas including sporting and pool areas <p>Food and beverage service equipment:</p> <ul style="list-style-type: none"> ▪ Service counters, cash registers, promotional displays, counter/bar fronts, mirrors, shelves, racks, flower displays ▪ Service equipment, including beverage service equipment, such as but not limited to draught beer, post-mix, coffee/espresso coffee machines, glass washers, glassware, trays, trolleys, refrigeration and display units; and food service equipment, such as but not limited to trays, trolleys, gueridon equipment, waiter’s stations <p>Factors that may impact:</p> <ul style="list-style-type: none"> ▪ Internal standards, policies and procedures of the host enterprise ▪ Need to cause minimum disruption to patrons and bar operations ▪ Timeliness of cleaning and tidying duties

	<ul style="list-style-type: none"> ▪Need to consult with operational staff before commencing cleaning and tidying <p><i>Cleaning and tidying techniques:</i></p> <ul style="list-style-type: none"> ▪Sweeping and mopping ▪Wiping down and polishing ▪Washing with detergent and sanitising ▪Dry and wet cleaning activities ▪Removing rubbish, including clearing dirty glasses, empty bottles and cans, wiping tables, emptying ash trays, clearing papers and other rubbish ▪Replacing and replenishing items, such as coasters, tables and chairs, table accoutrements (accessories), promotional materials, products, give-a-ways, light globes ▪External cleaning equipment, motorised sweepers, burnishers, polishers, scrubbers <p><i>Unusual, suspicious or unruly behaviour:</i></p> <ul style="list-style-type: none"> ▪Patrons discovered in areas they have no right/permission to be in ▪Drunken and disorderly people ▪Loiterers ▪Barred customers ▪Under-age people ▪Known vagrants or other undesirables ▪Intimidating or anti-social behaviour by people <p><i>Appropriate interpersonal skills:</i></p> <ul style="list-style-type: none"> ▪Greeting and fare welling guests ▪Product and premises knowledge ▪Selling skills, including recommending products and services ▪Directing guests to internal locations and local destinations ▪Making bookings for guests, as required ▪Assisting with luggage ▪Arranging for supplementary assistance from other staff
<p>1.2 PROVIDE SUPPORT TO STAFF</p>	<ol style="list-style-type: none"> 1. Deliver <i>assistance to food service staff</i> 2. Deliver <i>assistance to beverage service staff</i> 3. Deliver <i>assistance to other staff</i>, as required <p><u>Range</u></p> <p><i>Assistance to food service staff:</i></p> <ul style="list-style-type: none"> ▪ Fetching and carrying service ware, crockery, cutlery and trays, as required

	<ul style="list-style-type: none"> ▪ Clearing and cleaning tables, emptying ash trays ▪ Re-supplying hot boxes and waiter stations ▪ Re-setting tables ▪ Providing general busboy/runner duties ▪ Supplying linen, as required ▪ Moving and re-stocking service trolleys, such as roast trolleys, hors d'oeuvres trolleys, gueridon trolleys, desserts trolleys ▪ Washing crockery and cutlery to support immediate short-term service needs ▪ Cleaning up in-service spills and accidents <p>Assistance to beverage service staff:</p> <ul style="list-style-type: none"> ▪ Fetching and carrying bottles, glassware, carafes and trays, as required ▪ Clearing and cleaning tables, emptying ash trays ▪ Re-supplying beverage stocks behind bar and in on-floor displays ▪ Re-laying glassware on tables ▪ Moving and re-stocking service trolleys ▪ Washing glassware and other beverage service accoutrements, to support immediate short-term service needs ▪ Cleaning up in-service spills and accidents ▪ Taking beverage orders, accepting payment and giving change ▪ Supplying linen, as required <p>Assistance to other staff:</p> <ul style="list-style-type: none"> ▪ Responding to requests from in-house staff, who may include bar staff, waiting staff, kitchen staff, reception staff, housekeeping staff, room service staff, concierge, cellar staff ▪ Assisting with luggage ▪ Re-laying messages ▪ Providing general assistance to guests, as required ▪ Back-filling staff in different departments, as required ▪ Supplying change to departments ▪ Moving stock ▪ Receiving deliveries
1.3 CLEAN AND TIDY PUBLIC AREAS	<ol style="list-style-type: none"> 1. Identify public areas and equipment/items that may need to be cleaned 2. Identify factors that may impact on the delivery of cleaning in public areas 3. Apply cleaning and tidying techniques to identified cleaning needs in public areas 4. Identify equipment and items requiring maintenance and

	<p>report to the appropriate person</p> <p>5. Identify unusual, suspicious or unruly behaviour and report to the appropriate person</p> <p>6. Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience</p> <p><u>Range</u></p> <p><i>Public areas and equipment/items:</i></p> <ul style="list-style-type: none"> ▪ Foyer and reception areas, including tables and chairs, carpets, pianos, displays, doors, windows, plants and flower displays, walls <ul style="list-style-type: none"> ○ Spot cleaning, vacuuming, sweeping, mopping, removing litter, clearing glasses, crockery and cutlery ▪ Shops and telephone areas, such as doors, windows, telephones and booths and floors <ul style="list-style-type: none"> ○ Spot cleaning, vacuuming, sweeping, mopping ▪ Outside areas, including car parks, footpaths, walkways, gardens and displays, pool and recreation areas <ul style="list-style-type: none"> ○ Removing litter, sweeping, hosing, clearing glasses, crockery and cutlery
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Duty 2. Operate a Bar Facility	
Competence	Performance Criteria
2.1 PREPARE BAR FOR SERVICE	<p>1. Bar may be:</p> <ul style="list-style-type: none"> ▪ Permanent ▪ Temporary ▪ Dry till <p>2. Bar products and materials may include:</p> <ul style="list-style-type: none"> ▪ All types of drinks ▪ Garnishes ▪ Cleaning equipment ▪ Refrigeration equipment ▪ Utensils ▪ Bar towels ▪ Display items
2.2 TAKE DRINK ORDERS	
2.3 PREPARE AND SERVE DRINK	<p>1. Service equipment may include:</p> <ul style="list-style-type: none"> ▪ Bottle openers ▪ Measures ▪ Glassware ▪ Knives and chopping boards ▪ Ice containers ▪ Tongs and scoops ▪ Coasters

	<ul style="list-style-type: none"> ▪ Bar mats ▪ Refrigeration equipment ▪ Post mix ▪ Trays <p>2. Store items may relate to:</p> <ul style="list-style-type: none"> ▪ Storage cupboards ▪ Special storage areas ▪ Pest control measures <p>3. Garnishes and accompaniments may include:</p> <ul style="list-style-type: none"> ▪ Coasters ▪ Edible and non-edible garnishes
2.4 CLOSE DOWN BAR OPERATIONS	<p>1. Handover may relate to:</p> <ul style="list-style-type: none"> ▪ Customer orders ▪ Customer preferences ▪ Restocking bar products/equipment

Duty	3. Prepare and serve non-alcoholic beverages
Competence	Performance Criteria
3.1 PREPARE AND SERVE A RANGE OF TEAS	<p>1. Prepare equipment might include:</p> <ul style="list-style-type: none"> ▪ Teapots ▪ Plungers ▪ blenders <p>2. Crockery/glassware might include:</p> <ul style="list-style-type: none"> ▪ Plungers ▪ Teapots ▪ Creamers ▪ Milk jugs ▪ Tea strainers ▪ Mugs, cups and coffee glasses <p>3. Prepare appropriate method might include:</p> <ul style="list-style-type: none"> ▪ Filter ▪ Plunger ▪ Iced <p>4. Evaluate should relate to:</p> <ul style="list-style-type: none"> ▪ Strength of tea ▪ Taste ▪ Temperature ▪ Presentation

<p>3.2 PREPARE AND SERVE COLD DRINKS</p>	<p>1.Preparation of cold drinks might include:</p> <ul style="list-style-type: none"> ▪Shakes ▪Flavoured milks ▪Smoothies ▪Hot/iced chocolate/coffee ▪Juices ▪Water ▪Soft drinks ▪Mocktails <p>2.Ingredients may include:</p> <ul style="list-style-type: none"> ▪Juices ▪Cream ▪Mixers ▪Cordials
<p>3.3 DEMONSTRATE CLEANING AND MAINTENANCE OF EQUIPMENT AND MACHINERY FOR NON-ALCOHOLIC DRINKS</p>	<p>1.Handover may relate to:</p> <ul style="list-style-type: none"> ▪Customer orders ▪Customer preferences ▪Restocking bar products/equipment

PART 3 TRAINING STANDARDS

1. CURRICULUM DESIGN

This section includes the description of the standard design of the curriculum. This should include theory and practical that covers all generic and specialised competencies.

2. TRAINING DELIVERY

2.1. CLASS SIZE (RATIO: TRAINER VS TRAINEES)

- Ratio: Trainer vs. Trainees, Classroom and Practical
- Classroom (Theory) – 1 Trainer : 16 Trainees
- Practical – 1 Trainer : 8 Trainees

2.2. COURSE CONTENT

- 70% Practical and 30% Theory

2.3. EVALUATION

- Training course evaluation/ feedback form should be provided to candidates at the end of the training course.
- The Evaluation process helps the training organisation to understand the strength and weakness of the training course and identify opportunities to improve the training course for future candidates.
- Industry feedback mechanism must be in place.

2.4. ASSESSMENT

- All training organisations are required to demonstrate the four principles of assessment: (i) Validity (ii) Reliability (iii) Integrity (iv) Fairness
- Assessing the competency in terms of course work, practical, written assessment and interview
- Any written assessment shall have a standardised format with clear instructions.
- Multiple Choice Questions (MCQs) shall comprise of selection of four (4) answers provided.
- For Short Answer Questions (SAQs) sufficient space shall be provided for candidates to answer and the mark awarded for each individual question shall be indicated.
- MCQs and SAQs should be kept within separate sections.
- Any training course that is conducted, must as reasonably practicable expose the candidates towards the real working environment (e.g. Groupwork Presentations, Practical sessions, etc.).
- Assessment Packages per program.
- Assessment will be conducted by an independent assessment team comprising 1 independent assessor from an independent RTO, 1 external assessor from the industry and 1 verifier from the awarding body.
- The assessment team will be led by the assessor from an independent RTO.

3. TRAINING HOURS

The minimum nominal training hours is 100 hours.

4. TRAINERS QUALIFICATION

- Has a valid recognised training or teaching qualification (i.e. Certificate of teaching, Train the Trainer, etc.);
- Minimum 3 years of work experience in the relevant field or activity or has a minimum Higher National Diploma in relevant field and above;
- Awareness concerning the provisions of the of the Workplace Safety and Health Order, 2009 and its regulations.

5. ASSESSORS QUALIFICATION

- Has a valid recognized assessing or teaching qualification or a certificate of a qualified assessors (i.e., Certificate of Teaching, Train the Assessors, etc); OR
- Has a minimum 3 years of work experience in the relevant field or activity; OR
- Has higher National Diploma and above or relevant industry experience.

6. TOOLS, EQUIPMENT AND CONSUMABLES (MATERIALS)

All training providers are also required to provide at their training premises (including classrooms and practice grounds) facilities and equipment which must be maintained to a required standard and in full compliance with applicable laws of Brunei Darussalam and where appropriate, equipment should be routinely tested and inspected in accordance with applicable legislation and standards. This is to ensure that all training premises, facilities and equipment are safe and fit for purpose with suitable levels of hygiene in place*

*Training Standards 1-8: Aligned Requirements amongst SHENA, IBTE and MOE

TOOLS		EQUIPMENT		MATERIAL	
Description	Min. Qty	Description	Min. Qty	Description	Min. Qty
Cleaning equipment	10	Different types of crockery	20	Tea dusts/bags, milk, sugar, chocolate syrup, etc.	20
Trays	5	Different types and sizes of glassware	20	Tea strainers	1
		Water boiler	1		
		Chiller and freezer	1		

7.PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where required, the personal protective equipment (PPE) requirements shall be ascertained and to ensure that each candidate is provided with the same for the duration of the training course. The PPE shall be applicable for the type of course, of suitable standard and be well maintained at all times.

PPE		
Description	Qty	Standards and Specification
Facemask	16	N95
Gloves	10	non-latex, multiple sizes (S, M,L)
First Aid Kit	2	<p>Antiseptics and Ointments</p> <ul style="list-style-type: none"> • Benzalkonium Chloride Antiseptic Towelettes • Alcohol Antiseptic Wipes • Hand Cleansing Moist Towelettes • After Bite Insect Sting Relief • Centrimide First Aid Cream 25gr • Povidone Iodine Prep Pads <p>Wound Care/Trauma</p> <ul style="list-style-type: none"> • Fabric Adhesive Bandages – Finger & Knuckle and Patch • Fabric Patch Adhesive Bandages • Junior Adhesive Bandages • Butterfly Wound Closures • Compress Pressure Bandage w/Elastic

		<p>Ties Surgical Gauze Sponges</p> <ul style="list-style-type: none"> • Conforming Gauze Bandage Roll • Gauze Pads • Non-Adherent Dressings, Sterile • Abdominal/Combine Pads <p>Eye Injury</p> <ul style="list-style-type: none"> • Orthopaedic Eye Patch • Eye-shield, Plastic w/ Elastic Strap, Ventilated • Eye Cup • Eyewash Solution, • Saline Solution <p>First Aid/CPR/Instruments</p> <ul style="list-style-type: none"> • CPR Pocket Mask with Gloves • Vinyl Medical Examination Gloves • Surgical Tape • Cotton Tip Applicators • Safety pins • Splinter Probes, Sterile • Forceps, Fine Point • Paramedic Scissors 15.2 cm • Emergency Rescue Blanket • Single-Use Thermometers
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		<ul style="list-style-type: none"> • Penlight <p>Fractures/Sprains</p> <ul style="list-style-type: none"> • Wire Splint, Padded Aluminum Splint, Finger Splint • Instant Cold Compress, 1Elastic Bandage • Self-Adhering Wrap Bandage • Triangular Bandage <p>Burn Care</p> <ul style="list-style-type: none"> • Burn Stop Dressing • Burn Stop Gel Packet
<p>Fire extinguisher (dry powder/ CO2/ black label)</p>	<p>2</p>	<ul style="list-style-type: none"> • FIRE RATING 34 A 233 B C • EXTINGUISHING AGENT EPW 18462 (ABC Favorit Tertia) ABC powder - MAP 20 % • PROPELLANT Dehumidified air or N2 ,15 Bar at 20°C • TEMPERATURE RANGE -30°C / +60°C • NOMINAL CHARGE 6 Kg • FULL WEIGHT ~ 9,4 Kg • DIMENSIONS Height 550 mm Diameter 160 mm • DISCHARGE TIME 16,5 sec. • VALVE TIGHTENING TORQUE Minimum 40 Nm, Maximum 60 Nm • CYLINDER PRESSURE TEST PT 27 bar

		<ul style="list-style-type: none"> • CYLINDER VOLUME 7,8 L. • SAFETY VALVE Set between 22 and 27 bar • CYLINDER MATERIAL Alloy steel • EXTERNAL/INTERNAL TREATMENT Sandblast and epoxy polyester powder painting, Red Ral 3000 colour. 																													
Fire blanket	2	<table border="1"> <tr> <td>Product Code</td> <td colspan="2">SF-01</td> </tr> <tr> <td>Description</td> <td colspan="2">Texturized Glass Fabric Heat Treated</td> </tr> <tr> <td>Colour</td> <td colspan="2">Milky White</td> </tr> <tr> <td>Weight</td> <td colspan="2">450 Gram/Sqm +/- 10%</td> </tr> <tr> <td>Thickness</td> <td colspan="2">0.50mm +/- 10%</td> </tr> <tr> <td>Width</td> <td colspan="2">1Mtr (100 Cm)</td> </tr> <tr> <td rowspan="2">Yarn Thickness (Tex)</td> <td>Warp</td> <td>Wett</td> </tr> <tr> <td>EC 9 33 4*2</td> <td>EC 9 33 18*12</td> </tr> <tr> <td>Tensile Strength</td> <td>3544N/5CM (400 Lbs/Inch)</td> <td>3540N/5CM (400 Lbs/Inch)</td> </tr> <tr> <td>Temperature Resistance</td> <td colspan="2">550°C</td> </tr> </table>	Product Code	SF-01		Description	Texturized Glass Fabric Heat Treated		Colour	Milky White		Weight	450 Gram/Sqm +/- 10%		Thickness	0.50mm +/- 10%		Width	1Mtr (100 Cm)		Yarn Thickness (Tex)	Warp	Wett	EC 9 33 4*2	EC 9 33 18*12	Tensile Strength	3544N/5CM (400 Lbs/Inch)	3540N/5CM (400 Lbs/Inch)	Temperature Resistance	550°C	
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8. TRAINING FACILITIES

- Classroom
 - Size : minimum 27m sq.;
 - Proper signage.
- Workshop and training grounds
 - Size : where workshop and training grounds minimum size or area is specified;
 - Proper signage.
- Basic amenities
 - Basic necessities (not limited to. surau (male and female) toilet (male and female), resting areas, male and female changing room, first aid, etc.) must be provided.

NO. OF TRAINEES:	16	
REQUIREMENT SIZE IN:	MIN. SIZE IN METERS (M)	MIN. REQUIREMENT SIZE IN SQ. METERS
Building/Office	As approved by ABCi	As approved by ABCi
Training Workshop/Area	-	10
Storeroom	-	2
Classroom	-	27
GRAND TOTAL IN SQ. METERS:	39	

A**ASSESSOR**

accredited individual authorized to evaluate or assess competencies of a candidate applying for certification.

D**DUTY**

the tasks to be performed by an individual as a regular part of the individual's job.

I**INSTITUTIONAL ASSESSMENT**

an assessment undertaken by the institution for its trainees to determine their achievement of the learning outcomes in the module of instructions in given unit of competency or clusters of competencies.

L**LEARNING OUTCOMES**

the set of knowledge, skills and/or competencies an individual has acquired and/or is able to demonstrate after completion of a learning process, either formal, non-formal or informal.

O**OCCUPATION**

a set of jobs whose main tasks and duties are characterized by a high degree of similarity.

P

PERFORMANCE CRITERIA

evaluative statements that specify what is to be assessed and the required level of performance or competency.

R

RECOGNITION OF PRIOR LEARNING (RPL)

the process in which the individual's previous learning outside the formal system which contributes to the achievement of current competency/ies can be assessed against the relevant unit of competency and given recognition through the issuance of appropriate certificate.

T

TASK

a discrete, assignable unit of work that has an identifiable beginning and end, containing two or more steps which when performed, leads to a product, service or decision. This is normally performed within a specified period of time.

TRAINING STANDARDS

the information and important requirements to consider when designing training programs corresponding to a national qualification; this includes information on curriculum design, training delivery, trainee entry requirements, training tools and equipment, and trainer qualifications.

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