



**Technical and Vocational Education and Training (TVET) Council**



## **Occupational Standards of Competence**

# **Bar Service Level 1**

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**National Vocational Qualification (NVQ)**

**Barbados**

**In**

**Bar Service**

**Level 1**

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**Qualification Overview**  
**NVQ**  
**in**  
**Bar Service**  
**Level 1**

## Qualification Overview

### Who is the qualification for?

The NVQ in Bar Service Level 1 is for individuals whose Bar Service role requires well developed behavioural competence, but whose scope for independent decision making and for bringing about change is limited. They are likely to be in roles where for example they:

- Assist bartenders by keeping the serving area stocked with supplies
- Replenish the supply of clean glassware
- Keep the bar stocked with glasses, liquor, ice and drink garnishes
- Keep the bar equipment clean and wash glasses
- Perform a range of varied, routine activities under supervision

Normally, persons working at **Level 1** should be able to competently carry out simple and routine work activities and to collaborate with others through work groups or teams. The qualification covers the competencies of providing bar service by preparing, setting up, providing a drink service and closing down bar, while working in a safe and hygienic manner.

Relevant occupations include:

- Assistant Bartender
- Bar Steward

This list is not exhaustive and only serves to illustrate the breadth of the qualification.

### How the qualification is structured:

To achieve the full qualification, candidates must complete seven (7) units in total made up of six (6) mandatory units plus one (1) optional unit.

## Qualification Overview

<u>Mandatory Units (All must be completed)</u>		<u>TVETC Number</u>
<b>1</b>	<b>Create and maintain effective working relationships</b>	<b>U00106</b>
1.1	Gain the trust and support of colleagues and team members	
1.2	Gain the trust and support of one's immediate manager	
<b>2</b>	<b>Maintain customer care</b>	<b>U00206</b>
2.1	Handle customers	
2.2	Handle customer complaints	
2.3	Handle customer incidents	
<b>3</b>	<b>Maintain a safe and secure working environment</b>	<b>U00306</b>
3.1	Maintain personal health and hygiene	
3.2	Carry out procedures in the event of a fire	
3.3	Deal with the discovery of suspicious items/packages	
3.4	Carry out procedures in the event of an accident	
3.5	Maintain a safe work environment for customers, staff and visitors	
3.6	Maintain a secure work environment for customers, Staff and visitors	
<b>4</b>	<b>Prepare and clear area for drinks service in licensed premises</b>	<b>U05101</b>
4.1	Prepare customer and service area	
4.2	Clear customer and service area	
<b>5</b>	<b>Clean and store glassware</b>	<b>U05201</b>
5.1	Clean and store glassware	
5.2	Store glassware	
<b>6</b>	<b>Set up, clean and close down bar</b>	<b>U05301</b>
6.1	Set up bar	
6.2	Clean bar equipment and utensils	
6.3	Close down bar	



## Qualification Overview

### Optional Units (Choose 1)

- |          |  |               |
|----------|--|---------------|
| <b>7</b> | <b>Maintain payment point for cash and non-cash payments</b> | <b>U00406</b> |
| 7.1      | Maintain payment point for cash and non-cash payments        |               |
| 7.2      | Handle cash and non-cash payments                            |               |
| <b>8</b> | <b>Provide a drinks service for licensed premises</b>        | <b>U05401</b> |
| 8.1      | Prepare and serve alcoholic and non alcoholic drinks         |               |
| 8.2      | Maintain customer and service areas during drinks service    |               |

## Qualification Overview

### Evidence Requirements

For a candidate to be judged competent in a unit, the evidence presented must satisfy:

- All the performance criteria in each element
- All the range in each element
- All the evidence requirements
- All the relevant knowledge and understanding listed

Competence must be demonstrated consistently in the workplace over a period of time

The candidate must produce varied performance evidence and knowledge evidence derived from different situations over a period of time in the workplace.

Unless otherwise stated within the evidence requirements, all performance evidence must come from **real work** within the workplace. **Work** being defined as real if the provision of a service or product by the candidate that if not carried out, would require the organization to employ someone else to execute the task.

### Simulation

Unless otherwise stated in the evidence requirements, simulation is acceptable only as a supplementary form of evidence for certain range statements and performance criteria. These situations may include generic health and safety, fire and contingency activities for which the opportunity for assessment is often minimal in the workplace. It **should not** include routine activities which should be covered by performance evidence.

Where assessment is to be carried out through activities performed under simulation, the internal verifier must agree to the use of simulated activities with the assessor(s) and external verifier before they take place and must sample all performance evidence produced through simulated activities.