

U005301**Set up, clean and close down bar**

Unit Descriptor:

This unit describes the competence required to effectively set up, clean and close down bar.

The unit describes the essential abilities of:

- Correctly ordering, receiving and stocking supplies.
- Ensuring bar equipment and utensils are cleaned, sanitized and operable.
- Ensuring that service areas are clean at all times.
- Knowing organisational procedures for setting up and closing down bar.

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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|---------------|---|
| 1. Set up bar | 1.1 Bar is set up at least fifteen minutes prior to the time of opening. |
| | 1.2 Service items are of the correct type and quantities. |
| | 1.3 Glassware is clean, dry and free from damage and where appropriate, polished and displayed in correct location. |
| | 1.4 Coffee and beverage machines are clean and correctly prepared for use. |
| | 1.5 Condiment containers are cleaned, polished and appropriately stocked. |
| | 1.6 Inventory control procedures for opening bar are followed. |
| | 1.7 Supplies ordered and received are checked and stocked accordingly to organisational procedures. |
| | 18. Bottles are cleaned, polished and correctly displayed. |

- 1.9 **Bar** equipment and utensils are cleaned, sanitized and operable.
 - 1.10 Refuse and waste containers are hygienic, clean and ready for use.
 - 1.11 Bar counter is clean, items are appropriately displayed in accordance with organisational procedures.
 - 1.12 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
 - 1.13 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.
2. Clean bar equipment and utensils
- 2.1 Materials and supplies used for cleaning **bar** equipment and utensils are appropriate.
 - 2.2 Procedures followed for cleaning **bar equipment** and utensils are appropriate.
 - 2.3 **Bar utensils** are clean and free from damage and in adequate supply.
 - 2.4 Bar equipment is clean, free from damage, correctly located and where appropriate, switched on and ready for use.
 - 2.5 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.
 - 2.6 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

3. Close down bar
- 3.1 **Bar** is closed at time specified by management.
 - 3.2 Customers are appropriately notified of bar service termination.
 - 3.3 Bar area is clean, free of dirt, dust and litter and waste is disposed of in accordance with organisational procedure.
 - 3.4 Utensils and equipment are clean and correctly stored and where appropriate, turned off.
 - 3.5 Environmental systems are turned off or set in accordance with organisational procedures.
 - 3.6 Inventory control procedures for closing bar are followed.
 - 3.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 3.8 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Set up Bar**A. At the bar:** *(Also applies to element 2 and 3)*Public Bar

- (i) pool bar
- (ii) hotel main bar
- (iii) guest house
- (iv) clubs
- (v) taverns

Private Bar

- (i) cocktail parties
- (ii) weddings

At the table:Public Bars

- (i) pool bar
- (ii) hotel main bar
- (iii) guest house
- (iv) clubs
- (v) taverns

Private Bars

- (i) cocktail parties
- (ii) weddings

B. Setting up bar:

- (i) transporting
- (ii) unpacking
- (iii) storing and displaying products
- (iv) preparing
- (v) securing and displaying
- (vi) service items
- (vii) preparing glasses and displaying them

C. Regulations : *(Also applies to element 2 and 3)*

- (i) legislation
- (ii) organisation
- (iii) manufacturer
- (iv) supplier

Element 2: Clean bar equipment and utensils**D. Bar utensils:**

- (i) glassware
- (ii) spoons
- (iii) knives
- (iv) water jugs
- (v) ice buckets
- (vi) ashtrays
- (vii) ice scoops
- (viii) jigger

E. Bar equipment:

- (i) blenders
- (ii) mixers, e.g., cocktail shakers

Element 3: Close down bar**F. Unexpected situations:**

- (i) fire hazards
- (ii) guest complaints
- (iii) lost and found items

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. Why it is important to comply with health and safety regulations.
2. Why service items, equipment and utensils must be clean and undamaged at all times.
3. Where and from whom information on current health and safety regulations can be obtained.
4. Why materials and supplies used for cleaning bar equipment must be appropriate.
5. Why utensils and equipment must be cleaned and correctly stored and where appropriate, turned off.

Customer Care

6. Why service areas must be clean at all times.
7. Why refuse and waste containers must be emptied at all times.

Customer Incidents

8. Why customer incidents should be dealt with without delay
9. Why and to whom all customer incidents should be reported

Working Practices

10. Why bar area must be set up prior to time of opening.
11. Why service items must be polished and displayed at all times.
12. How to operate service equipment and why it must be checked that it is working before use.

Communication

13. When to seek assistance and when to use own initiative in meeting customer's needs.
14. What the formal and informal methods to satisfy customer needs within the resources available are and when it is appropriate to use them.
15. How to interpret customer feelings through body language, sensitive questioning and observation.
16. What customer complaints should be dealt with without delay.
17. Why it is important to establish priorities when dealing with customer complaints.

Administration.../Continued

18. What is the time specified by management for closing of the bar.
19. What are the inventory control procedures for closing the bar.
20. Why environmental systems must be turned off in accordance with organisational procedures.

Food Hygiene

21. Why the bar area must be cleaned and free from dirt, dust and litter at all times.
22. Why waste must be disposed of at all times.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Set up Bar

Totally through performance evidence in the form of observation and/or by performance evidence in the form of observation to cover performance criteria 1 to 11 and a minimum of:

- 2 items from the range of A
- All items from the range of B
- 2 items from the range of C

Element 2: Clean bar equipment and utensils

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 6 and a minimum of:

- All items from the range of D
- All items from the range of E

Element 3: Close down bar

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 2 to 6 and a minimum of:

- 2 items from the range of A
- 1 item from the range of F

The following applies to Elements, 1, 2 and 3:

By supplementary evidence in the form of questioning, and/or personal statement and/or witness testimony to cover the rest of the range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation reports by your assessor on how you set up a bar, clean bar equipment and utensils and close down bar.
- Copies of written communication to and from customers

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you set up a bar, clean bar equipment and utensils and close down.
- Witness statements from customers, colleagues and line managers that provide evidence of how you set up a bar, clean bar equipment and utensils and close down a bar.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement;
- Simulation is **not** allowed for any performance evidence within this unit.