

U005401**Provide a drinks service for licensed premises**

Unit Descriptor:

This unit describes the competence required to provide a drinks service for licensed premises.

The unit describes the essential abilities of:

- Communicating effectively
- Responding to customer needs
- Knowing the correct procedures for dispensing and serving drinks
- Operating within organisational procedures
- Meeting legal requirements for drink service

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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| 1. Preparing and serving alcoholic and non-alcoholic drinks | <p>1.1 Customers are dealt with promptly in a polite and helpful manner at all times.</p> <p>1.2 Alcoholic drinks are served only to the permitted persons in line with legal requirements and operational procedures.</p> <p>1.3 Customers are provided with accurate information on beverages and customers' requirements are identified correctly.</p> <p>1.4 Drinks are dispensed and served at the correct temperature using the correct service equipment and drink accompaniments.</p> <p>1.5 Drinks are served in line with the appropriate service style.</p> <p>1.6 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.</p> <p>1.7 All work is carried out in an organised and efficient manner in accordance with safety and health regulations and organisational procedures.</p> |
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2. Maintain customer and service areas during drink service
- 2.1 Customers are dealt with in a polite and helpful manner at all times.
 - 2.2 **Stocks and drinks accompaniments** for service are maintained at the required levels.
 - 2.3 Stock and drink accompaniments for service are stored correctly, arranged and rotated.
 - 2.4 **Service equipment and customer and service areas** are kept clean, tidy and ready for use.
 - 2.5 **Environmental systems** are maintained at the required levels.
 - 2.6 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
 - 2.7 All work is carried out in an organised and efficient manner in line with appropriate organisational procedures and **legal requirements**.

RANGE STATEMENT

You must cover the items below:

Element 1: Prepare and serve alcoholic and non-alcoholic drinks

- A. Customers:**
 - (i) internal
 - (ii) external

- B. Drinks:**
 - (i) draught beers/cider
 - (ii) bottled beers/cider
 - (iii) spirits and wines with optics
 - (iv) liqueurs with measure
 - (v) soft drinks
 - (vi) mineral/juices
 - (vii) hot drinks
 - (viii) cocktails

- C. Information:**
 - (i) price
 - (ii) promotions and special offers
 - (iii) relative strength
 - (iv) legal measures

- D. Service style:**
 - (i) at the bar
 - (ii) at the table

- E. Service Equipment:**
 - (i) bottle openers/corkscrews
 - (ii) optic/measures/pours
 - (iii) glassware (glasses/ashtrays)
 - (iv) knives and chopping boards
 - (v) ice bucket and ice scoops
 - (vi) trays
 - (vii) coasters and drip mats

- F. Drinks accompaniments:**
 - (i) ice
 - (ii) accompaniments for hot drinks
 - (iii) food garnishes for drinks
 - (iv) decorative items for drinks

- G. Unexpected situations:**
 - (i) customer incidents
 - (ii) breakages

H. Legal requirements:

- (i) current relevant legislation relating to weights and measures and safe hygienic working practices when preparing and serving alcoholic and non-alcoholic drinks

Element 2: Maintain customer and service areas during drink service**I. Stocks:**

- (i) bottled beers
- (ii) wines and spirits
- (iii) cold soft drinks
- (iv) mineral juices
- (v) hot beverage
- (vi) sundry items
- (vii) cigars

J. Accompaniments:

- (i) ice and water
- (ii) food garnishes for drinks
- (iii) decorative items for drinks
- (iv) accompaniments for hot beverages

K. Service equipment:

- (i) bottle openers and corkscrews
- (ii) optic measures/pourers
- (iii) knives and chopping boards
- (iv) ice buckets and ice scoops
- (v) glassware
- (vi) trays
- (vii) coasters and drip mats
- (viii) all electrical equipment for beverage service

L. Customer and service areas:

- (i) counter and shelves
- (ii) floors
- (iii) waste bin and bottle containers
- (iv) tables and chairs

M. Environmental control systems:

- (i) lighting
- (ii) ventilation/air conditioning
- (iii) music system

N. Unexpected situations:

- (i) equipment faults
- (ii) breakages
- (iii) customer incidents

O. Legal requirements:

- (i) current relevant legislation relating to licensing legislation, and safe and hygienic working practices when maintaining customer and service areas during service.

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. Why and to whom any customer incidents should be reported.
2. Why correct storage and rotation procedures should be followed.
3. Why customer and service areas should be kept clean, tidy and free from rubbish.
4. Why service areas must be secured from unauthorised access at all times.

Product knowledge

5. Why it is essential to give accurate and disclosable information to customers at all times.
6. Why a constant stock of drinks and accompaniments must be maintained.

Customer Incidents

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

Legislation

9. What type of customer may not be served alcoholic drinks and why.
10. Why legal measures must be used to serve alcohol.
11. What the relevant licensing laws are and how they affect the operation.

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: Prepare and serve alcoholic and non-alcoholic drinks

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1,2,4,5 and a minimum of:

- All items from the range of A
- 6 items from the range of B
- 2 items from the range of C
- All items from the range of D
- 7 items from the range of E
- 3 items from the range of F

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 5 and a minimum of:

- 7 items from the range of I
- 3 items from the range of J
- 7 items from the range of K
- 3 items from the range of L
- 2 items from the range of M

The following applies to Elements, 1 and 2:

By supplementary evidence in the form of questioning, and/or role play and/or witness testimony to cover the rest of the performance criteria and 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 of how you prepare and serve alcoholic and non-alcoholic drinks and maintain customer and service areas when providing a drinks service for licensed premises.
- 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 prepare and serve alcoholic and non-alcoholic drinks and maintain customer and service areas when providing a drinks service for licensed premises.
- Witness statements from customers, colleagues and line managers that provide evidence of how you prepare and serve alcoholic and non-alcoholic drinks and maintain customer and service areas when providing a drinks service for licensed premises.

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 **not** allowed for any performance evidence within this unit.