



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Provide alcoholic beverage service in a hospitality establishment		
	<p>Note: This unit has been adapted from the NZQA registered standard 27939¹ <i>Provide alcoholic beverage service in a hospitality establishment</i> which have been licensed under a Creative Commons BY 3.0 NZ License.</p>		
TQF Level:	3	Credits:	15
		Version:	1
National standard code:	NS017-03		
Associated qualification (and code):	National Certificate in Food and Beverage Service Level 3 (QR-03-NQ-018-05-0903-19-01)		
Approval date:	11 June 2019	Review date:	11 June 2024
Purpose:	<p>People credited with this unit will be able to:</p> <ol style="list-style-type: none"> 1. Prepare alcoholic beverage service; 2. Take customer beverage orders; 3. Serve alcoholic beverage; and 4. Complete end of shift procedures in a hospitality establishment. 		

¹ NZQA. (2018). Registered standard: Provide alcoholic beverage service in a hospitality establishment. Version 4. [Available online: <https://www.nzqa.govt.nz/ncea/assessment/view-detailed.do?standardNumber=27939>]

Learning Outcome 1 (LO1)	Prepare for alcoholic beverage service in a hospitality establishment.
Performance standards	<p>1.1 Sufficient beverages and beverage accompaniments are stored and maintained in designated place, at the correct temperature for service. <i>[Range of accompaniments may include but are not limited to – ice, cordials, straws, garnishes.]</i></p> <p>1.2 Service equipment is checked to ensure it is clean, operational, and ready for use for service. <i>[Range of equipment may include but not limited to: bottle openers, corkscrews, measures, glassware, knives and chopping boards, ice containers, tongs and scoops, nip pourers, coasters, bar mats, refrigeration equipment, post mix, beer dispensers, trays.]</i></p> <p>1.3 Beverages that are served in the establishment are identified and described. <i>[Range of beverages include but not limited to: Beer, liquor and spirits, wine, cocktails, mixed drinks, etc.]</i></p>
Learning Outcome 2 (LO2)	Take customer beverage orders in a hospitality establishment.
Performance Standards	<p>2.1 Eligibility to be served alcohol is described and any non-compliance actioned. <i>[Range: Eligibility includes but is not limited to behaving in an intoxicated manner, violent and disorderly behaviour, under-age person, person under an exclusion order, person requesting service outside licensing hours.]</i></p> <p>2.2 Customers are provided with beverage information on request, and beverages are promoted. <i>[Range: Information may include but is not limited to price, promotions, ingredients, relative strength, suitable alternatives, flavours, non-alcoholic options.]</i></p> <p>2.3 Customers’ beverage requirements are identified and checked.</p>
Learning Outcome 3	Serve alcoholic beverages in a hospitality establishment.

(LO3)	
Performance standards	<p>3.1 Alcoholic beverages are made, where required, in accordance with customer request.</p> <p>3.2 Alcoholic beverages are served in a careful manner, at correct temperature, using correct service equipment and accompaniments for the drink.</p> <p>3.3 Hot alcoholic beverages are served to customers in a timely manner that optimises beverage and service quality, in accordance with customers' orders.</p>
Learning Outcome 4 (LO4)	Complete end of shift procedures in a hospitality establishment.
Performance standards	<p>4.1 Work environment is checked and left in a clean and tidy condition, in accordance with establishment requirements;</p> <p>4.2 Supplies are checked, and restocked where required, ;</p> <p>4.3 End of shift documentation is completed.</p>
Pre-requisites	N/A
Co-requisites	NS016-03
Underpinning skill and knowledge	Self-control, General human health and diseases; Human foods and nutrition; Hazards and safety; Personal grooming and presentation; Effective time management; Communication including writing (Tongan and English); Environmental awareness; General geographical knowledge of the (map) location of tourists home countries, Cultural awareness and sensitivity; Interpersonal communication skills; Workplace security; Intoxication and the law; Metric measurements (volume, length, time, etc.); Strong mathematical skills; Basic money handling skills; Attention to details.
Suggested assessment methods	<p>1) Written theory examination (40%)</p> <p>2) Practical assessment (60%)</p> <p style="padding-left: 20px;">a) Practical assessments</p> <p style="padding-left: 20px;">b) Role play in a simulated workplace environment</p> <p>Note: This is a competency-based unit. Refer to the section on <i>Requirements to complete</i> for more information.</p>
Resource requirements	1. Commercial Bar and beer tap (or necessary arrangement

	<p>made);</p> <ol style="list-style-type: none"> 2. Glassware – highball and lowball glasses, shot, cocktail and wine glasses; 3. Service trays; 4. Storage shelves/cupboards; 5. Cooler/Refrigerator; 6. Work bench and water faucet; 7. Relevant readings at discretion of trainer/lecturer; 8. Unit outline.
Moderation arrangements	Provider approved Moderation processes, OR TNQAB Moderation processes.
Requirements to complete this unit	<p>Learners must be assessed as ‘Competent’ to complete this unit. Competency for this unit is at least 100% of the Performance standards.</p> <p>Learners who fail to be competent after 3 attempts will be advised to re-enrol in this unit</p>
Public comments on unit	Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.