



Tertiary and Vocational Education Commission

National Competency Standards and Curriculum For Bartender NVQ Level 3

Course synopsis

This course is designed to introduce students to careers in hospitality industry as bartenders. It provides knowledge on responsibilities and work ethics of a bartender, and competencies required to prepare and serve alcoholic and non-alcoholic beverages and snacks.

Course Title	Course Duration
Bartender	2 months – NVQ Level 2
<p>Job outlook, objectives of the course and career paths available following completion of the course</p> <p>Bartenders prepare drinks and serve them directly to customers or through waiters who place drink orders ensuring that customers receive prompt service. Bartenders must know a wide range of drink recipes and be able to mix drinks correctly and quickly. When measuring and pouring beverages they must avoid spillage or over pouring.</p> <p>Some establishments, especially busy establishments with many customers, use equipment that automatically measures and pours drinks at the push of a button. Bartenders who use this equipment, however, still must become familiar with the ingredients for special drink requests and be able to work quickly to handle numerous drink orders.</p> <p>Bartenders in some establishments also use carbonated beverage dispensers, cocktail shakers, commercial strainers, trigger sprayers, and ice shaver machines.</p> <p>In addition to mixing and serving drinks, bartenders stock and prepare garnishes for drinks and maintain an adequate supply of ice, glasses, and other bar supplies. They also wash glassware and utensils and serve food to customers who eat at the bar. Bartenders are usually responsible for ordering and maintaining an inventory of liquor, mixers, and other bar supplies.</p>	

Modules to be covered

1. Maintain personal grooming & hygiene and workplace hygiene & safety.

This module covers the competencies required to serve food and beverages to customers in a safe and hygiene environment while maintaining personal grooming and hygiene.

2. Introduction and Orientation to Hospitality Industry and bar tender.

After completion of this module the trainee will be able to get an overview of the hospitality industry and demonstrate understanding of duties and responsibilities, accountability and quality of profession while ensuring the stability of his/her career path

3. Open, arrange and close the bar.

This module covers the competencies required to open, check and arrange the bar ensuring safety of material and maintaining hygienic standards.

4. Prepare and Serve beverages & snacks and settle bill

This module covers the competencies required to take orders, prepare and serve food & beverages efficiently to client's satisfaction according to standard operating procedure while ensuring hygienic condition.

5. Career skills 1

This module provides basic communicative skills in English and effective elementary reading and writing skills and basic knowledge of grammar to facilitate this. It also introduces cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.

Module Title :	Course Duration:
1. Maintain personal grooming & hygiene and workplace hygiene & safety.	
Objectives of the module This unit covers the competencies required to serve food and beverages to customers in a safe and hygiene environment while maintaining personal grooming and hygiene.	
Competencies / modules to be covered <ol style="list-style-type: none"> 1. Maintain personal grooming & hygiene 2. Clean bar, tables and work area 3. Maintain equipment for proper functionality, safety and in proper working order hygienically. 4. Maintain working environment free of hazards. 5. Practice proper tools & equipment handling 	
Recommended teaching methods :	Demonstration , real work situations, student result presentation, guided practice and independent practice

Module Title	Course Duration
1. Introduction and Orientation to Hospitality Industry and bartender.	
Objectives of the module After successful completion of this module the trainee will be able to get an overview of the hospitality industry and demonstrate understanding of duties and responsibilities, accountability and quality of profession while ensuring the stability of his/her career path.	
Competencies to be covered <ol style="list-style-type: none"> 2. Overview of hospitality industry. 3. Bartender's position in a hotel organizational structure. 4. Career opportunities and future prospects in the hospitality industry. 5. Duties and responsibilities of bartender in the hospitality industry. 6. Work values and ethics (Code of conduct) 7. Company policies, company operations, procedures and standards. 8. Integration of personal objectives with organizational goals. 9. Responsibility and accountability. 10. Manage work priorities and commitment 11. Comply with food and beverage regulations 12. Acquaintance with equipment, systems & maintenance. 	
Recommended teaching methods :	Demonstration, real work situations, student result presentation, guided practice and independent practice

Module Title :	Course Duration
2. Open, arrange and close the bar.	
<p>Objectives of the module</p> <p>This unit covers the competencies required to open, check and arrange the bar ensuring safety of material and maintaining hygienic standards.</p>	
<p>Competencies to be covered</p> <ol style="list-style-type: none"> 1. Collect bar keys. 2. Check security 3. Open and clean the bar. 4. Clean and arrange the equipment/ material. 5. Arrange bar, counter and display. 6. Hand over /close the bar. 	
Recommended teaching methods :	Illustrated talk, demonstration , real work situations, student result presentation, guided practice and independent practice

Module Title	Course Duration
4. Prepare beverages, serve beverages and snacks and settle bills	
<p>Objectives of the module This module covers the competencies required to take orders, prepare and serve food & beverages efficiently to client's satisfaction according to standard operating procedure while ensuring hygienic condition.</p>	
<p>Competencies to be covered</p> <ol style="list-style-type: none"> 1. Welcome the guest at the bar and ensure that they are of legal drinking age 2. Give menus and assess customers' needs and preferences 3. Take drink orders from customers 4. Place orders in computerized system. 5. Prepare alcoholic and non-alcoholic beverages 6. Serve wine correctly 7. Serve aperitifs, Serve spirits, Serve liqueurs. 8. Serve draft and bottled beer with due care 9. Mix ingredients and prepare simple cocktail & mocktails 10. Serve cocktails and mocktails. 11. Serve snacks. 12. Prepare and serve tea and coffee 13. Stay guest focused and nurture an excellent guest experience 14. Knowledge of understanding alcohol levels – read labels 15. Be aware of potential problems including customers drinking excessively, and deal with these tactfully. 16. Operate cash registers, collect payments from customers and return change 	
Recommended teaching methods :	Demonstration , real work situations, guided practice and independent practice

Module Title	Course Duration
5. Career Skills 1	At least 60 hours in 3 month course
Objectives of the course	
<p>All recent studies make it clear that one of the greatest problems noted with regard to the employability of students in the TVET sector is the absence of soft skills, in particular communicative competence in English. Employers have indicated that they would appreciate better English in their staff and the ability to communicate with more confidence.</p> <p>This course provides basic communicative skills in English and effective elementary reading and writing skills and basic knowledge of grammar to facilitate this. It also introduces cognitive skills with regard to effective work and the ability to work efficiently alone and in a team.</p>	
Competencies to be covered	
<p>1. Understand and use simple expressions to communication This subject provides the necessary communication skills so that students can introduce themselves and interact with others, and can respond to simple questions and follow simple instructions, describe people, places, tools.</p> <p>2. Read and write effectively This subject provides the necessary skills to find and understand the information given in a text, to understand notices, instructions and information, to take down short messages and write simple descriptions.</p> <p>3. Use English correctly This subject is not taught separately but is included in the development of the productive and receptive skills above, since awareness of the structure of the language is necessary for these The development of appropriate vocabulary is also targeted to deploy the above skills</p> <p>4. Develop the capacity to think and plan productively y This subject develops cognitive abilities and skills with regard to effective work, with strengthening of thinking skills, recognition of systems, making deductions etc</p> <p>5. Develop effective working capacity This subject develops the capacity to work effectively individually and in collaboration with others through building the sense of individual responsibility, and accountability within a working group</p>	