



**NATIONAL
OCCUPATIONAL
SKILL
STANDARDS**

**FOOD AND
BEVERAGE**

Levels One, Two, Three and Four

ACKNOWLEDGEMENT

These National Occupational Skills Standards (NOSS) were developed by the Industrial Technical Panel (ITC) for Food and Beverage (in the Hospitality Industry), as part of the PNG Occupational Skills Standard Project (POSSP).

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The NATTB and POSSP express it's thanks to the members of the ITC and their employers for their work and commitment to improving the skills of the workforce in PNG

THE STANDARDS

LEVEL ONE

- Unit HOSFB01 Clean and tidy bar areas
Unit HOSFB02 Provide a link between kitchen and service area

LEVEL TWO

- Unit HOSFB03 Operate a bar
Unit HOSFB04 Provide food and beverage service
Unit HOSFB05 Provide table service of alcoholic beverages
Unit HOSFB06 Complete retail liquor sales
Unit HOSFB07 Provide room service
Unit HOSFB08 Prepare and serve non-alcoholic beverages
Unit HOSFB09 Develop and update food and beverage knowledge
Unit HOSFB10 Prepare and serve espresso coffee

LEVEL THREE

- Unit HOSFB11 Operate cellar systems
Unit HOSFB12 Provide responsible service of alcohol
Unit HOSFB13 Provide specialist service on wine
Unit HOSFB14 Prepare and serve cocktails
Unit HOSFB15 Prepare and monitor espresso coffee service
Unit HOSFB16 Provide gueridon service
Unit HOSFB17 Provide silver service
Unit HOSFB18 Manage wine for a wine outlet

LEVEL FOUR

- Unit HOSFB19 Provide specialist advice on food

Explanation of National Occupational Skills Standards (NOSS)

These NOSS have been developed by the ITC to be used by any person who is currently working as a Food and Beverage Waiter, or who wishes to be trained as a Food and Beverage Waiter.

NOSS are developed by industry and are based around the functions of a job. That is, they are developed by people who do the job and they specify the skills, knowledge and attitude that are applied by a person to complete the job. NOSS measure a person's ability to perform tasks to a standard of performance required in the workplace. NOSS are endorsed by the NATTB. They are national standards and can be used by any industry employing Food and Beverage Waiters, or any training institution who wishes to provide training to Food and Beverage Waiters.

NOSS can be used for things such as:

- providing benchmarks for training courses and issuing of qualifications
- providing benchmarks for assessment of skills and knowledge
- work organisation and developing job descriptions
- formally recognising existing skills and knowledge held by people in both formal and informal employment
- identifying training needs

Some Definitions

NOSS define the skills, knowledge and attitude required for effective performance in the workplace. Standards are expressed in outcome terms and have a standard format comprising Unit, Elements, Performance Criteria, Range Statement and Evidence Guide.

Each unit of competency identifies a discrete workplace requirement. It is generally regarded as the job function of a single person.

An Element of Competency is the basic building block of the Unit of Competency. Elements are expressed as an outcome, and an individual is assessed against the Element and must demonstrate they have the skills, knowledge and attitude to carry out that task or duty.

Performance Criteria are evaluative statements which specify what is to be assessed and the required level of performance. They specify the activities, skills, knowledge and attitude that provide evidence of competent performance for each element.

The Range Statement is part of a competency standard, which sets out a range of contexts in which performance can take place. The Range Statement helps the assessor to identify the specific industry or enterprise application of the unit of competency. A Range Statement is a part of the format of a competency standard and provides a context for the unit of competency, describing essential operating conditions that may be present with training and assessment, depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. As applicable, the meanings of key terms used in the performance criteria will also be explained in the range statement

The Evidence Guide is part of a unit of competency. Its purpose is to guide assessment of the unit of competency in the workplace and a training environment. The evidence guide specifies the context of assessment, the critical aspects of evidence and the required or underpinning knowledge and skills. The evidence guide relates directly to the performance criteria and range statement defined in the unit of competency

Assessment

To perform to the standard required in industry, an individual will need to demonstrate competency to the level specified in each Unit of Competency, i.e., he/she will need to show they have the level of skills, knowledge and attitude required by industry.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace as expressed in the relevant Unit of Competency.

An assessment judgement involves an assessor evaluating whether the evidence is current, valid, authentic and sufficient to make an assessment decision

The assessment system is a controlled and ordered process designed to ensure that assessment decisions made in relation to many individuals, by many assessors, in many situations, are consistent, fair, valid and reliable.

Levels

NOSS are allotted one of four levels. Below are descriptors of the four levels to be used in the development of NOSS in PNG across all occupations. They take into account international best practice in skill standards as well as the existing level descriptors used in PNG. The table does not represent a national qualifications framework, but is merely a guide to developers of NOSS

In the table below, **Level One** refers to the skills and knowledge used as an assistant to a more skilled worker. It may also describe some of the skills and knowledge used in the informal sector.

Level Two refers to the skills and knowledge used by a person working as part of a team to complete work tasks. Often they will be assisted by someone with level one skills and knowledge.

Level Three would be someone capable of completing a wide range of work tasks by themselves. An example is a tradesperson. Some problem solving is also involved, which implies a higher level of theoretical knowledge.

Level Four may be a front line supervisor such as a team leader or crew leader. It may also apply to more complicated work tasks that require a high level of theoretical understanding to complete. There would be a significant amount of problem solving that requires a depth of theoretical knowledge. Often the jobs in this area will be outside the traditional trade areas or be at a level that supervises tradespeople or a person who often works alone

	Knowledge	Workplace Application
Level 1	<ul style="list-style-type: none"> ▪ Recall facts ▪ Recall general knowledge 	<ul style="list-style-type: none"> ▪ Routine jobs under supervision ▪ Established work procedures followed ▪ Repetitive and familiar work ▪ Assisting more skilled workers
Level 2	<ul style="list-style-type: none"> ▪ Recall facts ▪ Recall main ideas in a field 	<ul style="list-style-type: none"> ▪ Work in defined routines and strategies ▪ Select appropriate work methods and tools and equipment ▪ Frequent supervision ▪ Follow instructions
Level 3	<ul style="list-style-type: none"> ▪ Apply knowledge that includes knowledge of processes, techniques, materials, tools and equipment, terminology and sufficient theory to solve problems ▪ Conceptual and technical knowledge 	<ul style="list-style-type: none"> ▪ Routine and non routine work ▪ Problem solving – predictable areas ▪ Applying technical skills to a job ▪ Interpretation of work procedures/processes ▪ Direct the work of others in technical areas ▪ May work alone ▪ Minimal or no supervision ▪ Plan own work
Level 4	<ul style="list-style-type: none"> ▪ Practical and theoretical knowledge used in a wide range of activities ▪ Highly specialised knowledge ▪ Knowledge of work procedures 	<ul style="list-style-type: none"> ▪ Routine and non routine work ▪ Develop and interpret work procedures and processes ▪ Solve problems – predictable and unpredictable ▪ Guide the work of others ▪ Responsible for own work

UNIT TITLE
UNIT CODE

CLEAN AND TIDY BAR AREAS
HOSFB01

Element

Performance Criteria

- | | |
|---|--|
| <p>1 Clean bar and equipment</p> | <p>1.1 Comply with industry requirements in relation to standard of dress and personal hygiene</p> <p>1.2 Clean bar surfaces and equipment in accordance with industry standards and hygiene regulations, in consultation with other bar attendants and with minimum disruption to bar operations.</p> <p>1.3 Operate cleaning equipment in accordance with manufacturer's instructions.</p> <p>1.4 Check the condition of utensils and glassware during the cleaning process for dirty or damaged items.</p> <p>1.5 Safely dispose of broken and cracked items and other waste in accordance with standard operating procedures and environmental considerations.</p> <p>1.6 Carry out all work in accordance with Occupational Health and Safety</p> |
| <p>2 Clean and maintain public areas</p> | <p>2.1 Identify public areas which require cleaning or maintenance promptly and take appropriate action.</p> <p>2.2 Clear empty and unwanted glasses on a regular basis with minimum disruption to customers.</p> <p>2.3 Clean and prepare tables and public areas hygienically in accordance with standard operating procedures.</p> <p>2.4 Interact with customers, where appropriate, to enhance customer service.</p> <p>2.4 Ensure adequate cleaning supplies are available for following shift</p> <p>2.5 Carry out all work in accordance with Occupational Health and Safety</p> |

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Range Statement

This unit deals with the skills and knowledge required to provide general assistance in a bar area. It reflects the role of a ‘bar useful’ or may be part of the role of a bar attendant.

This unit applies to all establishments where alcoholic and other beverages are served. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Bar surfaces and equipment may include:

- service counters
- beer, wine and post mix service points
- refrigeration equipment
- ice machines
- blenders
- coffee machines
- utensils
- glassware
- food containers for garnishes, chips
- glass washing machines
- cleaning equipment

Public areas may be indoor or outdoor and include:

- bar areas
- restaurant areas
- function areas
- gaming areas
- public amenities

Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- operation of bar equipment including glass washer
- hygiene issues specific to bar operations
- safe and appropriate use of cleaning equipment and chemicals
- logical and efficient work flow

The following knowledge must be assessed as part of this unit:

- requirements of the Health Act in relation to basic hygiene requirements in bar areas

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- hygiene issues specific to bar operations
- requirements of the relevant Liquor Licensing Act and Local regulations in relation to general licensing requirements and responsibilities of individual staff members

Critical Aspects of Assessment

Evidence of the following is critical:

- ability to maintain the cleanliness and tidiness of bar area during normal operating conditions within appropriate timeframes
- ability to follow enterprise bar cleaning procedures safely and hygienically
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace
- Comply with industry requirements in relation to standard of dress and personal hygiene

Context of Assessment and Resource Implications

Assessment must ensure:

- access to a fully-equipped bar including current industry equipment
- access to an appropriate range of cleaning equipment and chemicals
- industry-realistic conditions such as typical customer bar staff ratios and time constraints

Assessment Methods

Assessment methods must be chosen to ensure that cleaning and maintenance of bar and public areas can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate cleaning and maintaining bar area and public area
- written or oral questions to test knowledge of hygiene, relevant legislation and OH&S issues
- review of third-party workplace reports of on-the-job performance by the candidate

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Unit Title	Provide a link between kitchen and service areas
Unit Code	HOSFB02
Element	Performance Criteria
1 Liaise between kitchen and service areas	<p>1.1 Comply with industry requirements in relation to standard of dress and personal hygiene</p> <p>1.2 Attend to and monitor kitchen service points to ensure prompt pick up of food items.</p> <p>1.3 Check quality of food in accordance with standard operating procedures.</p> <p>1.4 Check service ware for chips, marks, spills and drips.</p> <p>1.5 Carry plates and/or trays safely and according to industry standards and standard operating procedures</p> <p>1.6 Transfer and place food promptly and correctly at the appropriate service point, in accordance with standard operating procedures and safety requirements.</p> <p>1.7 Advise colleagues promptly about readiness of items for service.</p> <p>1.8 Identify any additional items required from the kitchen, through monitoring of service areas and consultation with other service colleagues.</p> <p>1.9 Carry out all work in accordance with Occupational Health and Safety</p>

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2	Clean and clear food service areas	2.1	Remove used items promptly from service areas and safely transfer them to the appropriate location for cleaning with minimum disruption to customers.
		2.2	Dispose of leftover food and disposables, in accordance with hygiene regulations and standard operating procedures.
		2.3	Dispose of recyclable items in accordance with local regulations and standard operating procedures
		2.4	Clean and prepare service areas hygienically in accordance with standard operating procedures using appropriate cleaners in accordance with manufacturers instructions
		2.4	Carry out all work in accordance with Occupational Health and Safety

Range Statement

This unit deals with the skills and knowledge required to provide general assistance in food and beverage service operations where the staff who take orders are supported by others who deliver food to and collect used items from a service point. It reflects the role of the “commis” in food and beverage operations.

This unit applies to all hospitality establishments where food and beverage items are served. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Service areas may include:

- waiting stations, both stationary and mobile
- buffet areas
- kitchen service areas
- room service collection areas

Service ware may include:

- plates and bowls
- platters
- service utensils
- glassware
- oven to tableware
- lids and covers
- condiment containers

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- flatware
- food trolley

Enterprise procedures and safety requirements may include:

- OH&S legislation
- food hygiene legislation
- policies and procedures

Leftover food and disposables/recyclables may include:

- paper products such as serviettes, cardboard
- chopsticks
- toothpicks
- bottles and cans
- plastics
- linen

Evidence Guide

Essential Knowledge and Skills to be Assessed

The following skills must be assessed as part of this unit:

- typical workflow structures within a food and beverage service location
- ordering and service procedures for the enterprise
- plate carrying and clearing techniques
- hygienic and appropriate personal presentation
- enterprise recycling requirements

The following knowledge must be assessed as part of this unit:

- relevant legislation relating to OH&S and food hygiene
- enterprise recycling requirements
- roles and responsibilities of those in the food service team

Critical Aspects of Assessment

Evidence of the following is critical:

- maintaining the cleanliness and tidiness of the food service area including dealing with disposables and recyclables
- ability to follow established legislative, enterprise and OH&S procedures in the handling and carrying of food
- comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention

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- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Context of Assessment and Resource Implications

Assessment must ensure:

- access to a fully-equipped kitchen/dining area including industry-current equipment
- industry-realistic conditions such as typical ratios of wait staff to food runners and typical timeframes for the preparation and service of meals

Assessment Methods

Assessment methods must be chosen to ensure that linkages between kitchen and food service points can be adequately supported and maintained. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate delivering food items and cleaning food service areas
- written or oral questions to test knowledge of hygiene, relevant legislation, OH&S issues and menu items
- review of third party workplace reports of on-the-job performance by the candidate

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UNIT TITLE
UNIT CODE

OPERATE A BAR
HOSFB03

Element	Performance Criteria
1 Prepare bar for service	<p>1.1 Comply with industry requirements in relation to standard of dress and personal hygiene</p> <p>1.2 Set up the bar display and work area in accordance with standard operating procedures and style of bar service.</p> <p>1.3 Check and restock bar products and materials where necessary, completing any required documentation.</p> <p>1.4 Store all items in the correct place and at the correct temperature.</p> <p>1.5 Prepare a suitable range of decorations, coasters and edible and non-edible garnishes and stock, in accordance with standard operating procedures.</p> <p>1.6 Carry out all work in accordance with Occupational Health and Safety</p>
2 Take drink orders	<p>2.1 Take orders and either note or memorise correctly.</p> <p>2.2 Check products and brand preferences with the customer in a courteous manner.</p> <p>2.3 Advise customers on a selection of drinks and make recommendations where required.</p> <p>2.4 Identify any specific customer preferences.</p> <p>2.5 Receive and process customer payments.</p> <p>2.6 Carry out all work in accordance with Occupational Health and Safety</p>

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- 3 Prepare and serve drinks**
- 3.1 Serve drinks promptly and courteously, in accordance with customer preferences, using required glassware and garnishes in accordance with standard operating procedures
 - 3.2 Prepare drinks in accordance with legal and industrial standards, using the correct equipment, ingredients and correct standard measures.
 - 3.3 Prepare non-alcoholic beverages and serve according to customer preference.
 - 3.4 Interact with customers, where appropriate, to enhance customer service.
 - 3.5 Minimise wastage and spillage and carry out stock rotation.
 - 3.6 Check beverage quality during service and take corrective action when required.
 - 3.7 Report beverage quality issues promptly to the appropriate person.
 - 3.8 Provide tray service where appropriate, in accordance with standard operating procedures.
 - 3.9 Attend to any mishaps, promptly and safely according to standard operating procedures.
 - 3.10 Carry out all work in accordance with Occupational Health and Safety.

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4	Close down bar operations	4.1	When appropriate, shut down equipment in accordance with manufacturer's instructions and industry safety procedures.
		4.2	Clear, clean or dismantle bar areas in accordance with standard operating procedures
		4.3	Store any left over garnishes which are suitable for storage, hygienically and at the correct temperature.
		4.4	Check and re-order stock in accordance with standard operating procedures.
		4.5	Set up bars correctly for next service, ensuring equipment, stock and glasses are in the correct place.
		4.6	Where appropriate, conduct a handover to incoming bar staff, and share relevant information.
		4.7	Secure all areas in accordance with standard operating procedures
		4.8	Carry out all work in accordance with Occupational Health and Safety.

Range Statement

This unit deals with the skills and knowledge required to carry out bar operations in a range of hospitality enterprises. It reflects the role of a bar attendant.

This unit applies to bar operations in all hospitality sectors, including all types of bars. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Bar service must include the preparation and service of a range of drinks including:

- a variety of mixed drinks and basic cocktails
- beers
- spirits
- wines
- non-alcoholic beverages
- fortified drinks

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Bar service will vary but may include set-up requirements and procedures for:

- dry till
- inclusive packages
- cash drinks
- set limits
- pre-set drinks
- open bar
- EFTPOS/credit card

Non-alcoholic beverages may include:

- tea
- coffee
- carbonated drinks
- juices
- frappes and “mocktails” (non-alcoholic cocktails)
- iced water

Specific customer preferences may relate to:

- ice
- garnishes
- glassware
- mixers
- temperature
- strength

Bar products and materials may include:

- different types of alcoholic and non-alcoholic beverages
- garnishes, both edible and non-edible
- accompaniments
- serviettes
- coasters
- bar towels
- communication equipment
- display items, including brochures, bar menus, price lists and other promotional materials
- retail items according to enterprise requirements

Equipment may include:

- blenders, juicers and shakers
- coffee-making and tea-making equipment
- cleaning equipment
- refrigeration equipment
- utensils
- glass washers
- beer reticulation equipment

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- post mix systems
- ice machines
- manual and electronic cash registers, credit and EFTPOS equipment

Relevant information may include:

- current customer information (eg. preferences, any problems etc)
- issues relating to beverage quality
- stock requirements
- enterprise information about groups

Mishaps may include:

- spillages
- breakages

Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- hygiene issues of specific relevance to beverage service
- different types of bars and bar service including those relevant to functions
- typical bar equipment including dispensing systems, ice machines, refrigeration, glass-washers
- major types of beverages and their characteristics including beers, spirits, mixed drinks, soft drinks, wines and fortified drinks and an overview of commonly-requested cocktails
- preparation and serving techniques for a basic range of drinks including tea and coffee
- waste minimisation techniques
- environmental considerations in specific relation to bar operations

The following knowledge must be assessed as part of this unit:

- requirements of the relevant Liquor Licensing Act and Local Regulations in relation to service of alcohol
- major types of beverages and their characteristics including beers, spirits, mixed drinks, soft drinks, wines and fortified drinks and an overview of commonly-requested cocktails

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Critical Aspects of Assessment

Evidence of the following is critical:

- ability to demonstrate standards of dress and personal hygiene
- ability to set up and operate a bar in accordance with established procedures and systems under normal operating conditions
- the use of accurate measures and appropriate glassware for drinks
- ability to prepare a range of standard drinks, both alcoholic and non-alcoholic
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace
- Comply with industry requirements in relation to standard of dress and personal hygiene

Context of Assessment and Resource Implications

Assessment must ensure:

- access to a fully-equipped bar, including industry-current equipment and actual products/ingredients
- work activities under industry-realistic conditions such as a typical customer/bar staff ratios and time constraints
- interaction with others to demonstrate appropriate customer service skills

Assessment Methods

Assessment methods must be chosen to ensure that the operation of a bar can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate operating the bar under normal operating conditions
- written or oral questions to test knowledge of drink recipes, relevant legislation and OH&S issues
- review of third party workplace reports of on-the-job performance by the student

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Unit Title
Unit Code

Provide food and beverage service
HOSFB04

Element

**1 Prepare
dining/restaurant area
for service**

Performance Criteria

- 1.1 Comply with industry requirements in relation to standard of dress and personal hygiene
- 1.2 Check dining/restaurant/public amenity areas and customer facilities for cleanliness prior to service, in accordance with standard operating procedures, and where required, take corrective actions.
- 1.3 Prepare and adjust the dining environment to ensure comfort and ambience for customers, as appropriate.
- 1.4 Set up furniture in accordance with standard operating procedures bookings, customer requests and customer/staff convenience and safety.
- 1.5 Check tables and table settings for stability and customer and service personnel access.
- 1.6 Check and prepare equipment for service.
- 1.7 Verify menu variations and daily specials with kitchen staff (liaising with duty chef).
- 1.8 Carry out all work in accordance with Occupational Health and Safety

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- 2 Prepare and set tables**
- 2.1 Set tables correctly and in accordance with, required timeframes and special customer requests and hygiene requirements
 - 2.2 Dress tables according to standard operating procedures, industry and any special requirements.
 - 2.3 Check cleanliness and condition of tables and all table items, prior to service and at all other times.
 - 2.4 Remove, clean or replace items not meeting enterprise standards.
 - 2.5 Carry out all work in accordance with Occupational Health and Safety
- 3 Welcome customers**
- 3.1 Welcome customers on arrival, in accordance with enterprise customer service standards.
 - 3.2 Check details of reservations where appropriate.
 - 3.3 Offer available pre-meal services to customers.
 - 3.4 Escort and seat customers according to table allocation and special requirements
 - 3.5 Present menus and drinks lists to customers, in accordance with standard operating procedures.
 - 3.6 Provide information to customers, giving clear explanations and descriptions.
 - 3.7 Carry out all work in accordance with Occupational Health and Safety

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- 4 Take and process orders**
- 4.1 Take orders accurately, with minimal disruption to customers.
 - 4.2 Record orders legibly, using the format required by the enterprise, verify order with customer and convey them promptly to the kitchen and bar.
 - 4.3 Make recommendations and suggestions to customers to assist them with drink and meal selections.
 - 4.4 Answer customer questions on menu items correctly and courteously.
 - 4.5 Record and relay information about any special requests or dietary or cultural requirements promptly and accurately to duty chef where appropriate.
 - 4.6 Seek information from the kitchen or other appropriate person, where answers are unknown.
 - 4.7 Operate ordering systems correctly, in accordance with standard operating procedures.
 - 4.8 Provide and adjust glassware, service ware and cutlery, suitable for menu choices, in accordance with standard operating procedures.
 - 4.9 Carry out all work in accordance with Occupational Health and Safety

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- 5 Serve and clear food and drinks**
- 5.1 Check quality and presentation of food and beverage in accordance with standard operating procedures
 - 5.2 Check service ware for chips, marks, spills and drips.
 - 5.3 Collect food and beverage selections promptly from service areas, convey them to customers safely.
 - 5.2 Monitor flow of service for meal and beverage delivery.
 - 5.3 Recognise and follow up promptly, any delays or deficiencies in service.
 - 5.4 Promptly advise and reassure customers about any delays and problems.
 - 5.5 Serve food and beverage courteously and to the correct person, in accordance with standard operating procedures and hygiene requirements.
 - 5.6 Check customer satisfaction at the appropriate time.
 - 5.7 Offer additional food and beverage at the appropriate times and order and serve them accordingly.
 - 5.8 Clear tables of crockery, cutlery and glassware at the appropriate time and with minimal disruption to customers.
 - 5.9 Organise and present accounts to customers on request.
 - 5.10 Process accounts in accordance with standard operating procedures
 - 5.11 Farewell guests courteously from the restaurant/dining area in accordance with standard operating procedures.
 - 5.12 Carry out all work in accordance with Occupational Health and Safety

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6 Close down restaurant/dining area	6.1	Clear, clean or dismantle area in accordance with standard operating procedures and safety requirements and using appropriate cleaners in accordance with manufactures instructions
	6.2	Store and/or prepare equipment for the next service, in accordance with standard operating procedures
	6.3	Set up area correctly for the next service, in accordance with standard operating procedures
	6.4	Identify and report any problems to supervisor
	6.5	Provide handover to incoming restaurant colleagues and share any relevant information where appropriate.
	6.6	Secure all areas if required in accordance with standard operating procedures
	6.7	Carry out all work in accordance with Occupational Health and Safety

Range Statement

This unit deals with the skills and knowledge required to provide food and beverage service to customers in a range of hospitality industry enterprises. It reflects the role of a waiter or food and beverage attendant and may apply to different styles of service. This unit does not focus on the basic product knowledge about food and beverage.

This unit applies to all establishments where food and beverage is served. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Equipment may include:

- glassware
- crockery
- cutlery
- linen
- condiments
- tea and coffee making facilities
- chairs
- tables
- menus and wine lists
- display materials
- manual and electronic cash registers
- computerised ordering systems
- EFTPOS equipment.

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Styles of service may include:

- table d'hôte
- a la carte
- buffet
- function
- breakfast
- tea and coffee service

Dining environment may include:

- lighting
- room temperature
- music
- floral and other decorations
- privacy
- background noise

Table dressing may include:

- linen presentation, including table cloths, overlays and napkins
- paper overlays and napkins
- placemats
- glassware
- service ware
- flatware
- floral arrangements
- stability of furniture

Pre-meal services available to customers may include:

- bar service
- lounge and waiting areas
- valet services
- complimentary drinks

Information provided to customers may include:

- menu choices and options
- information about food and beverages
- specials
- information about the location or area
- location of customer facilities
- fire escapes

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Set up for next service may include:

- polishing flatware and glassware
- placing service ware, flatware and glassware in allocated storage areas
- resetting and dressing tables
- cleaning equipment such as coffee machines and bain-marie
- general cleaning of restaurant and customer facilities
- cleaning of surfaces

Processing accounts will vary according to enterprise procedures and may include the following:

- depositing money in cash register, processing and giving change
- processing credit cards or EFTPOS
- handing to other person to process

Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- typical workflow structure for service within a food and beverage service environment
- ordering and service procedures
- plate clearing and carrying techniques
- typical industry room and table set-ups for different types of functions including furniture, seating and decoration
- ways of dressing and setting tables for a range of different functions, service styles and service periods
- range and usage of standard restaurant equipment
- hygiene and safety issues of specific relevance to food and beverage service

The following underpinning knowledge must be assessed as part of this unit:

- typical food and beverage service styles and types of menus used in different hospitality contexts including buffet, tray, plate and silver service
- typical industry room and table set-ups for different types of functions including furniture, seating and decoration
- ways of dressing and setting tables for a range of different functions, service styles and service periods
- range and usage of standard restaurant equipment
- knowledge of menus as appropriate to enterprise
- hygiene and safety issues of specific relevance to food and beverage service
- waste minimisation techniques and environmental considerations in specific relation to food and beverage service

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Critical Aspects of Assessment

Evidence of the following is critical:

- a demonstrated ability to provide complete service within a restaurant or dining area in accordance with established systems and procedures
- ability to interact positively and professionally with customers
- ability to monitor the service process
- knowledge of OH&S requirements and demonstrated safe practices
- compliance with enterprise standards in relation to standards of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Context of Assessment and Resource Implications

Assessment must ensure:

- access to a fully-equipped dining room or restaurant, including industry-current equipment and actual food items and meals
- presence of industry-realistic conditions such as commercial ratios of customers to staff, need to work within time constraints and to deal with typical issues such as late bookings, no-shows, walk-ins, and menu changes
- provision of integrated food and beverage service during a typical service period

Assessment Methods

Assessment methods should be chosen to ensure that provision of integrated food and beverage service can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate preparing the restaurant for service, providing service to customers and closing down the restaurant/dining room
- direct observation of the candidate undertaking specific tasks such as dressing or setting tables
- written or oral questions to test knowledge of sequence of service, typical problem solving, menu items and beverage selections
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title	Provide table service of alcoholic beverages
Unit Code	HOSFB05
Element	Performance Criteria
1 Advise customers on alcoholic beverages and take orders	<p>1.1 Comply with industry requirements in relation to standard of dress and personal hygiene</p> <p>1.2 Provide general information on alcoholic beverages served by the enterprise.</p> <p>1.3 Offer drinks and wine list to customer, using correct terminology and pronunciation to describe beverages.</p> <p>1.4 Offer advice and recommendations on beverage choices to customers, courteously, and when appropriate.</p> <p>1.5 Promote products and drinks to customers in accordance with preferences and standard operating procedures</p> <p>1.6 Assist customers in selection of food and wine combinations, when appropriate.</p> <p>1.7 Take customer orders accurately and verify selection with the customer.</p> <p>1.8 Carry out all work in accordance with Occupational Health and Safety</p>

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- 2 Serve alcoholic beverages**
- 2.1 Store alcoholic beverages appropriately according to standard operating procedures
 - 2.2 Select beverages and check both temperature and presentation of bottle prior to serving.
 - 2.3 Select appropriate glassware and other equipment for beverage service, according to standard operating procedures
 - 2.4 Prepare and place glassware in accordance with standard operating procedures and industry standards.
 - 2.5 Load, carry and unload trays where required, safely and avoiding spillage.
 - 2.6 Present beverages selected by customers to verify, where appropriate.
 - 2.7 Open and serve beverages correctly, safely and without spillage.
 - 2.8 Pour beverages as required according to enterprise and industry protocol.
 - 2.9 Respond to customer complaints about quality of beverages according to standard operating procedures.
 - 2.10 Refill glasses where appropriate during service, with minimal disruption to customers.
 - 2.11 Remove used and unused glassware and equipment from tables at the appropriate time and in the correct manner.
 - 2.12 Carry out all work in accordance with Occupational Health and Safety

Range Statement

This unit deals with the skills and knowledge required to advise on and serve a range of bottled and pre-poured alcoholic beverages within a hospitality setting. It covers general knowledge of and service of all alcoholic beverages, including wines. The essential knowledge base for this unit will vary according to local industry needs, and it is vital that any training take account of these. Funding and hours allocated to training must reflect the breadth and depth of knowledge required to meet the specific requirements of local industry employers.

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This unit applies to all establishments where alcoholic beverages are served at the table. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Alcoholic beverages may include:

- wines (still, sparkling and fortified)
- beers
- spirits
- liqueurs
- aperitifs
- cocktails

General information on alcoholic beverages to be provided to customers may include:

- suitable drinks before and after a meal
- suggested basic wine and food combinations
- typical wines and growing areas, grape varieties, characteristics
- typical beers, place of origin and characteristics
- characteristics of spirits, liqueurs and aperitifs and appropriate mixers
- range of cocktails

Responding to complaints about wines and other beverages may include the need to consider:

- visual appeal
- smell
- taste

Enterprise practices for storage may relate to:

- refrigeration
- shelving/cellarage
- vertical or horizontal storage

Items and equipment for beverage service at the table may include:

- ice buckets
- stands
- openers and wine knives
- napkins
- glassware appropriate to beverage and style
- beverage/wine lists

Preparation of glassware may include:

- checking for cracks and chips
- polishing
- table placement
- placing in storage

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Essential Knowledge and Skills to be assessed

The following knowledge must be assessed as part of this unit:

General knowledge of wines in relation to:

- compatibility of major international wine styles with different types of food
- major international wines commonly sold in PNG

Main grape varieties and wine types including:

- red (eg., cabernet sauvignon, shiraz, pinot noir, merlot)
- white (eg., semillon, sauvignon blanc, gewürztraminer, riesling, chardonnay)
- blended wines (eg cabernet sauvignon/merlot, semillion/sauvignon blanc)
- sparkling wines
- popular fortified wines (eg. sherry, port, muscat, vermouth, tokay, marsala)
- content of beverage labels including wine

General knowledge of beers and spirits in relation to:

- flavour and characteristics
- differences between PNG and imported products
- knowledge of glassware required for different types of beverage
- requirements of the relevant Liquor Licensing Act and Local Regulations in relation to service of alcohol
- basic cocktails

The following skills must be assessed as part of this unit:

Preparation of glassware including:

- checking for chips, cracks and cleanliness
- polishing
- placement on table
- placing in storage

Beverage serving techniques for appropriate range including:

- beer (bottled, draught, canned)
- wine (bottled, bulk)
- spirits
- liqueurs
- cocktails
- safety issues in relation to table service of beverages
- flow of service within a food and beverage service environment according to enterprise practices
- hygiene issues of specific relevance to table service of beverages

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Critical Aspects of Assessment

Evidence of the following is critical:

- ability to correctly serve a range of alcoholic drinks at the table within enterprise acceptable timeframes
- provision of professional and courteous advice on beverage selection
- Compliance with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Context of Assessment and Resource Implications

Assessment must ensure:

- demonstration of skills within a fully-equipped operational restaurant, bar or cellar
- industry-realistic conditions such as typical customer/beverage attendant ratios and time constraints
- opening and serving of beverages which require the application of different techniques (eg sparkling and still wines)
- provision of beverage service during a complete service period

Assessment Methods

Assessment methods must be chosen to ensure that table service of a variety of alcoholic beverages can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate providing table service of a variety of alcoholic beverages
- written or oral questions to test knowledge of wine styles, wine service techniques and food and beverage combinations
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title	Complete retail liquor sales
Unit Code	HOSFB06
Element	Performance Criteria
1 Complete liquor sales	<ul style="list-style-type: none"> 1.1 Comply with industry requirements in relation to standard of dress and personal hygiene 1.2 Advise customers on the selection of their products in accordance with their needs. 1.3 Complete accurately customer order forms, invoices and receipts. 1.4 Process liquor sales promptly and courteously. 1.5 Operate point of sale equipment according to manufacturer's instructions. 1.6 Identify and process customer delivery requirements. 1.7 Maintain adequate supplies of dockets, vouchers and point of sale documents. 1.8 Carry out all work in accordance with Occupational Health and Safety
2 Wrap and pack goods	<ul style="list-style-type: none"> 2.1 Maintain adequate supplies of wrapping material or bags. 2.2 Effectively wrap merchandise as required. 2.3 Pack items safely to prevent any damage in transit. 2.4 Arrange storage/transfer of merchandise for parcel pick-up or other delivery methods if required. 2.6 Carry out all work in accordance with Occupational Health and Safety

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- 3 Minimise theft**
- 3.1 Take appropriate action to minimise theft by applying enterprise security procedures.
 - 3.2 Match merchandise to correct price tags.
 - 3.3 Maintain surveillance of merchandise in accordance with enterprise policy.
 - 3.4 Maintain security of stock, cash and equipment in relation to customers, staff and outside contractors, in accordance with enterprise policy.
 - 3.5 Observe suspicious behaviour by customers and respond in accordance with enterprise policy.
 - 3.6 Deal with emergencies following enterprise policy and procedures.
 - 3.7 Carry out all work in accordance with Occupational Health and Safety

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- 4 Merchandise goods**
- 4.1 Unpack merchandise and place in appropriate location.
 - 4.2 Maintain the correct temperature of display refrigerators and cool rooms so that all products are kept at the recommended temperatures.
 - 4.3 Ensure cleanliness of bottleshop refrigerators and cold rooms according to the manufacturer's standards and specifications and standard operating procedures
 - 4.4 Practise safe lifting and handling procedures to comply with workplace health and safety regulations.
 - 4.5 Display merchandise to achieve a balanced fully stocked appearance and promote sales in accordance with standard operating procedures and safety requirements.
 - 4.6 Reset and dismantle special promotion areas at the appropriate time.
 - 4.7 Keep all areas clean and tidy.
 - 4.8 Rotate stock in accordance with standard operating procedures
 - 4.9 Report defective and out-of-date stock promptly.
 - 4.10 Prepare labels and tickets in accordance with standard operating procedures
 - 4.11 Operate, maintain and store ticketing equipment, in accordance with standard operating procedures
 - 4.12 Maintain correct pricing and information on merchandise.
 - 4.13 Carry out all work in accordance with Occupational Health and Safety

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Range Statement

This unit deals with the skills and knowledge required to complete sales in a retail liquor outlet.

This unit applies to retail liquor operations within hospitality establishments. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Retails liquor outlet products may include:

- spirits and liqueurs, imported and local
- bulk and packaged beers, ales and stouts
- styles and popular brands of table and fortified wines
- aerated and mineral waters

Pre-mixed drinks including:

- cocktails
- spirit/liqueur based mixes such as gin and tonic
- energy drinks
- juices and syrups
- packaged snack foods
- ice
- tobacco products

Drink accessories including:

- glassware
- cocktail shakers and strainers
- decorative items such as umbrellas, straws and swizzle sticks
- wine accessories such as decanters and wine openers
- gift packages and gift vouchers
- books, catalogues and industry magazines

Equipment may include:

- manual and electronic cash registers
- point of sale equipment
- EFTPOS/credit card equipment
- labelling/pricing guns
- promotional displays and stands
- beverage stands and shelving
- beverage tasting equipment
- fork lifts/pallets
- trolleys
- refrigeration unit
- barcode readers

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Emergency situations may include:

- hold ups
- burglary/theft
- refrigeration failure
- large breakages
- act of God

Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- ability to correctly display all products
- security procedures for all areas
- structures and procedures for logical and efficient workflow in a retail liquor outlet

The following knowledge must be assessed as part of this unit:

- relevant Liquor Licensing Act and Local regulations with regard to responsibilities of individual staff members in sale of alcohol
- OH&S requirements regarding the safe lifting and handling practices
- relevant regulations with regard to pricing and ticketing of retail goods
- knowledge of alcoholic beverages and their features according to enterprise range
- principles of display in relation to liquor products

Critical Aspects of Assessment

Evidence of the following is critical:

- ability to correctly operate point of sale equipment
- apply security procedures within a bottle shop environment
- knowledge of product range and ability to offer advice on beverage choices
- knowledge of OH&S requirements and ability to demonstrate safe working practices
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

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Context of Assessment and Resource Implications

Assessment must ensure:

- access to a fully equipped retail bottle shop, including industry-current equipment and actual products
- industry realistic conditions such as typical customer/bottleshop attendant ratios and time constraints
- use of a typical industry stock control system

Assessment Methods

Assessment methods must be chosen to ensure that the skills to complete retail liquor sale can be practically demonstrated. Methods must include assessment of knowledge and practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate providing customer service in a retail liquor environment
- written or oral questions to test knowledge of product range, types of promotional activities and emergency procedures
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title	Provide room service
Unit Code	HOSFB07
Element	Performance Criteria
1 Take and process room service orders	<p>1.1 Comply with industry requirements in relation to standard of dress and personal hygiene</p> <p>1.2 Answer the telephone promptly and courteously in accordance with standard operating procedures and customer service standards.</p> <p>1.3 Check guests' names and use them throughout the interaction.</p> <p>1.4 Advise guest of any out of stock items</p> <p>1.5 Clarify details of orders, repeat them and check with guests for accuracy.</p> <p>1.6 Use suggestive selling techniques where appropriate.</p> <p>1.7 Advise guests of approximate time for delivery.</p> <p>1.8 Record room service orders accurately and check the information.</p> <p>1.9 Correctly interpret room service orders received from doorknob dockets.</p> <p>1.10 Transfer orders promptly to the appropriate location for preparation, where required.</p> <p>1.11 Advise guest where necessary of any further delays in delivery</p> <p>1.12 Carry out all work in accordance with Occupational Health and Safety</p>

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- 2 Set up trays and trolleys**
- 2.1 Prepare food and beverage items correctly for service periods.
 - 2.2 Prepare general room service equipment for use.
 - 2.3 Set up trays and trolleys in accordance with standard operating procedures for a range of meals including:
 - breakfast
 - lunch
 - dinner
 - complimentary
 - special requests
 - VIPs.
 - 2.4 Select sufficient service equipment and check for cleanliness, and damage.
 - 2.5 Set up trays and trolleys so that they are balanced, safe and attractively presented.
 - 2.6 Collect all food items and beverages promptly and in the right order.
 - 2.7 Check orders and trays before leaving the kitchen and prior to entering the room.
 - 2.8 Carry out all work in accordance with Occupational Health and Safety

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- 3 Present room service meals and beverages to guests**
- 3.1 Request entry to guests' rooms by knocking firmly on the door, and announcing the department in accordance with industry service standards.
 - 3.2 Enter guests' rooms upon appropriate response from guests and greet them politely and in accordance with industry service standards.
 - 3.3 Consult guests about their preferences for where trays or trolleys should be placed in the room and advise them of any potential hazards.
 - 3.4 Place trays or trolleys safely and conveniently.
 - 3.5 Position furniture correctly where required.
 - 3.6 Offer an explanation of the meal to guests where appropriate.
 - 3.7 Serve and place meals and beverages correctly and in accordance with standard operating procedures
 - 3.8 Carry out all work in accordance with Occupational Health and Safety
- 4 Present room service accounts**
- 4.1 Check guests' accounts for accuracy and present in accordance with standard operating procedures
 - 4.2 Promptly present cash payments to the cashier for processing, and payment.
 - 4.3 Provide correct change and receipt to guests where appropriate.
 - 4.4 Present charge accounts to guests for signing and charge to their room account.
 - 4.5 Carry out all work in accordance with Occupational Health and Safety

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5	Clear room service area	5.1	Check and clear floors promptly for used room service trolleys and trays.
		5.2	Return trays and trolleys to the room service area and dismantle and clean in accordance with standard operating procedures
		5.3	Re-stock equipment and food and beverage in accordance with standard operating procedures
		5.4	Carry out all work in accordance with Occupational Health and Safety

Range Statement

This unit deals with the skills and knowledge required to provide room service in commercial accommodation establishments. This role is generally undertaken by food and beverage attendants in large establishments, but could also involve front office personnel and kitchen staff.

This unit applies to all establishments where room service is provided. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Typical room service procedures may include:

- preparing the service area
- taking and recording of room service orders
- preparing trays and trolleys
- delivery of trays and trolleys
- provision of food and beverage in the guest room
- processing the guest's account
- clearing the room service area

Typical set ups for room service trays and/or trolleys may include:

- butters
- condiments
- juices
- cereals
- beverages

Room service equipment may include:

- trays and trolleys
- toasters
- coffee machines
- cutlery, crockery, warming equipment/lids, linen, glassware
- printed materials

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Information provided to guests may include:

- name of service person and department
- menu choices and options
- specials
- approximate time of delivery
- description of meal/food and beverage items

Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- ordering and service procedures for processing and delivery of room service items
- structures and procedures for workflow within a food and beverage/room service location
- hygiene, health, safety and security issues in relation to delivery of items for room service
- customers service skills for up-selling and interacting tactfully and appropriately with guests

The following knowledge must be assessed as part of this unit:

- requirements of the Liquor Licensing Act and Local regulations in relation to service of alcohol
- ordering and service procedures
- knowledge of room locations within the establishment
- product knowledge of the menu and wine list
- relevant legislation relating to OH&S and food hygiene

Critical Aspects of Assessment

Evidence of the following is critical:

- ability to correctly set up a variety of room service meals according to enterprise needs
- ability to follow established legislative and enterprise and procedures in the handling of food and beverages
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

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Context of Assessment and Resource Implications

Assessment must ensure:

- access to fully-equipped food and beverage service area and guest rooms which includes industry-current equipment and actual meals/food items
- industry-realistic conditions such as typical ratios of room service staff/to guest orders and typical timeframes for the preparation and service of meals

Assessment Methods

Assessment methods must be chosen to ensure that procedures and process of room service can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate providing room service, taking a room service order, and preparing a room service tray
- written or oral questions to test knowledge of menu items, hotel room location/layout, enterprise tray layout, and telephone protocol
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title

**Prepare and serve non alcoholic
beverages**
HOSFB08

Element**1 Prepare and serve a range of non-alcoholic drinks****Performance Criteria**

- 1.1 Comply with industry requirements in relation to standard of dress and personal hygiene
- 1.1 Prepare ingredients and equipment prior to service.
- 1.2 Identify the name and style of drink in response to a customer request.
- 1.3 Select and assemble the correct ingredients, equipment and relevant machinery in accordance with standard operating procedures
- 1.4 Prepare drinks correctly, using appropriate methods in accordance with standard recipes, customer requests and required timeframe.
- 1.5 Ensure correct strength, taste, temperature and appearance for each drink prepared.
- 1.6 Present drinks attractively in appropriate crockery or glassware and garnish attractively where appropriate, in accordance with standard operating procedures
- 1.7 Carry out all work in accordance with Occupational Health and safety

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- 2 Use, clean and maintain equipment and machinery for non-alcoholic drinks**
- 2.1 Use machinery and equipment safely in accordance with manufacturer's specifications and hygiene/safety requirements.
 - 2.2 Clean machinery and equipment regularly and maintain in accordance with manufacturer's specifications and standard operating procedures for cleaning and maintenance schedules.
 - 2.3 Identify problems promptly and report them to the appropriate person.
 - 2.4 Carry out all work in accordance with Occupational Health and Safety

Range Statement

This unit deals with the skills and knowledge required to prepare and serve a range of teas, coffees and other non-alcoholic beverages in a range of industry contexts. This unit does not deal with the skills and knowledge required to extract and serve espresso coffee. This unit applies to all establishments where coffee, tea and other non-alcoholic beverages are served. The following explanations identify how this unit may be applied in different workplaces and circumstances.

A range of non-alcoholic beverages must be prepared and served including coffee, tea and various other drinks according to enterprise requirements.

Non-alcoholic drinks may include:

- varieties of tea
- coffee
- milkshakes
- flavoured milks
- smoothies
- hot/iced chocolate
- juices
- cordials and syrups
- waters
- soft drinks
- non-alcoholic cocktails
- freshly squeezed juices
- health drinks
- fruit whips
- frappés
- children's specialty drinks
- mocktails

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Coffee methods may include:

- filter
- iced
- plunger
- instant

Teas may include:

- traditional tea types including:
 - Twinings
 - Ceylon
 - China.
 - No. 1
- specialty teas including:
 - herbal
 - fruit
 - green

Equipment may include:

- grinders
- percolators/urns
- drip filter systems
- tea pots
- plungers
- juicers
- milkshake machines
- blenders
- post-mix systems
- fridges
- cups, saucers, etc

Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- the processes involved in the production and preparation of teas and coffees and non-alcoholic beverages
- safe storage and handling conditions and requirements for coffee, tea, and commodities
- customer service skills for determining customer requirements and preferences
- safe work practices, in relation to use of coffee machines and other equipment, posture at work station

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The following knowledge must be assessed as part of this unit:

- basic information on origins and characteristics of a range of different types of coffees and teas
- Occupational Health and Safety
- characteristics of, and ingredients used, in non-alcoholic beverages commonly available in the current market

Critical Aspects of Assessment

Evidence of the following is critical:

- ability to correctly prepare and serve a variety of coffees, teas and non-alcoholic beverages within enterprise acceptable time frames
- knowledge and application of a variety of drink products and related equipment
- ability to recognise quality in hot and cold beverages, meet customer requirements and expectations, and identify factors affecting quality and required outcomes
- safe and hygienic work practices in making coffees, teas and non-alcoholic beverages
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Context of Assessment and Resource Implications

Assessment must ensure:

- access to a drinks service area with suitable equipment for the production and service of coffee, tea and other non-alcoholic drinks
- the production of a range of drinks within industry-realistic timeframes
- realistic ratios of customers to service staff

Assessment Methods

Assessment methods must be chosen to ensure that the preparation and service of coffee, tea and other non-alcoholic beverages can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate preparing and serving a variety of non-alcoholic drinks
- written or oral questions to test knowledge of different styles and types of tea, coffee and other drinks, safety issues
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title	Develop and update food and beverage knowledge
Unit Code	HOSFB09
Element	Performance Criteria
<p>1 Research general information on food and beverage</p>	<p>1.1 Identify the information required in order to fulfil daily activities associated with the job role.</p> <p>1.2 Identify suitable sources of the required information on food and beverage.</p> <p>1.3 Develop and maintain current knowledge of food and beverage as required for the job role.</p>
<p>2 Share information with customers</p>	<p>2.1 Comply with industry requirements in relation to standard of dress and personal hygiene</p> <p>2.2 Provide assistance to customers on selection of food and beverage items.</p> <p>2.3 Advise customer on out of stock items</p> <p>2.4 Offer advice on suitable combinations of food and beverages where appropriate.</p> <p>2.5 Respond courteously and correctly to customer questions on menus and drinks lists.</p> <p>2.6 Provide advice on menu items in response to special dietary or cultural requirements of customers.</p> <p>2.7 Carry out all work in accordance with Occupational Health and Safety</p>

Range Statement

This unit deals with the skills required to develop and maintain the general product knowledge required by food and beverage attendants. It brings together much of the product knowledge that underpins effective work performance in a range of food service roles and relates to food knowledge and the relationships between different foods and beverages. *The unit also focuses on the need for ongoing updating of knowledge by all food and beverage staff.*

This unit applies to all food and beverage operations. The following explanations identify how this unit may be applied in different workplaces and circumstances.

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Types of food for which knowledge may be required include traditional or contemporary items and may be of varying ethnic origins. Items include:

- appetisers
- soups
- meat, fish and seafood
- vegetables
- desserts and sweets
- snacks
- cheeses
- fruit
- salads
- pre-packaged food items
- specialist cuisine items

Types of beverage for which knowledge may be required include:

- wines
- spirits
- liqueurs
- beers
- non-alcoholic drinks

Current food and beverage knowledge may include:

- current market trends
- typical foods and wines of the local area
- enterprise menus, “specials” and trends
- current food and beverage festivals
- promotional activities

Appropriate combinations of food and beverages are based on the following factors:

- customer preferences
- traditional combinations of foods and food and beverages
- achieving balance of textures, colour and nutrition

Special cultural and religious needs may include:

- kosher
- halal

Special dietary requirements may include:

- food exclusions for allergies and food intolerance
- vegetarian

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Sources of information on food and beverage may include:

- chefs and cooks and other food service personnel
- product suppliers
- general and trade media (print and electronic)
- food and beverage reference books
- recipes and menus
- Internet
- trade shows and exhibitions
- food and cooking demonstrations

Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- the features of commonly prepared dishes as appropriate to the industry sector
- traditional accompaniments for different types of food
- service styles for different types of food
- compatibility of common food and beverage items
- specific food safety issues for different types of food
- common cultural and dietary issues and options
- general overview of special dietary requirements including food exclusions for allergies and food intolerance

The following knowledge must be assessed as part of this unit:

- the features of commonly prepared dishes as appropriate to the industry sector
- traditional accompaniments for different types of food
- service styles for different types of food
- compatibility of common food and beverage items
- specific food safety issues for different types of food
- common cultural and dietary issues and options
- general overview of special dietary requirements including food exclusions for allergies and food intolerance
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

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Context of Assessment and Resource Implications

Assessment must ensure:

- project or work activities that allow the candidate to demonstrate the application of knowledge to specific industry contexts and situations

Assessment Methods

Assessment methods should be chosen to ensure that the skills to develop and update food and beverage knowledge can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- projects to research information on food and beverages
- written or oral test on food and beverage knowledge
- evaluation of presentation by candidate on food and beverage knowledge
- workplace activity or role play to demonstrate provision of food and beverage advice to customers
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title	Prepare and serve espresso coffee		
Unit Code	HOSFB10		
Element	Performance Criteria		
1 Organise and prepare work areas	1.1 Comply with industry requirements in relation to standard of dress and personal hygiene 1.2 Organise the coffee workstation in accordance with safety and hygiene practices, to enable efficient workflow and easy access to equipment and commodities. 1.3 Develop preparation and work routines in accordance with standard operating procedures 1.4 Complete <i>mis-en-plus</i> /preparation for coffee service, according to standard operating procedures 1.5 Store coffee and commodities in appropriate air tight containers and conditions to maintain quality and freshness. 1.6 Carry out all work in accordance with Occupational Health and Safety		
2 Provide customer service and advise customers on espresso coffee	2.1 Provide advice to customers about coffee types and characteristics where appropriate. 2.2 Determine customer coffee preferences and requirements, and offer style choices and coffee accompaniments, accordingly.		
3 Select and grind coffee	3.1 Select correct coffee beans and grind to correct particle size, in accordance with standard operating procedures and customer preferences. 3.2 Take into consideration any environmental and equipment variations affecting dosage, and adjust grind and/or dose accordingly. 3.3 Carry out all work in accordance with Occupational Health and Safety		

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- 4 Extract coffee**
- 4.1 Select appropriate cups or glassware and ensure they are warm before preparation.
 - 4.2 Measure or dispense required dosage and place into filter basket, tamping coffee evenly and using correct pressure.
 - 4.3 Ensure group head is clean prior to inserting group handle.
 - 4.4 Monitor water and pump pressure, and moderate between cycles, in accordance with standard operating procedures
 - 4.5 Analyse extraction rate and adjust where appropriate.
 - 4.6 Assess quality of extraction visually and where appropriate, by verifying flavour.
 - 4.7 Check spent grounds (puck/cake) to identify any required adjustments to dosage and technique.
 - 4.8 Release/purge water for two seconds from the group head before placement of group handle to extract coffee.
 - 4.9 Carry out all work in accordance with Occupational Health and Safety

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- 5 Texture milk**
- 5.1 In accordance with espresso requirements and quantity on order, select correct milk and appropriate clean, cold jug.
 - 5.2 Expel excess water from steam wand, before and after texturising milk, and wipe clean after use.
 - 5.3 Texturise milk in accordance with milk type and specific order requirements.
 - 5.4 Combine foam and milk through rolling, ensuring even consistency.
 - 5.5 Pour milk promptly, evenly and consistently, according to coffee style and customer preferences.
 - 5.6 Carry out all work in accordance with Occupational Health and Safety
- 6 Serve and present espresso coffee**
- 6.1 Present coffee attractively using clean ceramic or glass cups and avoiding drips and spills.
 - 6.2 Serve coffee at the required temperature, according to customer requirements and style, with appropriate crema, milk froth and accompaniments.
 - 6.3 Carry out all work in accordance with Occupational Health and Safety

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7	Clean and maintain espresso machine	7.1	Follow required occupational health and safety and standard operating procedures throughout all cleaning and maintenance procedures.
		7.2	Clean all machine parts thoroughly and safely according to manufacturer's instructions and enterprise policies and standard operating procedures, using appropriate cleaning methods and recommended cleaning products and materials, including: <ul style="list-style-type: none"> • cleaning machine and parts • wiping down entire machine to ensure cleanliness • purging reservoir of hot water, releasing steam and backwashing the machine with an appropriate cleaning solution • pouring boiling water to clean drainage pipes • back flushing the machine at the end of a service cycle, using clean water to ensure no chemical and other residues are left
		7.3	Monitor and assess the operation and efficiency of the espresso machine during usage and take appropriate action where required, in accordance with enterprise policies and standard operating procedures
		7.4	Check machine parts, in accordance with enterprise policies and standard operating procedures

Range Statement

This unit deals with the skills and knowledge to extract and serve espresso coffee using a commercial espresso machine, including storage of coffee, and cleaning, care and preventative maintenance of machinery. It applies to all persons who make coffee using a commercial espresso machine in a variety of hospitality settings.

This unit applies to hospitality and catering operations where espresso coffee is extracted and served. The following explanations identify how this unit may be applied in different workplaces and circumstances.

This unit refers to extracting and serving espresso coffee using a commercial espresso machine, and includes cleaning, care and maintenance of the machine. Care and maintenance procedures may vary according to the machine manufacturers' instructions and/or warranty conditions.

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All major coffee styles must be prepared including:

- caffè latte
- macchiato (short and long)
- short black (espresso)
- long black
- flat white
- cappuccino
- mocha
- doppio

Please note that there is wide variation in the industry. Espresso coffee originated in Italy and Italian styles are the most commonly prepared, however local variations do occur and some coffee styles follow American adaptations eg., the making of super-sized coffees and the adding of various flavourings. Customer preferences may also include temperature requirements, some customers preferring cooler and others hotter espresso products.

Types and sizes of service ware, such as cups, mugs and glasses also affect espresso coffee preparation in terms of required volumes and proportions.

Mis-en-plus and preparation for coffee service may include:

- turning on machines to achieve correct pressure and temperature
- setting out cups, mugs, saucers/plates, jugs, glasses and other required service ware
- ensuring adequate supplies of milk varieties and sugars, including specialised sugars and substitutes
- assembling flavourings and toppings
- laying out flatware, serviettes, wipes

Appropriate containers and conditions for storage of coffee and commodities include:

- air tight containers for coffee
- freedom from light and temperature changes
- refrigeration of milk

Factors to consider in grinding coffee may include:

- pre-setting grinder
- sensory analysis of grind, including:
 - visual
 - touch
 - smell
 - degree of humidity
 - tasting of finished product
- ensuring sufficient supplies of ground coffee in accordance with customer volumes and service cycles

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Dosage measuring may be mechanical or electronic. Dosage also refers to selecting the correct amount of ground coffee, appropriate particle grind size and prevailing conditions such as ambient humidity.

The recommended industry pour rate for coffee is 30mls in 27-32 seconds depending on type of espresso coffee ordered, customer preferences and the coffee blend.

65°C has been suggested as standard industry temperature for espresso coffee, however, this may vary.

Equipment may include:

- types and brands of coffee grinders/mills and coffee machines
- service ware including cups, saucers, mugs, glasses of various sizes
- flatware
- weighing equipment
- measuring equipment
- tampers
- storage bins in appropriate materials
- blind or blank filter and espresso cleaning detergent
- thermometer
- storage bins in appropriate materials
- bins for discarded pucks

Cleaning methods must include using a range of techniques including:

- wet methods (using warm water with recommended detergent for soaking various parts) and cleaning with sponge, damp cloth or scourers (only for group handle)
- dry techniques (using a damp cloth followed by a dry cloth)

Appropriate cleaning methods include:

- cleaning the bean hopper using wet method, and drying thoroughly before refilling/storing
- brushing out dispensers
- cleaning all remaining parts using dry cleaning method
- back flushing group heads according to recommended industry methods, using a blank filter and appropriate machine detergent
- using colour-coded cloths (e.g. blue for general cleaning and yellow for cleaning and wrapping steam wands)
- wiping steamer wands after each use, using a damp cloth
- where there is build-up/caked on product, wrapping steamer wands in a clean cloth, opening the valve and allowing hot water, with steam venting, to soften caked-on milk, and then wiping with a damp cloth
- washing drip trays
- cleaning around the inside of the group head using an appropriate brush or cloth
- cleaning group handle and filter basket, and steam arm spout after removing, using the wet method

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Activities allied with cleaning include:

- removing beans from hoppers at the end of service day or shift, and storing in accordance with enterprise requirements
- storing equipment in accordance with enterprise requirements
- covering equipment in accordance with enterprise requirements

Checking equipment covers only those activities permitted in accordance with enterprise policies and procedures, occupational health and safety requirements and requirements related to warranties. This may include:

- ensuring the doser arm delivers the correct dosage of coffee
- checking steam and pump pressure
- stripping the grinder of external working parts, observing required safety procedures and in accordance with enterprise requirements

Other activities which may require a trained service technician or other designated person such as a licensed electrician include:

- checking grinder blades to determine wear
- replacing worn blades, filters and other parts as required

Enterprise requirements may include:

- policies and procedures related to persons authorised and trained to carry out particular activities related to machine operation, adjustment, cleaning and maintenance
- circumstances requiring the services of an authorised and trained service technician
- specific requirements for routine and non-routine cleaning and maintenance
- requirements for the checking and replacement of parts and equipment
- specific requirements for decoration of coffee, prior to presentation, such as stencils, logos, sprinkled toppings, and coffee art
- policies and procedures for stock control, ordering and rotation

Adjustments to the espresso machine and allied equipment such as grinders refer to those made without dismantling equipment. Enterprise policies and procedures will define these and designate those activities which must be carried out by:

- a trained service technician
- a licensed electrician
- a designated senior person within the enterprise

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Evidence Guide

Essential Skills and Knowledge to be assessed

The following skills must be assessed as part of this unit:

- techniques for dosing and tamping, purging of group head
- storage conditions and requirements for coffee and commodities to ensure maximum freshness and flavour
- safe work practices, in relation to use of coffee machines and other equipment including posture at work station
- cleaning and maintenance procedures
- symptoms of potential faults in espresso machines
- sequencing and production of orders

The following knowledge must be assessed as part of this unit:

- major coffee styles and their characteristics
- types of bean, blends and roasts with a particular emphasis on espresso roast
- key principles of coffee making
- factors that affect quality of coffee
- types of grind and grinding equipment
- types of machine and equipment and their main features and differences
- types of filter baskets, filters, tampers and other equipment
- different milk types and their characteristics and requirements for handling and storing of milk, including correct milk texturing skills

Critical Aspects of Assessment

Evidence of the following is critical:

- ability to recognise quality in espresso coffee, meet customer requirements and expectations, and identify factors affecting quality and required outcomes
- ability to trouble-shoot during production and service of espresso coffee
- ability to extract and present quality coffee within realistic timeframes
- safe work practices in making espresso coffee
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

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Context of Assessment and Resource Implications

Assessment must ensure:

- access to a work station with industry-current commercial espresso machine
- access to a range of coffee types and commodities
- preparation of quantities of coffee items within industry-realistic timeframes for multiple customers simultaneously
- preparation and service of varieties of coffee types to meet various customer requirements

Assessment Methods

Assessment methods must be chosen to ensure that the skills and processes for making espresso coffee can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of practical demonstration of extracting and serving coffee over an entire service period
- tasting of coffee prepared by the candidate
- use of video or peer observation
- written or oral questions to assess knowledge identified in the Evidence Guide
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title	Operate cellar systems	
Unit Code	HOSFB11	
Element	Performance Criteria	
1 Operate and maintain bulk dispensing systems	<p>1.1 Comply with industry requirements in relation to standard of dress and personal hygiene</p> <p>1.2 Operate bulk dispensing systems correctly in accordance with manufacturer's instructions and safety requirements.</p> <p>1.3 Monitor temperature, carbonation and pump pressure.</p> <p>1.4 Hygienically clean connectors, extractors and heads.</p> <p>1.5 Clean pumps, service points and guns hygienically.</p> <p>1.6 Set up nitrogen and integrated systems safely and correctly according to manufacturer's specifications.</p> <p>1.7 Identify faulty products and product delivery problems promptly and accurately.</p> <p>1.8 Correct or report faults to the appropriate person.</p> <p>1.9 Carry out all work in accordance with Occupational Health and Safety</p>	
2 Operate and maintain beer reticulation systems	2.1	Operate and clean beer reticulation systems correctly, including the tapping of kegs, in accordance with manufacturer instructions.
	2.2	Follow safety procedures regarding handling, connecting and storing of gas.
	2.3	Carry out all work in accordance with Occupational Health and Safety

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- 3 Use and maintain refrigeration systems**
- 3.1 Monitor refrigerator temperatures, measuring accurately and adjusting correctly to comply with product requirements.
 - 3.2 Maintain refrigerator seals and catches to manufacturer's specifications and to comply with regulatory and legislative requirements.
 - 3.3 Clean refrigerator vents, coils and filters according to manufacturer's specifications.
 - 3.4 Identify basic mechanical faults and repair where possible or report any faults in accordance with standard operating procedures
 - 3.5 Carry out all work in accordance with Occupational Health and Safety
- 4 Monitor quality of cellar products**
- 4.1 Monitor the quality of cellar products regularly and identify any faults.
 - 4.2 Make adjustments promptly to faults within scope of individual responsibility or promptly report faults to the appropriate person.
 - 4.3 Ensure follow up action is taken promptly to rectify faults.
 - 4.4 Rotate products systematically.
 - 4.5 Use bin and keg card systems to assist in monitoring the quality of products and controlling stock according to standard operating procedures
 - 4.6 Keep the cellar tidy, clean and free from litter.
 - 4.7 Monitor cellar temperature to ensure optimum conditions for storage.
 - 4.8 Carry out all work in accordance with Occupational Health and Safety

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Range Statement

This unit deals with the skills and knowledge required to operate dispensing and quality control systems within a cellar. It reflects the role of a cellar person

This unit applies to all establishments where a cellar is maintained. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Bulk dispensing systems may include:

- beer
- spirits
- wine
- post-mix syrups

Cellar products may include:

- beers (bulk and packaged)
- wine
- spirits
- liqueurs
- aerated and mineral waters
- post-mix
- juices and syrups
- gas

Ancillary cellar products may include:

- drink decorations
- paper products
- bar requisites

Refrigeration systems may include:

- cold rooms
- cabinets
- instantaneous coolers
- portable temprites
- ice machines

Regulatory and legislative requirements may include:

- food safety compliance
- local regulations
- health department regulations
- Occupational Health and Safety legislation.

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Safety factors in the cellar may include:

- correct lifting, moving and handling techniques including kegs/cylinders, cartons
- pressure factors
- chemical/detergent usage, including manual or electronic detergent system
- electrical
- temperature

Stock control systems may include:

- bin and keg cards
- bar-coding
- electronic systems
- requisitioning

Faults found in draught beer may include:

- heady beer
- flat beer
- cloudy beer
- sour beer

Beer delivery methods and coupling techniques may include:

- direct pull systems
- party kegs
- instantaneous coolers
- multiple hook-up
- gas cylinder connection

Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

Cellar products (as defined above) and their characteristics including:

- correct handling and storage
- operation and cleaning of bulk dispensing equipment
- safe and appropriate use of cleaning equipment and chemicals
- safe usage of gas including gas detection and use of alarm systems
- stock rotation and ordering systems
- potential dangers of working with gas and pressure

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The following knowledge must be assessed as part of this unit:

- requirements under the Health Act in relation to hygiene issues in the cellar
- potential faults
- shelf-life
- potential dangers of working with gas and pressure
- specific cellar safety requirements
- requirements of the Liquor Licensing Act and Local Regulations relating to cellar operations
- OH&S requirements regarding the safe lifting and handling of bulk items.

Critical Aspects of Assessment

Evidence of the following is critical:

- knowledge and understanding of the safety requirements for operating cellar equipment
- ability to operate cellar equipment within those safety requirements
- ability to maintain the hygiene and tidiness of the cellar
- ability to identify and rectify quality issues which affect cellared beverages
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Context of Assessment and Resource Implications

Assessment must ensure:

- access to a fully operational cellar, including industry-current equipment and actual product
- access to an appropriate range of cleaning equipment and chemicals
- industry realistic conditions such as typical stock delivery, conditions, personnel ratios and time constraints
- use of a typical industry stock control system

Assessment Methods

Assessment methods must be chosen to ensure that the operation of a cellar and related equipment and systems can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate operating a bulk dispensing system or other cellar equipment
- written or oral questions to test knowledge of common faults in beer, maintenance techniques for bulk dispensing systems and safety issues in the cellar
- review of third party workplace reports of on-the-job performance by the candidate

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Unit title
Unit Code

Performance Criteria

- | | |
|--|--|
| Element | Performance Criteria |
| 1 Identify customers to whom service may be refused | <p>1.1 Comply with industry requirements in relation to standard of dress and personal hygiene</p> <p>1.2 Identify customers to whom service may be refused in accordance with legislation, including minors and intoxicated persons.</p> <p>1.3 Where appropriate, request and obtain acceptable proof of age prior to service.</p> <p>1.4 Refuse service in a polite manner and state reasons for the refusal, and seek supervisor's assistance where appropriate</p> <p>1.5 Carry out all work in accordance with Occupational Health and safety</p> |
| 2 Prepare and serve alcoholic beverages responsibly | <p>2.1 Serve alcohol in accordance with provisions of relevant regulations, licensing requirements and responsible service of alcohol principles.</p> <p>2.2 Prepare and serve standard drinks in accordance with industry requirements and standard operating procedures</p> <p>2.3 When requested, give accurate information to customers on alcoholic beverages in accordance with enterprise policy and government regulation, including:</p> <ul style="list-style-type: none"> • types • strengths • standard drinks • alcoholic percentages of a range of frequently served drinks <p>2.4 Identify issues regarding service of alcohol to different types of customers and incorporate them into service.</p> <p>2.5 Carry out all work in accordance with Occupational Health and Safety</p> |

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- 3 Assist customers to drink within appropriate limits**
- 3.1 Encourage customers courteously and diplomatically to drink within appropriate limits.
 - 3.2 Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action.
 - 3.3 Monitor the emotional and physical state of patrons for signs of intoxication.
 - 3.4 Where appropriate, offer food and non-alcoholic beverages.
 - 3.5 Politely decline requests for drinks to be dispensed in a manner which is irresponsible, or which encourages the rapid or excessive consumption of alcohol, and advise customers on the reasons for the refusal where appropriate.
 - 3.6 Refuse service to intoxicated customers in a suitable and consistent manner, minimising confrontation and arguments and pointing out signage where relevant.
 - 3.7 Carry out all work in accordance with Occupational Health and Safety
- 4 Assist alcohol affected customers**
- 4.1 Assess intoxication levels of customers using a number of methods including:
 - observation of changes in behaviour
 - observation of emotional and physical state of customers
 - monitoring noise levels
 - monitoring drink orders
 - 4.2 When assessing intoxication, take into account factors which affect individual responses to alcohol including:
 - gender
 - weight
 - general health
 - rate of consumption
 - food intake
 - other substances taken
 - 4.3 Politely make offers of assistance to intoxicated customers as appropriate including:
 - organising transport for customers

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- wishing to leave
 - offering non-alcoholic drinks
 - assisting customers to leave
 - offering alternatives to alcohol such as food
- 4.4 Where appropriate, give patrons a verbal warning or ask them to leave the premises in accordance with standard operating procedures, the specific situation and provisions of legislation/regulations.
- 4.5 Use appropriate communication and conflict resolution skills in handling difficult situations.
- 4.6 Refer difficult situations beyond the scope of individual responsibility to the appropriate person.
- 4.7 Promptly identify situations, which pose a threat to safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to standard operating procedures
- 4.8 Carry out all work in accordance with Occupational Health and Safety

Range Statement

This unit deals with the skills and knowledge required to satisfy the requirements for responsible service of alcohol under the Liquor Licensing Act. All persons undertaking training in the service of alcohol must complete this unit. All elements are undertaken in accordance with legal provisions of the relevant liquor regulations. Evidence of competence must include demonstrated knowledge of legislation as detailed throughout the unit and in the Evidence Guide. It must also include knowledge of the underpinning reasons for and benefits of responsible service of alcohol reforms. Those developing training to support this unit must undertake consultation with the relevant licensing authority.

This unit applies to all enterprises where alcoholic beverages are served. It is a required unit for all staff serving alcoholic beverages. The following explanations identify how this unit may be applied in different workplaces and circumstances.

The focus of training delivery and assessment for this unit will vary according to the level of responsibility of the person involved in serving alcohol.

Standard drinks should be measured using appropriate nip measures or electronic dispensing/measuring devices.

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Examples of requests for drinks to be dispensed in a manner which is irresponsible for encouraging the rapid or excessive consumption of liquor may include:

- test tubes
- yard glasses
- laybacks
- jugs of spirits and mixers
- shooters

Issues related to service of alcohol to different types of customers may include:

- familiarity with specific customers
- physical stature
- demeanour and mood
- social context
- perceived health status

The term “intoxicated” is used to denote those to whom service may be refused due to excess consumption of alcohol. The terms “unduly intoxicated” may also be used in some regulations.

Erratic drinking patterns may include:

- mixing a wide range of drink types
- drinking quickly and asking for more immediately
- ordering more than one drink for the same person
- ordering “triple shots” or extra large drinks

Action taken, with respect to customers who are intoxicated or who are contravening enterprise/house policy, is dependent upon:

- enterprise procedures/venue house policy
- the level of responsibility of individual staff members
- legislative requirements

Appropriate communication and conflict resolution skills for dealing with intoxicated patrons may include:

- using open and not aggressive body language
- blaming the refusal on the “Law”
- taking the person away from an audience
- monitoring the rest of the crowd
- picking early warning signs and intervening before the person is intoxicated
- not using physical touch or body language
- remaining calm and using tactful language

Proof of age according to liquor legislation includes:

- current driving licence
- proof of age card
- passport

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Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

Please note that the following includes general statements about requirements of liquor legislation.

- provisions for requiring someone to leave the premises and transportation options
- barring procedures, where applicable
- requirements for responsible advertising where applicable and within scope of job responsibility
- requirements for monitoring noise and disturbances in and around licensed premises according to Provincial licensing requirements and within scope of job responsibility
- strategies to reduce the harm associated with liquor abuse
- role of individual staff members and supervisors/managers in providing responsible service of alcohol including server liability/duty of care/requirements for house policy/signage/record keeping/penalties for non-compliance

The following knowledge must be assessed as part of this unit:

Legislative framework including:

- harm minimisation and public interest
- intoxication provisions
- minors and evidence of age
- offences
- premises standards
- statutory and other required signage
- promotional and patron education campaigns conducted by agencies and industry groups
- roles of government and industry in enforcing liquor laws and regulating the industry
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace
- reasons for implementation of responsible service of alcohol reforms including:
 - alcohol abuse and crime
 - violence and anti-social behaviour associated with alcohol abuse
 - impact on stakeholders of alcohol abuse including individual enterprises, the local community, customers and government agencies

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Benefits of responsible service of alcohol reforms for the community and the enterprise including:

- improved patronage
- increased profits
- safer premises
- reduced government intervention (police, liquor authorities, local council)
- satisfied staff and patrons
- reduced community complaints
- improved image of premises
- reduced operational costs (eg. security, legal, repairs)
- improved attitudes and approaches to alcohol consumption
- better health status
- benefits and profitability of food and non-alcoholic drink service
- benefits of self audit of trading practices
- issues relating to service of alcohol to different types of customers (for example young people, pregnant women)
- knowledge of standard drinks/acceptable measures of alcohol

Factors that affect individual responses to alcohol including:

- gender
- weight
- general health
- rate of consumption
- food intake
- other substances taken

Effects of alcohol on:

- emotional state
- health
- physical alertness
- times for effects of alcohol to be registered
- restrictions on use including legal drink and drive limits
- ways of assessing intoxication of customers

Context of Assessment and Resource Implications

Assessment must ensure:

- ability to apply of requirements of legislation to beverage service situations

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Assessment Methods

Methods must be chosen to ensure that application of knowledge to specific beverage service situations can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills. Because of the nature of this unit, it would be inappropriate, in a training or assessment situation, to demonstrate the practical aspects of this competence in the workplace or in a realistic simulation, therefore role plays or case studies are recommended.

The following examples are appropriate for this unit:

- tests or questions to assess knowledge of legislation and knowledge components of competency
- role play by candidate to demonstrate ability to deal with intoxicated persons or refuse drinks
- case studies and problem solving activities

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Unit title
Unit Code

Provide specialist advice on wine
HOSFB013

Element

1 Advise customers on wines

Performance Criteria

- 1.1 Comply with industry requirements in relation to standard of dress and personal hygiene
- 1.2 Offer assistance to customers making wine selections and provide accurate information about different available wine options.
- 1.3 Discuss wine types, styles, regions, viticulture and production methods with customers appropriately, taking account of the customer's level of wine knowledge.
- 1.4 Carry out all work in accordance with Occupational Health and Safety

2 Advise customers on appropriate wine and food choices

- 2.1 Offer specific advice on the compatibility of different wines with menu or food items.
- 2.2 Offer appropriate wines for special occasions and particular seasons.
- 2.3 Promote wines that will enhance the combination of food and wine.
- 2.4 Carry out all work in accordance with Occupational Health and Safety

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- 3 Determine and monitor wine quality**
- 3.1 Evaluate wines using accepted sensory evaluation techniques.
 - 3.2 Use information from wine evaluations to assist customers with wine selections.
 - 3.3 Monitor wine quality, and recognise problems with quality during service, where relevant, and promptly take appropriate action according to standard operating procedures
 - 3.4 Respond to customer complaints by evaluating wine, determining faults and promptly taking remedial action according to standard operating procedures
 - 3.5 Ensure optimum storage and cellaring conditions, and store and cellar wine correctly according to type and style.
 - 3.6 Where required, serve wine appropriately and at the correct temperature according to type and style of wine and customer preference.
 - 3.7 Decant wines where appropriate, according to variety, style and vintage of wine.
 - 3.8 Carry out all work in accordance with Occupational Health and Safety
- 4 Develop and update wine knowledge**
- 4.1 Conduct research informally and formally to access current, accurate and relevant information about wines.
 - 4.2 Identify trends in customer tastes based on direct contact and workplace experience.
 - 4.3 Identify general trends in the wine market and apply to the workplace as appropriate.
 - 4.4 Provide assistance in the design, content and pricing of the wine list as required.
 - 4.5 Carry out all work in accordance with Occupational Health and Safety

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Range Statement

This unit deals with the skills and knowledge to provide specialist advice and where required, service of wine. It focuses on knowledge relating to wines, recommendations for wine and food combinations, determination of wine quality and characteristics, assisting in the development of wine lists and the ability to further develop and update wine knowledge. It may apply to a specialist wine attendant, restaurant supervisor or to a range of other personnel in wineries, retail wine outlets or wine wholesalers.

The essential knowledge base for this unit will vary according to local industry needs, and it is vital that any training take account of these. Funding and hours allocated to training must reflect the breadth and depth of knowledge required to meet the specific requirements of local industry employers.

This unit applies to all operations where specialist wine knowledge is required. The following explanations identify how this unit may be applied in different workplaces and circumstances including:

- restaurants
- hotels
- clubs
- bars
- retail wine outlets

The provision of advice on wine may be undertaken in various contexts and will depend on the job role. This may include serving wine, contributing to the development of wine lists, selling or promoting wine. Knowledge of the techniques and principles for the service and handling of wine must be demonstrated but practical demonstration is not required, unless demanded by the particular job.

This unit covers the provision of advice on wines. Demonstration of knowledge must cover all those items listed in the Evidence Guide, and must include knowledge; however the depth and focus will vary according to enterprise requirements.

Advice to customers to be provided on wines may be from the major international wine growing countries of Australia, France, Italy, Germany and United States, and may also include those from other areas according to enterprise requirements, including:

- Greece
- Spain
- Portugal
- Central and South Eastern Europe
- South America
- South Africa
- New Zealand

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Determining and ensuring wine quality involves basic sensory evaluation and may include:

- sight, to check wine for clarity, brightness/intensity and shade of colour
- smell, or nose (being the overall smell sensations of a wine), aroma and bouquet
- taste components, bitter, acid and salt, and sweet

Informal and formal research may include:

- talking to product suppliers, wine makers and vineyard managers
- association or memberships with industry bodies
- reading general and trade media, supplier information
- attending trade shows
- attending wine tastings
- reading wine reference books
- Internet

Evidence Guide

Essential Knowledge and Skills to be assessed

The following knowledge and skills must be assessed as part of this unit:

Characteristics of major wines including:

- different wine types and their styles
- different production methods
- label terminology and interpretation
- major regional variations
- principle grape varieties used in wine types

Basic wine production steps including:

- harvesting the grapes
- crushing
- pressing
- fermentation
- clarification
- maturing
- bottling

Variations in wine production techniques including:

- White wine processes eg. additional clarification process - before and after fermentation, pressing, malolactic fermentation, oak usage
- Red wine processes eg. fermentation on the skins, maceration techniques such as pumping over, plunging down, heading down and rotary fermenters
- Sparkling wines eg. méthode champenoise/tradicionelle, the transfer process, tank fermentation, carbonation
- Fortified wines eg. similar processes applied in different ways

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The key structural components in wine, including:

- alcohol
- tannin
- sugar
- fruit flavour
- factors which affect the style and quality of wine

Guidelines for successful wine and food matching including:

- commonly known food and wine combinations
- using wine in cooking
- interaction of primary flavours of food and wine
- wines for the seasons and social occasions
- indicators of quality in wines and analysis and diagnosis of wine faults or quality problems, including cork damage
- knowledge of wine service including serving aged wines, and processes for the decanting of wine
- contributing factors of a successful wine list
- maintenance of a wine cellar
- requirements of the Liquor Licensing Act in relation to service of alcohol
- hygiene issues of specific relevance to beverage service

Critical Aspects of Assessment

Evidence of the following is critical:

- detailed knowledge of wine including all those areas of knowledge covered in the Evidence Guide
- the ability to update and maintain current and relevant knowledge of wines and to apply that knowledge in the workplace
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Context of Assessment and Resource Implications

Assessment must ensure:

- access to a wide range of wines, and to information on wines
- project or work activity that allows the candidate to demonstrate and apply knowledge of wine to meet particular workplace need

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Assessment Methods

Methods should be chosen to ensure that the service of wine can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of candidate providing advice to customers or colleagues on wine
- oral or written tests or questions to assess knowledge of wine
- observation of presentation on wine
- research project to develop information about wines for use in particular workplace context
- review of wine lists written by the candidate for particular contexts and purposes
- review of third party workplace reports of on-the-job performance by the candidate

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Unit title
Unit Code

Prepare and serve cocktails
HOSFB14

Element	Performance Criteria
1 Promote cocktails to customers	<ul style="list-style-type: none">1.1 Comply with industry requirements in relation to standard of dress and personal hygiene1.2 Encourage customers to buy cocktails in accordance with enterprise policy.1.3 Use display materials appropriately to promote cocktails.1.4 Offer customers courteous and accurate information about the range and style of cocktails available.1.5 Carry out all work in accordance with Occupational Health and Safety
2 Prepare cocktails	<ul style="list-style-type: none">2.1 Select correct cocktail glassware and equipment and use them in accordance with standard operating procedures and industry standards.2.2 Make cocktails correctly and efficiently in accordance with enterprise and industry recipes.2.3 Consider eye appeal, texture, flavour and required temperature in preparing cocktails.2.4 Consider options for new cocktails using suitable combinations of ingredients, and develop them in accordance with enterprise policy.2.6 Carry out all work in accordance with Occupational Health and Safety
3 Present cocktails	<ul style="list-style-type: none">3.1 Present cocktails attractively and maximise eye appeal.3.2 Use garnishes and decorations according to standard operating procedures3.3 Avoid wastage and spillage during service.3.4 Carry out all work in accordance with Occupational Health and Safety

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Range Statement

This unit deals with the skills and knowledge required to prepare and serve cocktails in a range of hospitality enterprises. This role would generally be undertaken by an experienced beverage attendant and includes the requirement for creative input into cocktail development.

This unit applies to establishments where cocktails are served. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Cocktails are drinks with a base, usually of one or more spirits, to which other ingredients are added. A range of cocktails must be made according to enterprise and industry recipes, including several from the each of the following categories:

- blended
- shaken
- stirred
- built

Enterprise and industry recipes include those developed by the enterprise as well as traditional recipes which may include:

- brandy alexander
- piña colada
- brandy crusta
- tom collins
- champagne cocktail
- martini
- margarita
- grasshoppers
- tequila sunrises
- daiquiri
- bloody mary
- black velvet
- whisky sour
- white Russian
- screwdriver

Cocktail equipment may include:

- shakers
- jugs
- stirrers, toothpicks and swizzles
- blenders
- ice crushers
- glass chillers and glassware
- cleaning equipment
- bar towels

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Alcoholic ingredients for cocktails may include:

- spirits
- fortified wines
- liqueurs

Non-alcoholic ingredients for cocktails may include:

- fruits and vegetables
- fruit and vegetable juices
- milk and cream
- eggs
- spices
- sugar
- sugar syrup
- salt
- cordials
- bitters

Display materials may include blackboards, cards, brochures, lists, photographs or any other materials used to promote cocktails.

Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- safe cocktail preparation according to hygiene and OH&S procedures

The following knowledge must be assessed as part of this unit:

- recipes for the most popular traditional cocktails
- the typical alcoholic ingredients of cocktails
- the typical non-alcoholic ingredients of cocktails
- the range and variety of cocktail making equipment
- the range and variety of cocktail glassware
- the range and variety of presentation methods for different cocktails

The origins, nature and characteristics of:

- spirits and liqueurs
- vermouths, bitters and fortified wines
- requirements of the Liquor Licensing Act and Local regulations in relation to service of alcohol

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Critical Aspects of Assessment

Evidence of the following is critical:

- ability to correctly prepare and present a range of standard cocktails within an acceptable enterprise range
- preparation of quantities of cocktails within industry-realistic timeframes
- Compliance with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Context of Assessment and Resource Implications

Assessment must ensure:

- the preparation of a variety of cocktails over a service period to meet various customer requests
- access to a bar with industry-current equipment for making cocktails
- access to a variety of suitable ingredients for making cocktails

Assessment Methods

Assessment methods must be chosen to ensure that the preparation and promotion of cocktails can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of practical demonstration of preparing and serving cocktails
- written or oral questions to test knowledge of ingredients and method of preparation of traditional cocktails
- evaluation of new cocktails developed by the candidate
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title	Plan and monitor espresso coffee service	
Unit Code	HOSFB15	
Element	Performance Criteria	
1 Plan coffee service	1.1	Develop coffee menus and select menu items taking into consideration profit requirements, market focus and demographics, customer preferences and enterprise policies.
	1.2	Select suppliers and/or roasters and make purchases according to enterprise requirements, budget and quality.
	1.3	Liaise with suppliers/roasters to ensure coffee meets requirements.
	1.4	Carry out all work in accordance with Occupational Health and Safety
2 Provide specialist advice on coffee and coffee service	2.1	Comply with industry requirements in relation to standard of dress and personal hygiene
	2.1	Develop and update appropriate information on coffee.
	2.2	Respond accurately to customer questions related to coffee and espresso coffee service.
	2.3	Provide accurate information to colleagues and staff on coffee and coffee service.
	2.4	Promote coffee and coffee appreciation at appropriate opportunities.
	2.5	Display accurate information on coffee and coffee styles for customers where suitable.
	2.6	Carry out all work in accordance with Occupational Health and Safety

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- 3 Monitor quality and service of coffee**
- 3.1 Identify desirable characteristics of superior espresso coffee.
 - 3.2 Evaluate coffee beans to ensure freshness and appropriate oil content.
 - 3.3 Monitor grind to ensure correct particle size, in accordance with standard operating procedures and customer preferences.
 - 3.4 Monitor environmental variations affecting dosage, and adjust grind and/or dose accordingly.
 - 3.5 Evaluate coffee espresso quality through visual and other sensory means and apply indicators of quality.
 - 3.6 Monitor coffee extractions and service according to standard operating procedures, ensuring quality and consistency.
 - 3.7 Diagnose faults and problems in quality of coffee.
 - 3.8 Seek and follow up feedback on coffee quality from customers and staff.
 - 3.9 Deal with problems according to nature of problem and standard operating procedures
 - 3.10 Ensure coffee and commodities are stored appropriately in suitable containers and conditions.
 - 3.11 Ensure coffee items are presented correctly and attractively with suitable accompaniments.
 - 3.12 Assess quality and temperature of milk served and ensure it is texturised correctly.
 - 3.13 Carry out all work in accordance with Occupational Health and Safety

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4	Monitor machinery and equipment	4.1	Monitor espresso coffee machine and other equipment for efficiency and reliability of operation.
		4.2	Monitor temperature and water pressure, in accordance with standard operating procedures
		4.3	Ensure that cleaning and maintenance procedures and practices are in place.
		4.4	Identify needs for new equipment and/or parts and evaluate options.
		4.5	Ensure that self and others follow safe practices and procedures in using machinery and equipment according to manufacturer's instructions
		4.6	Identify situations requiring the attendance of a trained service technician or licensed electrician.
		4.7	Schedule routine and other service calls and replacement of worn parts at appropriate times.
		4.8	Carry out all work in accordance with Occupational Health and Safety

Range Statement

This unit deals with the skills and knowledge to plan and monitor espresso coffee service, including ordering of coffee, equipment and commodities, appropriate storage, and monitoring of coffee service. It applies to appropriate senior staff and includes substantial specialist knowledge of coffee, its history, and presentation in a variety of hospitality settings.

This unit applies to hospitality and catering operations where espresso coffee is extracted and served. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Information for customers may include:

- coffee items, varieties and accompaniments available
- prices
- brochures about coffee types and grinds
- coffee education programs available

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Sources of information on coffee may include:

- talking to product suppliers, roasters and other experts
- association or memberships with industry bodies
- reading general and trade media, supplier information
- attending trade shows
- attending coffee tastings
- reading coffee reference books
- Internet.

Characteristics of coffee include:

- colour
- appearance, including opacity or transparency
- aroma
- flavour
- taste
- freshness
- presentation

Special qualities may arise from:

- country and area of origin
- roasting techniques
- flavour enhancers and essences
- type of grind and particle size
- freshness

Evaluation of coffee quality may include:

- use of visual and other sensory means includes smelling and tasting coffee
- customer feedback
- consistency of product

Indicators of quality may include:

- industry and enterprise standards and requirements
- customer feedback
- repeat business
- sales of particular items, coffee types and styles

Faults and problems may include:

- equipment breakdown or malfunction
- incorrect or inappropriate use of equipment
- poor quality control or maintenance
- breaches of OH&S requirements
- infestation

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Equipment considerations may include:

- characteristics and advantages of size and capacity
- cost
- reliability
- service availability
- training in operation
- reputation of supplier

Monitoring and checking of equipment includes those activities designated by enterprise policies and procedures and in accordance with occupational health and safety requirements. It does not include those requiring a trained service technician or other designated person such as a licensed electrician or those which may affect warranties.

Monitoring and checking equipment may include:

- removing shower screen/s and diffuser/s if appropriate, cleaning using wet method and reassembling
- fine tuning or arranging fine tuning of machines in accordance with manufacturer's recommendations and warranty requirements

Evidence Guide

Essential Skills and Knowledge to be assessed

The following skills must be assessed as part of this unit:

- diagnosis of problems and faults in coffee
- machine operation (technical)
- presentation aspects of coffee
- diagnosis and rectification of problems and faults in coffee machines and equipment
- types of grinders and how they work
- impacts on flavour of coffee of machines, cleanliness of machines, temperature and pressure
- work practices for the management of large orders
- methods to ensure efficient use of product and minimise wastage
- hygienic and safe work practices related to making, serving and storing coffee and coffee products and service equipment

The following knowledge must be assessed as part of this unit:

- cost and profit issues associated with the provision of espresso coffee service including product, equipment and pricing of menu items
- flavour characteristics of varieties, types, blends and styles of coffee
- physical and chemical properties of coffee, and effects of roasting, grinding
- physical properties of varieties of milk
- history and culture of coffee
- regulatory and legislative requirements impacting on coffee and coffee service
- hygienic and safe work practices related to making, serving and storing coffee and coffee products and service equipment

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Critical Aspects of Assessment

Evidence of the following is critical:

- in-depth knowledge and understanding of coffee and coffee service
- mastery of skills in extracting coffee
- management of coffee service
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Context of Assessment and Resource Implications

Assessment must ensure:

- demonstration of skills using at least three different types/makes of coffee machine
- access to a range of coffee types and commodities
- work activities that allow the candidate to develop and maintain systems for the service of coffee over a period of time

Assessment Methods

Assessment methods must be chosen to ensure that the skills and processes for providing and monitoring specialist service of espresso coffee can be practically demonstrated.

Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- case studies to assess abilities to evaluate coffee, diagnose and rectify a range of faults
- written or oral questions to test knowledge identified in Evidence Guide
- review of workplace documents developed by the candidate eg., operational procedures and maintenance schedules for espresso machines and equipment
- testing of candidate's ability to analyse and solve typical problems in coffee service or coffee quality
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title
Unit Code

Provide gueridon service
HOSFB16

Element

**1 Prepare and maintain
guéridon trolleys and
equipment**

Performance Criteria

- 1.1 Comply with industry requirements in relation to standard of dress and personal hygiene
- 1.2 Stock trolleys and display them correctly with clean implements, utensils and linen.
- 1.3 Polish and clean equipment in accordance with standard operating procedures and hygiene requirements.
- 1.4 Select food, alcohol and other ingredients in accordance with menu and service requirements.
- 1.5 Examine ingredients for quality and condition prior to display on the trolley.
- 1.6 Present and display foods effectively using their colours, varieties and shapes to attract customers.
- 1.7 Use promotional materials appropriately on trolleys.
- 1.8 Position trolleys appropriately for customers to view.
- 1.9 Clear trolleys and clean them hygienically and at the appropriate time.
- 1.10 Carry out all work in accordance with Occupational Health and Safety

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2	Recommend and sell foods and dishes to customers	2.1	Explain dish names correctly to customers, using appropriate language and terminology, to assist them in the selections of foods.
		2.2	Explain the nature and features of gueridon service to customers in clear, simple language as required.
		2.3	Name, explain and show ingredients of dishes and preparation methods correctly to customers to assist them in making selections.
		2.4	Carry out all work in accordance with Occupational Health and Safety
3	Prepare and serve foods	3.1	Prepare guéridon food dishes correctly to standard recipes in accordance with hygiene and safety procedures.
		3.2	Carve and serve meats, fish and poultry as required according to customer preferences.
		3.3	Prepare appropriate accompaniments and finishing ingredients correctly.
		3.4	Involve customers in the preparation process and invite them to select ingredients, choose the finishing method and determine the size of portions.
		3.5	Carry out all work in accordance with Occupational Health and Safety

Range Statement

This unit deals with the specialist skills required to provide gueridon service in a restaurant. This role would generally be undertaken by an experienced waiter in a restaurant. The unit has strong links to other specialist food and beverage units. This unit applies to all establishments where guéridon service is offered. The following explanations identify how this unit may be applied in different workplaces and circumstances.

A range of food and beverage items must be served on various food service occasions. This range will vary according to the enterprise but must include service of entrees, main courses, accompaniments, desserts and cheeses and include all major food groups.

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Food, beverage and other items to be served may include:

- meat and poultry
- fish and seafood
- hors d'oeuvres and appetisers
- desserts and sweets
- condiments and accompaniments
- sauces
- garnishes
- cheeses and dairy products
- fruits
- salads
- wines
- spirits
- coffees
- petits fours

Guéridon equipment may include:

- flatware (cutlery)
- carving boards
- cutlery (cooking and serving)
- linen
- service crockery
- fuel (gas, charcoal, etc)
- towel for hand cleaning
- lighter
- burner
- trolleys
- bowls

Guéridon trolleys may include those set up for:

- desserts
- flambé
- salads
- hors d'oeuvres

Promotional materials may include:

- wine lists
- menus or recipes
- advertising cards, fliers or brochures

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Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- uses and functions of trolleys and equipment
- gueridon cooking/carving techniques for all major food groups and menu items
- food trolley display techniques
- specific hygiene and safety issues relating to gueridon service

The following skills must be assessed as part of this unit:

- the origins and purpose of gueridon service
- ranges and styles of service available
- specific hygiene and safety issues relating to gueridon service

Critical Aspects of Assessment

Evidence of the following is critical:

- ability to prepare and serve a range of foods from the gueridon trolley including preparation of entrees, main courses, accompaniments, desserts, cheeses and beverages
- ability to use equipment safely, hygienically and in accordance with manufacturer's instructions
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Context of Assessment and Resource Implications

Assessment must ensure:

- assessment on more than one occasion to address the required range of food and beverage items
- demonstration of skills within a dining environment with suitable equipment for guéridon service using real food and beverage items

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Assessment Methods

Assessment methods must be chosen to ensure that guéridon service of a range of food, and beverage items can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate providing guéridon service
- written or oral questions to test knowledge of OH&S issues or cultural aspects of guéridon service
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title
Unit Code

Provide silver service
HOSFB17

Element	Performance Criteria
1 Prepare tables for silver service	<p>1.1 Comply with industry requirements in relation to standard of dress and personal hygiene</p> <p>1.2 Prepare tables to silver service standard, with the appropriate equipment and utensils for a given menu.</p> <p>1.3 Set tables to silver service standard, with the appropriate crockery, cutlery, glassware and silverware.</p> <p>1.4 Change cutlery on the table in silver service style, and at the appropriate time, to suit the customer's choice of menu items.</p> <p>1.5 Carry out all work in accordance with Occupational Health and Safety</p>
2 Work in co-operation with kitchen staff	<p>2.1 Liaise with kitchen staff to ensure correct preparation, presentation and timing of meals.</p> <p>2.2 Establish an appropriate relationship between the chef and serving staff to ensure silver service between the kitchen and dining room is maintained effectively.</p> <p>2.3 Carry out all work in accordance with Occupational Health and Safety</p>

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- 3 Use silver service techniques to serve meals**
- 3.1 Select correct utensils and equipment for silver service.
 - 3.2 Balance platters correctly for silver service and position self correctly at the table in preparation for service
 - 3.3 Serve food items correctly, using the appropriate silver service techniques.
 - 3.4 Portion and place food and condiments correctly, based on advice from kitchen or head waiter.
 - 3.5 Handle hot dishes carefully and provide advice to customers.
 - 3.6 Carry out all work in accordance with Occupational Health and Safety

Range Statement

This unit deals with the specialist skills required to provide full silver service in a restaurant. This role would generally be undertaken by an experienced waiter in a restaurant. The unit has strong links to other specialist food and beverage units. This unit applies to all establishments where full silver service is provided. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Silver service standard refers to superior table service in a fine dining setting where diners are provided with a high level of personalised attention and table service. Some menu items may also be served at the table rather than being ready plated in the kitchen. Menu items may either be prepared in the kitchen or at the table.

A range of food items must be served on various food service occasions. This range will vary according to the enterprise but must include service of entrees, main courses, accompaniments, desserts and cheeses and include all major food groups.

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Food items to be served may include:

- meat and poultry
- fish and seafood
- hors d'oeuvres and appetisers
- desserts and sweets
- condiments and accompaniments
- sauces
- garnishes
- cheese and dairy products
- fruits
- salads
- vegetables
- specialist items or cuisine

An appropriate relationship between the chef and food service staff includes:

- good and respectful communication
- identification of particular needs and problems
- timely lodgement of orders and requests to allow for preparation and garnishing of menu items

Table preparation may include:

- selection and setting up of linen, glassware, cutlery and crockery in accordance with menu requirements
- polishing of cutlery, glassware and crockery
- folding napkins
- utilising floral decorations and/or bud vases
- chair placement

Correct utensils and equipment for silver service may include:

- white cotton gloves
- linen tablecloths and napkins
- cutlery appropriate for given menu items to be served
- wine baskets
- service trays, platters and doilies
- service cloths for wine service
- heated plates and hot serving utensils
- serving utensils
- floral arrangements/bud vases
- waiter's friend
- carafes for decanting red wine
- candles and matches or lighter
- water jugs
- guéridon
- condiments and accompaniments
- tea and coffee service

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Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- silver service equipment and set ups
- safety and hygiene in specific relation to silver service

The following knowledge must be assessed as part of this unit:

- product knowledge in relation to silver service offered as appropriate to the enterprise
- special issues affecting delivery and co-ordination of full silver service
- knowledge of silver service techniques for all types of food
- safety and hygiene in specific relation to silver service

Critical Aspects of Assessment

Evidence of the following is critical:

- ability to prepare for silver service and use silver service techniques to serve a variety of meals including service of entrees, main courses, accompaniments, desserts and cheeses.
- knowledge of the importance of timing in silver service
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Context of Assessment and Resource Implications

Assessment must ensure:

- provision of service across a full service period to address a range of contexts and food items
- demonstration of skills within a silver service dining environment with suitable equipment for silver service using real food items
- application of skills under normal workplace conditions including industry realistic ratios of customers to staff for silver service

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Assessment Methods

Assessment methods must be chosen to ensure that preparation and use of silver service techniques to serve a range of food times can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate providing silver service for several meals
- written or oral questions to test knowledge of protocol, hygiene and safety aspects of silver service
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title
Unit Code

Manage wine for a wine outlet
HOSFB018

Element

1 Develop and monitor systems for the maintenance of wine quality and wine service

Performance Criteria

- 1.1 Comply with industry requirements in relation to standard of dress and personal hygiene
- 1.2 Develop optimum storage and cellaring conditions and systems.
- 1.3 Select and purchase appropriate equipment for wine service and storage.
- 1.4 Organise and provide suitable training to staff on wine and wine service.
- 1.5 Resolve wine-related issues with customers and other staff, where required.
- 1.6 Monitor quality of wine through wine evaluation using accepted sensory evaluation techniques.
- 1.7 Monitor wine service to ensure that wine is served correctly and at the appropriate temperature according to wine types and customer preferences.
- 1.8 Provide advice to other staff and colleagues on wine and wine-related matters.
- 1.9 Carry out all work in accordance with Occupational Health and Safety

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- 2 Develop wine lists**
- 2.1 Research wine consumption patterns, target market, trends and pricing in the development of a wine list.
 - 2.2 Develop wine lists ensuring compatibility with menu or food offered where appropriate.
 - 2.3 Design wine lists that are aesthetically pleasing and user friendly.
 - 2.4 Ensure wine lists are balanced to ensure an appropriate selection in terms of cost, type and style according to size and nature of the enterprise.
 - 2.5 Develop wine lists to ensure required profit margin is obtained for the enterprise.
 - 2.6 Present and promote wines appropriately through wine lists according to standard operating procedures
 - 2.7 Carry out all work in accordance with Occupational Health and Safety
- 3 Manage wine cellars**
- 3.1 Arrange a system for storage of wines according to type, variety/vintage or according to standard operating procedures
 - 3.2 Identify wine quality issues and deal with them appropriately.
 - 3.3 Store wines under recommended conditions and at recommended temperatures and humidity taking into consideration relevant factors.
 - 3.4 Carry out all work in accordance with Occupational Health and Safety

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4	Research and select wines	4.1	Research wine types and styles, trends and preferences.
		4.2	Liaise with other members of the wine community and/or wine suppliers.
		4.3	Select and/or purchase wines to compliment menu, where appropriate, and budget according to standard operating procedures
		4.4	Select specific vintages for cellaring purposes.
		4.5	Develop appropriate opportunities for the promotion of wine with the overall business context.
		4.6	Carry out all work in accordance with Occupational Health and Safety

Range Statement

This unit deals with the skills and knowledge required to maintain the quality of wine and wine service, manage a wine cellar and develop wine lists. It focuses on the advanced knowledge required for the management of a specialised wine outlet, management of wine for a restaurant or the role of a sommelier working within a hospitality enterprise. This unit applies to all operations where specialist wine knowledge is required. The following explanations identify how this unit may be applied in different workplaces and circumstances.

This unit applies to the provision of specialist advice on wine, managing a wine cellar, conducting advanced wine evaluation and developing wine lists for various hospitality outlets including restaurants, hotels, specialist wine outlets and wineries. It covers a wide range of wine types which may include still and sparkling red and white wines, champagne styles and fortified wines.

Wine service includes the following factors:

- decanting
- use of specialised glassware
- advanced table service of wine
- monitoring wines by the glass
- sparkling and fortified wine service

Knowledge of wine suppliers may include:

- wholesalers
- vineyard
- auctions

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Informal and formal research may include:

- talking to product suppliers, wine makers and vineyard managers
- association or memberships with professional organisations and industry bodies
- networking
- attend professional tastings and specialised seminars
- conferences
- attending wine promotions and tastings
- wine and food festivals
- tours
- reading general and trade media
- attending trade shows
- reading wine reference books
- Internet.

Wine storage factors to be taken into consideration may include:

- temperature
- humidity
- light
- vibration
- bottle position
- handling
- stock rotation

Opportunities for the promotion of wine may include:

- selecting and organising “specials”
- organising and conducting wine tastings
- presentations and stands at wine events
- developing promotional materials
- implementing staff incentive schemes

Evidence Guide

Essential Knowledge and Skills to be assessed

The following knowledge and skills must be assessed as part of this unit:

Sound knowledge of the production of wine making processes for:

- white and red wine
- fortified wines
- sparkling wines
- aging potential and effects on white, red and sparkling wines
- climatic classification of grape growing regions, including factors which influence the character of wine
- impact of the vineyard and viticultural techniques affecting the taste and style of wine, the annual cycle of a general vineyard and regional specific cycles

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Structure history and trends in relation to the wine industry including:

- trends in wine style and production methods
- specialised sensory evaluation techniques for white, red, sparkling and fortified wines, including subjective and objective approaches and extensive knowledge of wine tasting terminology
- compatibility of different wines to various food types
- wine list design, construction and profitability
- wine cellaring and storage including equipment, stock control systems
- compliance with the legal provisions of the relevant Liquor Licensing Act
- promotional opportunities for wine in the relevant industry context
- requirements of the Liquor Licensing Act and Local regulations in relation to service of alcohol, and the role of management and staff in ensuring patron care

Critical Aspects of Assessment

Evidence of the following is critical:

- detailed knowledge of wine including all those areas of knowledge covered in the Evidence Guide
- ability to update and maintain current and relevant knowledge of wines
- access to suitable equipment and facilities for storage and service of wine
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

Assessment Methods

Assessment methods should be chosen to ensure that the management of wine service can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- case study to develop wine management strategies for a nominated workplace or wine outlet
- evaluation of wine lists developed by the candidate
- wine tastings to evaluate and monitor wines, make recommendations for cellaring
- observation of a presentation on wine by the candidate
- evaluation of marketing materials on wine developed by the candidate
- review of third party workplace reports of on-the-job performance by the candidate

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Unit Title
Unit Code

Provide specialist advice on food
HOSFB019

Element

1 Advise on menu items

Performance Criteria

- 1.1 Comply with industry requirements in relation to standard of dress and personal hygiene
- 1.2 Offer assistance with making food selections to customers courteously and with appropriate timing.
- 1.3 Offer options and possible variations to customers where appropriate.
- 1.4 Discuss, where appropriate, methods of cooking and different culinary styles with customers in clear and simple language.
- 1.5 Respond to customers with special dietary or cultural needs, and provide accurate information and advice.
- 1.6 Carry out all work in accordance with Occupational Health and Safety

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| 2 Contribute to menu development | <p>2.1 Plan the content of menus in consultation with appropriate kitchen staff.</p> <p>2.2 Balance menu suggestions in terms of cost and variety and availability to reflect the type of enterprise and regional location.</p> <p>2.3 Plan menus to take into account various dietary and cultural requirements of customers.</p> <p>2.4 Take into consideration customer feedback and preferences in the menu development process.</p> <p>2.5 Where appropriate, undertake consultation with those responsible for the development of wine lists.</p> <p>2.6 Where appropriate, develop menus to ensure required profit margin is obtained for the enterprise.</p> <p>2.7 Develop menus to ensure that format and design are clear, accurate and appropriate to enterprise needs.</p> <p>2.8 Take into consideration particular target groups when developing menus.</p> <p>2.9 Carry out all work in accordance with Occupational Health and Safety</p> |
| 3 Update specialist food knowledge | <p>3.1 Conduct formal and informal research to access current accurate and relevant information about food.</p> <p>3.2 Identify trends in customer needs based on direct contact and workplace experience.</p> <p>3.3 Identify general trends and availability in the food market and apply information to the workplace.</p> <p>3.4 Carry out all work in accordance with Occupational Health and Safety</p> |

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Range Statement

This unit deals with the skills and knowledge required to develop and maintain in-depth knowledge of food and apply that knowledge to food service operations. This unit generally applies to supervisors and managers or senior food service personnel. It may also be appropriate for some kitchen staff. The essential knowledge base for this unit will vary according to local industry needs, and it is vital that any training take account of these. Funding and hours allocated to training must reflect the breadth and depth of knowledge required to meet the specific requirements of local industry employers. This unit applies to all operations where specialist food knowledge is required. The following explanations identify how this unit may be applied in different workplaces and circumstances.

This unit covers the development of knowledge and provision of advice on foods and menu items to customers. Demonstration of knowledge must cover a wide range of food and food items, and knowledge must include all those items listed in the Evidence Guide; however the depth, breadth and focus will vary according to enterprise requirements.

Types of food for which knowledge is required must include:

- appetisers
- soups
- meat, fish and seafood
- fruits, vegetables
- sweets and desserts
- cheeses
- salads
- sauces and accompaniments
- dishes of varying ethnic and cultural origins

Current and relevant information about food may include:

- local produce and specialities
- menu items, specialities, pertaining to the enterprise
- local food outlets, festivals and promotions
- industry and market trends in food

Informal and formal research may include:

- talking to chefs and cooks
- talking to product suppliers
- reading general and trade media
- attending trade shows
- attending food tastings
- reading food reference books
- Internet.

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Styles of menus to be developed or contributed to may be classical, contemporary or ethnic and may be formal or informal according to enterprise requirements. Types of menus will vary according to the enterprise and occasion and may include:

- a la carte (choice)
- set (table d'hôte)
- function or buffet

Special dietary requirements may include:

- food exclusions for allergies and food intolerance
- vegetarian
- modified sodium
- low fat/cholesterol
- gluten free
- diabetic

Special cultural groups may include any ethnic, cultural or religious group with special dietary requirements or sanctions.

Special cultural needs include:

- kosher
- halal
- vegetarian
- Hindu.

Target groups may include:

- particular cultural or ethnic groups
- aged
- infants, children, adolescents
- people with special needs
- male/female
- athletes

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Evidence Guide

Essential Knowledge and Skills to be assessed

The following skills must be assessed as part of this unit:

- commodity knowledge for a wide variety of food and/or menu items including:
- methods of preparation/cooking/production
- ingredients
- origins and cultural background and/or issues
- suitability for different customers
- typical or suitable accompaniments and garnishes
- major suppliers
- presentation styles
- service styles

The following knowledge must be assessed as part of this unit:

- compatibility with wines and other beverages
- Dietary guidelines and commodity knowledge of ingredients suitable for basic nutritional and special dietary needs.
- dietary sensitivities including food allergies and intolerance, diabetes and other medical conditions and medication regimes, and the health and legal consequences of failing to heed special requirements

Critical Aspects of Assessment

Evidence of the following is critical:

- detailed knowledge of wide variety of food and/or menu items to a level of depth and familiarity sufficient to:
- develop a coherent and interesting interpretation for customers and contribute to a menu development process
- answer typical questions asked by customers
- ability to source and update relevant information to meet differing customer needs and to incorporate this information into the workplace context
- Comply with enterprise requirements in relation to standard of dress and personal hygiene
- Workplace strategies for HIV/AIDS prevention
- Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

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Context of Assessment and Resource Implications

Assessment must ensure:

- project or work activity that allows the candidate to demonstrate and apply food knowledge to meet a particular workplace need
- interaction with and involvement of customers with varying requirements or requests
- access to a range of sources for researching information

Assessment Methods

Assessment methods must be chosen to ensure that the provision of information on food can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate using knowledge to provide advice to customers or colleagues on food
- review of a research portfolio to assess the candidate's ability to research current and accurate information
- review of menus written by the candidate for particular contexts and purposes
- oral and written questions to assess key knowledge detailed in the Evidence Guide
- review of third party workplace reports on on-the-job performance by the candidate

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