

Dear Participant,

Welcome to Industry Training Services Hospitality Bar Course. All modules in this course are Nationally Recognised.

**Objectives:**

- **Provide quality training in the Hospitality Industry**
- **To increase the standard of service given to patrons in the Hospitality Industry**
- **To enhance/introduce knowledge and skills to participants who wish to work in the Hospitality Industry**

**Duration:**

This course will run for a period of 3 days . Upon completion of this course each participant will be issued with a 'Statement of Attainment' in the modules they achieved competency in. We encourage you to read this learner guide before course commencement.

**The course consists of the following Modules: -**

- SITXFSA101      USE HYGIENIC PRACTICES FOR FOOD SAFETY
- SITHFAB201      PROVIDE RESPONSIBLE SERVICE OF ALCOHOL
- SITHGAM201      PROVIDE RESPONSIBLE GAMBLING SERVICES\*  
(\* optional unit)

The assessment is competency based and will take the form of the following:-

- Direct Observation
- Theory Assessment
- Competency Conversation
- Role play

Will trust that you will enjoy this program and your future employer will benefit from the knowledge and skills that you gain.

Regards

Damien Smith  
Director  
Industry Training Services

\*Denotes optional unit

## **SITXFSA101: Use hygienic practices for food safety**

This unit describes the performance outcomes, skills and knowledge required to use personal hygienic practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organizational procedures and to identify and control food hazards.

### **Performance criteria**

<b>Element</b>	<b>Performance criteria</b>
1. Follow hygienic procedures and identify food hazards	<ul style="list-style-type: none"><li>1.1 Follow org hygiene procedures</li><li>1.2 Promptly report unsafe practices that breach hygiene procedures</li><li>1.3 Identify food hazards that may affect the health and safety of customers , colleagues and self</li><li>1.4 Remove or minimize the hygiene hazard and report to appropriate person to follow up</li></ul>
2. Report any personal health issues.	<ul style="list-style-type: none"><li>2.1 Report any personal <b>health issues</b> that are likely to cause a hygiene risk.</li><li>2.2 Report incidents of food contamination that have resulted from personal health issues.</li><li>2.3 Cease participation in food handling activities where a health issue may cause food contamination.</li></ul>
3. Prevent food contamination.	<ul style="list-style-type: none"><li>3.1 Maintain clean clothes, wear required personal protective clothing and only use organisation-approved bandages and dressings..</li><li>3.2 Prevent food contamination from clothing and other items worn.</li><li>3.3 Prevent unnecessary direct contact with ready to eat food.</li><li>3.4 Avoid unhygienic personal contact with food or food contact surfaces.</li><li>3.5 Avoid unhygienic cleaning practices that may cause food borne illness.</li></ul>
4. Prevent cross contamination by washing hands.	<ul style="list-style-type: none"><li>4.1 <b>Wash hands at appropriate times</b> and follow hand washing procedures correctly and consistently.</li><li>4.2 Wash hands using <b>appropriate facilities</b>.</li></ul>

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# INTRODUCTION TO THE INDUSTRY

Many of you will have decided to do this course with the intention of perhaps gaining employment in a Bar or Club environment, serving drinks in bars in what is a very social environment.

Hospitality is a vibrant industry to be a part of, people go out to enjoy themselves so what could be better than being employed in that kind of situation where people are in a good mood, no stress and get paid for it at the same time!

However there is more to this dynamic industry than simply working behind a bar. In fact you may find it can be hard to initially gain employment in that one segment of the industry. Often it is an area where you may find you need several months experience to be pulling beers and or mixing drinks. In saying that you could be in the right place at the right time and gain that type of employment straight up.

The skills required to do this are part of what you will cover on this course. What you will also discover on these coming nights is that there are a number of other facets of this industry which you should aim to work within, these may in fact have greater initial chances of employment, some of these include:

- **Restaurants** – these can be on their own or perhaps be part of a large hotel, licensed or BYO (bring your own alcohol). Employment here could be waiting on tables or perhaps drink service. Perhaps an easier path to choose if not having any initial industry experience.
- **Clubs** – institutions such as RSL's, football clubs, bowls clubs, workers clubs etc. These can vary a lot in size from you smaller suburban club, through to some of the very large sporting clubs such as the Broncos Leagues Club with many different departments offering numerous opportunities.
- **Cafes** – similar to restaurants but may be more day time based with emphasis on speed of service (e.g. lunch time trade). Many cafes are part of franchise groups prepared to hire with minimal hospitality experience due to on the job training and can have very good in-house training programmes.

- **Resorts** – mainly providing holiday accommodation with multiple food and beverage outlets within. Sometimes these can be located some distance away from the larger cities e.g. North Qld islands or ski locations. In that case accommodation may be provided by the employer and the hours worked may be longer than other areas, but Rostered Days off breaks may be longer to compensate.
- **Cruise ships** – similar to resorts but confined to a ship with accommodation employment avenues as well. Great if you wish to travel!
- **Airlines** – food and beverage service but in the air. Note airlines today require RSA training as mandatory before they even interview applicants.
- **Accommodation Hotels** – room service opportunities as well as opportunities in cocktail bars and fine dining restaurants
- **Retail** – Bottle shops require employees to have cash register training, RSA and customer service. Major growth area with the development of Dan Murphys and First Choice liquor stores. These are often owned by grocery retailers such as Woolworths or Coles. Wine knowledge is expected in these environments.

Discuss some other avenues within the hospitality industry where employment may be found that we have not discussed.

Hospitality can be industry people work in as a form of short term employment for the sole purpose of earning an income, perhaps while being a student, or a second job to supplement your income. Also however it can be an extremely rewarding way to earn a living for those who may want to consider it a long term career. There are numerous career paths in all of the above mentioned venues.



# Interpersonal Skills of Hospitality Staff

This section will explain how staff are expected to present themselves when they arrive for work. Employers look very carefully at the standard of presentation of applicants. This doesn't mean you need to buy expensive clothes to attend an interview but you will need to have a neat and tidy appearance. Things to consider at a personal hygiene level include: clean hands and finger nails, hair tied back for females, good shoes (not runners), ironed clothes, and use deodorant. The way you present with this initial contact with a prospective employer will set the standard in his or her mind of how you will show up for work each day if they are to hire you. Other interpersonal skills which need to be taken into account include:

- **Friendliness** – Given what we mentioned earlier the hospitality industry won't tolerate 'grumpy' staff. Simply smiling and being polite and generally helpful to customers' works well. Tip – if you don't like being around other people you may not be suited to this line of work.
- **Honesty** – as much as the type of work we do is with the public employers need also to be able to trust their staff. You will undoubtedly be handling large sums of cash. Managers will have checks and balances in place to monitor.
- **Punctuality** – restaurants and hotels are busy places and tend to write very tight rosters. What this means is if they roster you at say 5.30, be sure to turn up at least 10 mins early, they expect to be busy at 5.30 and will need you to start at that time and on time.
- **Communication** – Front of house hospitality means constantly dealing with the public. Be it serving beers across the bar, taking orders and delivering meals, working on a busy Drive Way bottle shop or being a Flight Attendant, there are not too many areas where you can get away with the inability to be able to communicate effectively with the public.
- **Initiative** – Employers can't train you in this. When hiring they will be looking for aspects in your character which may show them you have this. Working unsupervised will often be the case, in these situations initiative will be necessary to get the job done. Initiative also leads to promotion!
- **Personality** – Is above all the most important, don't forget to show it.

# **Job Expectations & Rules**

Along with some legislative requirements that we will learn later on in the RSA, RGS and Hygiene sections of this course there is also your establishments house policies and procedures which is a list of rules that ALL staff members are to follow. These rules are not laws, but are set in place to ensure that the business runs smoothly and effectively meeting the establishment's goals and meeting legislative requirements. You will find most businesses have very different employment processes, but here are some examples of what you may expect:-

## **House Policy:**

The rules put into place by the establishment to ensure legislative requirements are met and may include things like whom, how and when alcohol is sold. These types of rules are often called "best practices".

## **Induction:**

Induction is an opportunity for your employer to explain the business philosophy and goals, larger companies such as Coles would do this over the internet. To familiarize you with such things as:

Fire and safety

Emergency procedures

Dress code

## **Procedures / Job description:**

Often presented in written form but could be just verbal instructions on how they do the various tasks and to meet customer and organizational expectations. These could include:

Greet Customers / Customer Service

Prepare for service / Opening Procedures

Take orders / Suggestive Selling

Serve the drinks

Clean equipment and maintain it

Handle cash

Control stock

Close the bar

# Other Industry Expectations

## Customer Service, Selling Skills

Customer service should be the most important aspect of any business, and so it should be your primary job role as outlined in duties and responsibilities.

## Customer's Wants and Needs

- The customer comes to you for **SERVICE**, and to buy one of our products.
- The customer expects to be served straight away so make an effort to serve him/her as quickly as possible.
- The customer expects bar staff or floor staff to be friendly.
- The customer expects that, for the money he/she is spending they get the product they buy just the way they order it
- Perform your job professionally.
- Listen and fix customer complaints, if you can not fix then find someone who can.

As an employee you need to be aware at all times of what is happening around you, whether it is what other staff are doing and where they are, or where the next customer is. At all times you must look for work (**Initiative**) that needs to be done in your section, do not wait for work to jump out at you or wait to be told what to do. Have a check list of things that need to be done so that as soon as all the customers have been served, it becomes automatic.

## Service Check List for interacting with customers????

- Greet customers and be genuine
- Smile a lot
- Be polite
- Act professional
- Do not interrupt or inconvenience customers
- Maintain good personal hygiene and dress professional
- endeavor to meet there needs and expectations
- go out of your way to keep your customer happy
- take the time to build rapport with your customer
- Do not get involved in in-depth conversation or controversial subjects
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***No customer – No staff required to work***

***No customer – No business***

***No customer – No Job***



# Hygienic practices for food safety

A hospitality venue be it a hotel, restaurant, café or function centre to name a few needs to ensure it has strategies in place to ensure hygiene standards are kept to high level. The term hygiene doesn't just refer to keeping the kitchen clean it related to a number of areas in the industry, for example:

- Storing food correctly
- Appropriate handling and disposal of garbage
- Regular hand washing
- Suitable dress and personal protective equipment and clothing
- Avoidance of cross contamination
- Cleaning and sanitizing
- Procedures documented in the organizations food safety program
- These procedures are covered in staff training programs and procedures

Food poisoning is the result of poor hygienic practices and strikes millions of Australians every year. Every person who works with foods and beverages, in any capacity, has a duty of care to ensure that their actions and the actions of their fellow workers do not in any way endanger the consumers of those foods and beverages. This means that you must know your legal obligations and must have a clear understanding of the expectations of the employer.

There are many ways in which food can become contaminated and ultimately affect the health and safety of customers, colleagues and ourselves. These could include: food being contaminated, contaminated garbage, dirty equipment and utensils, equipment such as fridges not working properly and of course vermin such as mice or rats.

Food safety is about protecting food from anything that could contaminate or harm the food.

There are 6 key areas within a food establishment that need to have effective hygiene management practices. These include:

1. Managing pests
2. Managing bacteria
3. Temperature control
4. Management of garbage and waste
5. Staff hygiene and health
6. Cleaning procedures

## Legislation

Food safety laws aim to protect consumers from injury or illness and ensure food is in a good condition and fit to eat. The government must be notified of all food premises that are operating as a food premise, and they are given a licence to operate. What this means is that every site must be registered with their local government authority and licensed to operate. In Queensland we abide by the [Food Safety Act 2006](#), take the time read this to further increase your hygiene knowledge. If a site breaches food safety laws or regulations their licence to operate could be taken away.

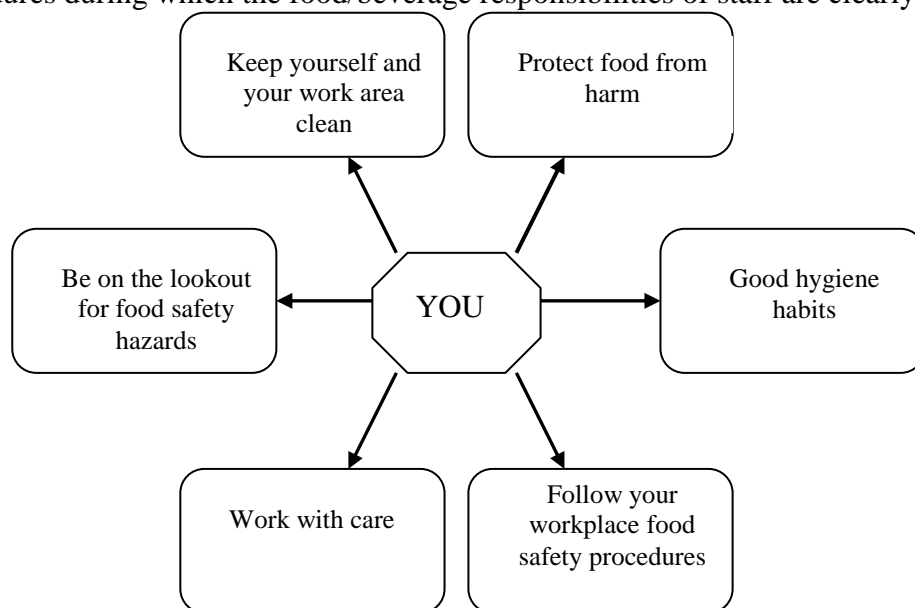
However it's not just about saying they are going to operate in a hygienic manner and aim to cause no food safety issues. A licensed food business must have a food safety program, spelling out exactly how it will be compliant. This must be in place if the business:

- Conducts **off site** catering
- The primary activity of the food business is **on-site** catering at the premises stated in the license
- The primary activity of the food business is **on-site** catering at part of the premises stated in the business

If an establishment strives for good hygiene practices and demonstrated legislative compliance, it will build on its reputation and avoid ending up in court, being fined or even closing down. These fines can be quite large and employers will want to avoid them, not to mention the impact it can have on their reputation!

Ensure food for sale is safe and suitable for human consumption.	Up to \$110,000
Have an accredited safety program	\$1500
Display their license, or a copy in a prominent position	\$1500

As an employee you need to know your organization's policies and procedures and the standards with which you must comply. Ideally your employer will give employees appropriate induction procedures during which the food/beverage responsibilities of staff are clearly explained.



Why is food safety important to your customers?

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## Identifying Hygiene Hazards that may affect the health and safety of customers and colleagues

Before we can identify potential hygiene risks, you must have some understanding of what causes the risks that is what things may contaminate foods, and how they can be contaminated.

Contamination may come from 3 sources:

1. Biological
2. Chemical
3. Physical

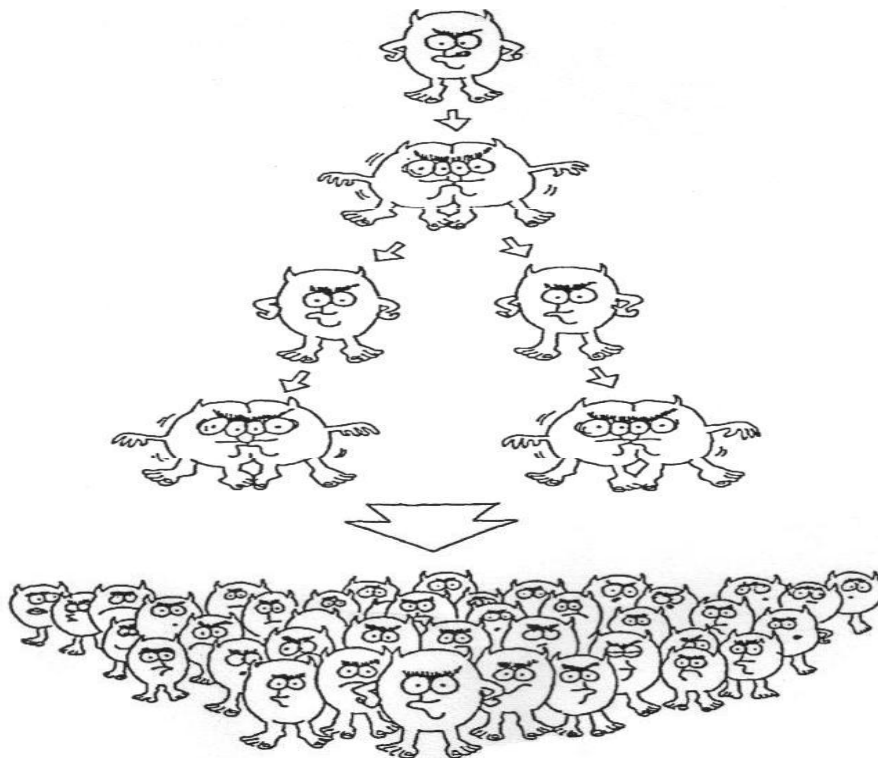
### Biological Contaminants

These are micro-organisms such as moulds, fungi, viruses, bacteria and yeasts which cause either spoilage or food poisoning.

Food poisoning is any illness that is caused by food borne pathogens. Pathogens are harmful micro-organisms which are too small to see, they can be on our skin, in our hair and on various foods. Not all bacteria however are dangerous. Some bacteria unfortunately can make you ill after they have been in your body for a while and others can produce toxins whilst on the food which can make you ill soon after eating the food. Other bacteria form spores to protect themselves during cooking/chilling/freezing then make you ill after eating the food.

### How Bacteria Multiply

Bacteria are made up of one unit called a cell, and they reproduce by splitting in two, this can happen every 20 minutes. In ideal conditions one bacterium can reproduce itself to become over two million in a few hours and 17 million in about 8hrs.



So what makes them grow?

- Warmth
- Moisture
- Time to grow
- Food on which to grow
- Oxygen
- Correct level of PH balance (acidity vs. alkalinity)

When bacteria multiply they extrude toxins (waste product) and it is these toxins that cause food poisoning in humans. In order to prevent food poisoning, the bacteria responsible for causing illness must be either killed or stopped from growing. Regulations in the food industry are designed to prevent harmful micro-organisms from causing illness.

#### Some common food poisoning bacteria and their affects

Bacteria	Method of eradication	Source of poisoning	Foods affected	Method of intro to food	Signs of illness
Staphylococcus Aureus	Moist heat at 60oC for 30 minutes	Toxins no taste no odour. Heat resistant destroyed by boiling 100oC for 60 min	Salty and sugary foods. Non-acid foods e.g. cooked ham, silverside, custards, and cream.	Food handlers with nasal discharges or skin infections open cuts and wounds	Vomiting, diarrhea, stomach cramps within 3-6 hours of eating
Clostridium Perfringens	Boiling at 100oC for 1-4 hrs	Toxin released by clostridium perfringens in intestines of humans	Non-acid foods large volumes and large pieces of meat e.g. meat sausage, rolled roast	Found in soil, dust, water, air. Natural contaminant of meat.	Vomiting, diarrhea, stomach cramps within 6-20 hours of eating
Clostridium Botulinum	Boiling at 100oC for 20 hrs or stream under pressure 120oC for 20 min	Toxin extremely deadly	Non-acid canned foods and small goods e.g. canned meat, vegetables, fish and salami	Found in soil, dust, water, air.	Double vision paralysis of vocal cords, digestive system, heart and lungs within 12-36 hrs of eating death rate 50%
Salmonella	Moist heat at 60oC for 10 minutes	Infection due to ingestion of live salmonella	Non-acid foods E.g. shellfish, poultry, meat and unpasteurised milk	Intestines of animals (in Faeces) carried by flies and other insects	Fever, nausea, diarrhea, stomach cramps dehydration within 12-24 hrs of eating death rate 1%
E coli	Moist heat at 60oC for 10 minutes	Infection due to ingestion of live salmonella	Non-acid foods	Intestines of animals	Fever, nausea, diarrhea,

#### Identifying Hazards

In order to prevent risk it is necessary to identify all points in the food handling and processing chain, where hazards can affect the health and safety of customers and colleagues i.e. the situations where food contamination is highest, this is known as CCP's or Critical Control Points. By knowing the CCP's it then becomes possible to design strategies for preventing or controlling hazards. We will talk about this more a little later on.

Bacteria: Temperature and Time

Most food poisoning bacteria multiply between 5C and 60C, which is the temperature range referred to as the DANGER ZONE. Ambient temperature falls within the Danger Zone (human body temp is 37C).

Bacterial growth slows down or stops at temperature colder than 5C. At greater than 60C they will also slow down or die.

The Golden Rule is: KEEP HOT FOOD HOT AND COLD FOOD COLD!

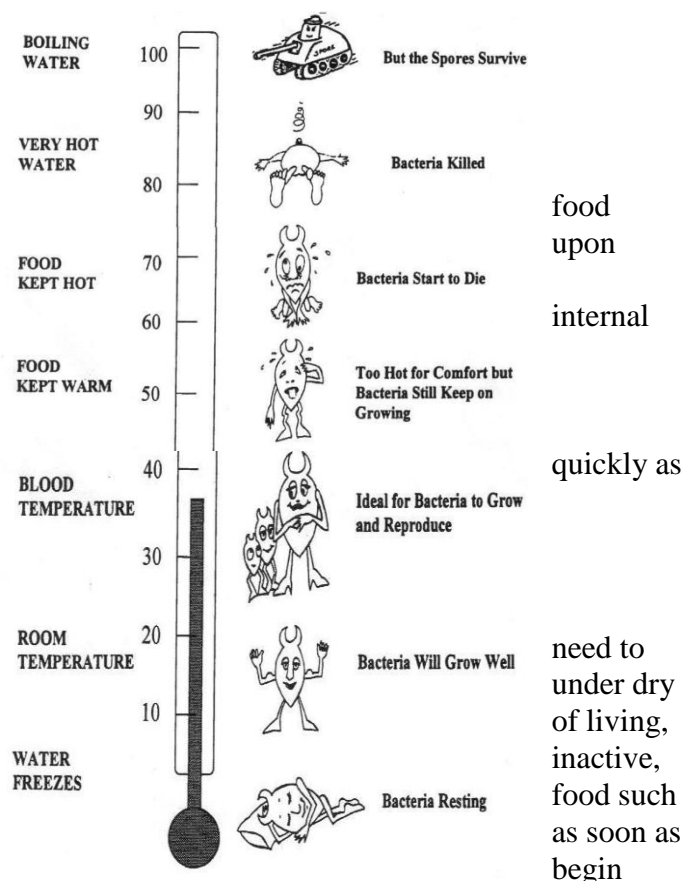
The intention of employees and management should be to control the temperature of food.

So how do we do this?

- Ensure food is delivered at the right temperature and place perishable under refrigeration immediately delivery
- Thoroughly cook food – to an temperature of 75C or hotter
- Re-heat cooked foods to an internal temperature of 60C or hotter
- Cool hot food under refrigeration as possible.
- Thaw under refrigeration

### The Affects of Moisture

Bacteria are made up of 90% water and reproduce. Most bacteria will not survive conditions. Dry food may contain thousands but non-growing bacteria. Because they are the food will spoil. This is why you can dry as pasta and rice for a long period. However you add liquid this enables the bacteria to reproducing.



### **Food Poisoning**

Food borne illnesses are caused by contaminated food, and generally affect the stomach and intestines. The body tries to get rid of the contaminated food, which can be a very uncomfortable experience, leaving the body feeling drained and weakened.

Bacteria are the most common cause of food poisoning. These disease causing bacteria are known as pathogens. In some cases food illness can be caused by very small numbers of bacteria e.g. dysentery, hepatitis or typhoid. This cause an infection to enter the blood stream, meaning the symptoms can be more serious, leading to potential long-term health problems or even death.

**Physical Contamination** is caused by foreign objects such as coins, rings, band aids, pieces of metal, hair etc. The intrusion of such objects in foodstuffs is usually the result of carelessness. Foreign objects found in food can be extremely costly to the producing organization leading to product recall, possible litigation and loss of consumer confidence, just some of the costs. A simple example of a dangerous physical contamination is broken glass, so if you drop a glass on the bar you will not only have to clean down the bar of the broken glass but will also need to re wash all the exposed glasses such as the beer glasses as they may contain tiny slivers of broken glass.

**Chemical Contamination** might be caused by carelessness of chemicals during the growing process, contamination from solvents or machinery lubricating oils, contact with chemicals, spillage, and introduction of any inappropriate chemical contaminant, the careless use of cleaning or sterilising agents or accidental over addition of processing chemicals or preservatives.

### **Hazardous materials**

Many hazardous materials are toxic and harmful to humans and the environment so correct disposal of these products are important to achieve environmental sustainability.

Hazardous materials we find in the hospitality establishment will include such things as cleaning agents, chemicals, needles (sharps), oils, human waste.

You must read the safety data sheet SDS for risk and safety information and disposal requirements.

### ***Preventing Food and Other Types of Contamination***

**Personal hygiene** rules are simple and straightforward. Every human body carries numerous micro-organisms, some of which can contaminate foodstuffs. Personal cleanliness contributes to the prevention of pathogen transfer.

Personal hygiene and cleanliness also contributes to the image you present on behalf of your employer. The following are some basic hygiene procedures particularly important for people handling food:

- Start work clean and tidy, showering/bathing daily removes bacteria that are found naturally on hair and skin.
- Avoid strongly scented toiletries as these could taint food (deodorants, perfumes etc)
- Ensure clothing is clean and in good condition
- Cover any wounds with a waterproof cover(glove) or a brightly covered bandage
- Do not attend work while suffering from infectious diseases
- Don't scratch or touch any parts of your body while handling food – if you do be sure to wash your hands immediately afterwards
- Clothing and Protective Clothing
- Keep jewellery to a minimum, bacteria can accumulate in and around jewellery, particularly in watch bands
- Gloves can be used to prevent hands contaminating foods but it important to replace regularly as they can still transfer bacteria from one source to another, particularly when moving from one type of food to another
- Often employers will provide various forms of protective clothing which may be designed not only to protect foods but also you.

- Under the Health and Safety Act (1985) it is compulsory for employers to provide the correct and protective clothing where necessary. It is then necessary for the employee to wear the items and maintain their condition and inform management when any items need replacing. Examples of PPE's (Personal Protective Equipment) are gloves, aprons, overalls, safety glasses, ear muffs or safety boots. If for example you are using dangerous cleaning agents it will be necessary to know what PPE to wear eg gloves, apron. As much as this is for your own safety it is also to prevent the contamination of these chemicals with food substances. *Other examples of Chemical contamination of food would be Fertilisers, Insecticides or using the wrong type of cleaning chemical to do the job.*

Cross contamination is what happens when bacteria from one food item are transferred to another food item, often by way of unwashed **cutting boards** or countertops, as well as knives and other kitchen tools, or even **unwashed hands**. Cross contamination can in turn lead to **food poisoning**

### Mandatory Pictos





## ***Prevention of cross-contamination by washing hands***

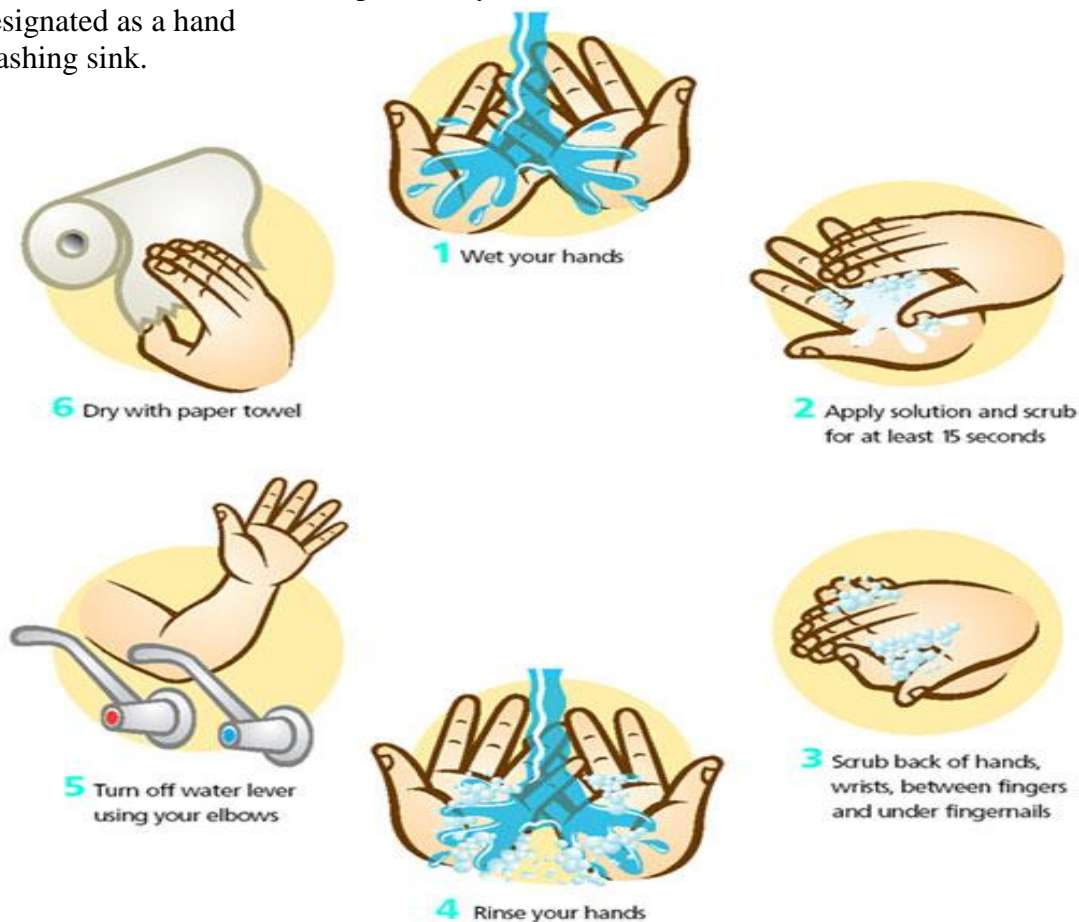
Wash hands at appropriate times and follow hand washing procedures correctly and consistently according to organization and legal requirements. Wash hands using appropriate facilities. During the day you can accumulate germs on your hands from a variety of sources, such as direct contact with people or contaminated surfaces.

Inadequate hand hygiene also contributes to food related illnesses such as salmonella and Ecoli. In Australia it is estimate that 5 million people get a food borne illness each year. Of these several hundred will die as a result of these illnesses.

So when do you wash your hands:

- Before starting work
- After using the toilet
- After touching animals or waste
- After loading the dishwasher
- If you eat food
- If you have a cigarette
- After handling garbage
- Following every break

In a kitchen or food handling premise there should be a sink that is specifically designated as a hand washing sink.





## ***Cleaning and Sanitation***

Cleaning gives customers a good impression of the hygiene of the business. Remember that bacteria are invisible to the naked eye and something that looks clean could be contaminated to the naked eye.

Cleaning helps to:

- Prevent attraction of insect pests and rodents
- Prevent the accumulation of waste
- Minimise the risk of food contamination and spoilage
- Reduces the opportunity for bacteria growth
- Makes the workplace a more pleasant place to work
- Meets regulatory requirements

Cleaning means the removal of all dirt, food residues and protein grease. Most people are quite prepared to take responsibility for their own personal hygiene. The same thing does not always happen in the work area. It is tempting to hope that someone else will keep it clean and hygienic; however it is everyone's responsibility to make sure that the workplace is always kept clean. Be careful not to fall into the trap of thinking I didn't contribute to that mess so I don't need to clean it up!

Detergents are designed to lift and remove the dirt and or grease and remove bacteria. The sanitising process then kills any remaining bacteria. After cleaning with detergent it is necessary to use a sanitiser to complete the remaining process, particularly on benches where food is directly prepared or served. *If you don't use a sanitizer product it is essentially inadequate cleaning!*

The effectiveness of a sanitiser depends on the effectiveness of the initial clean, wash and rinse, the concentration at which it is applied, contact time and surface coverage. Your place of employment will have various detergents and sanitisers to be used in different areas. There should be labels on the product or wall charts outlining:

- Which areas to use on
- How much to use
- Any safety issues to be aware of (e.g. don't have in contact with hands)
- What to do if is accidentally swallowed, touched etc
- A breakdown of what is actually in the product

Always put cleaning products back where they belong so as the next staff member can find them.

Keeping the public area clean is important to avoid accidents, if a customer spills a drink it becomes a slip hazard and are very dangerous, close off the area with a sign warning people of the danger and then clean the spillage immediately. Waiting can result in an unsuspecting person sustaining an injury from a slip and fall. *Remember for the benefit of your customers and fellow staff you should always report poor hygiene practices to management.*

## ***Food Safety Programs***

Imagine if we never checked the temperature of a cold room. Stock could be in the Danger Zone and you wouldn't even know. In Australia it is requirement that food businesses carry out a hazard analysis of their food processes that allows them to keep food safe.

HACCP stands for Hazard Analysis Critical Control Points and is pronounced 'Hassap'. This is a system used to analyse how we handle food. It looks at how we receive food at the back door, and how we store, process, prepare and serve food. This helps to identify all the possible food safety risks and what we do to manage them. This is called the Hazard Analysis.

This links in earlier with what we discussed about the Critical Control Points which tells the points at *which food could become unsafe*. All of these points are written into the HACCP Plan which becomes a part of the overall Food Safety Program. The steps for developing a hazard management plan are:

### **Principle 1 - Conduct a Hazard Analysis**

The application of this principle involves listing the steps in the process and identifying where significant hazards are likely to occur. The HACCP team will focus on hazards that can be prevented, eliminated or controlled by the HACCP plan. A justification for including or excluding the hazard is reported and possible control measures are identified.

### **Principle 2 - Identify the Critical Control Points**

A critical control point (CCP) is a point, step or procedure at which control can be applied and a food safety hazard can be prevented, eliminated or reduced to acceptable levels. The HACCP team will use a CCP decision tree to help identify the critical control points in the process. A critical control point may control more than one food safety hazard or in some cases more than one CCP is needed to control a single hazard. The number of CCP's needed depends on the processing steps and the control needed to assure food safety.

### **Principle 3 - Establish Critical Limits**

A critical limit (CL) is the maximum and/or minimum value to which a biological, chemical, or physical parameter must be controlled at a CCP to prevent, eliminate, or reduce to an acceptable level the occurrence of a food safety hazard. The critical limit is usually a measure such as time, temperature, water activity (Aw), pH, weight, or some other measure that is based on scientific literature and/or regulatory standards.

### **Principle 4- Monitor CCP**

The HACCP team will describe monitoring procedures for the measurement of the critical limit at each critical control point. Monitoring procedures should describe how the measurement will be taken, when the measurement is taken, who is responsible for the measurement and how frequently the measurement is taken during production.

## **Principle 5 - Establish Corrective Action**

Corrective actions are the procedures that are followed when a deviation in a critical limit occurs. The HACCP team will identify the steps that will be taken to prevent potentially hazardous food from entering the food chain and the steps that are needed to correct the process. This usually includes identification of the problems and the steps taken to assure that the problem will not occur again.

## **Principle 6 – Verification**

Those activities, other than monitoring, that determine the validity of the HACCP plan and that the system is operating according to the plan. The HACCP team may identify activities such as auditing of CCP's, record review, prior shipment review, instrument calibration and product testing as part of the verification activities.

## **Principle 7 – Recordkeeping**

A key component of the HACCP plan is recording information that can be used to prove that the a food was produced safely. The records also need to include information about the HACCP plan. Record should include information on the HACCP Team, product description, flow diagrams, the hazard analysis, the CCP's identified, Critical Limits, Monitoring System, Corrective Actions, Recordkeeping Procedures, and Verification Procedures.

Source: <http://www.foodhygieneaustralia.com.au/a/HACCP-Certification/HACCP2>

HACCP then becomes the system we use to identify the food handling steps food goes through before it gets to the customer.

HACCP plans are the core element of a Food Safety program. One of the main advantages of adopting this system is that it focuses on identifying and preventing hazards – making it proactive rather than reactive.

## **Incident Reports**

Often your employer will request that an Incident Report be completed when any hygiene or safety issues have occurred. This report will need to be done as soon as possible after the incident has happened and is usually a one page form which will give the opportunity to record as many details as possible eg time, who was involved, witnesses etc. This must be handed to management so as they can investigate if need be what has happened and maybe put changes in place to decrease the likelihood of it happening again. There is an example of an Incident Report at the back of this book.

## Enforcement & Penalties

Local government or councils (through Environmental Health Officers) have a role in enforcing food safety laws. This includes the ability to enter food premises and vehicles to conduct inspections of food and equipment. They may also examine records, take photos, interview people and or seize food. Local authorities also have the power to issue improvement notices and prohibition orders if they identify an issue on the food premise. In Queensland these powers are by covered by the Food Act 2006.

### *Case in Point*

*"One child died and many were hospitalised after eating "Garibaldi" brand small goods over the Christmas 1994 holiday period. The common denominator was found to be Garibaldi's metwurst product, a fermented meat product which is not cooked but just fermented and seasoned. The dead child was a 4 year old girl, and 22 people were hospitalised. Most of those who were hospitalised were children, whose immature system could not cope with the effects of the food poisoning. The illness caused kidney and other systemic failures, resulting in long hospitalisations and life-long ongoing illness.*

*The company was found to be deficient in failure to adequately sterilise machinery, mixing of older meat with fresh meat, and that they also failed to notify the Health Dept (SA) of the possibility of contamination of the product with salmonella after they discovered the fact in their production centre."* (Source: Emergency Management Australia – Aust Govt)

Although this case is more related to a manufacturing environment it still highlights the importance of sterilising and not cross-contaminating cooked and uncooked food products. Garibaldi went into liquidation not long after this incident.

### Breaking a food safety law can result in:

- Fines
- A prison sentence
- Closure of the business
- Criminal record
- Civil compensation

#### Impact

**About 5.4 million Australians contract food poisoning each year and most cases can be prevented. This results, on average: in 120 deaths, 1.2 million visits to doctors, 300,000 prescriptions for antibiotics, and 2.1 million days of lost work. The estimated annual cost of food poisoning in Australia is \$1.25 billion. NSW and the public health system bear roughly one-third of these costs.**

<http://www.foodauthority.nsw.gov.au/consumers/keeping-food-safe/summer-eating/food-poisoning/>

# Bar Opening Procedures

There are numerous types of bars in hospitality. The establishments they are in will be varied and what you find in the public bar will look quite unlike what may be in the newest nightclub in the city. They will however all serve three primary functions:

1. Provide a place to store alcohol and glassware
2. Have the ability to take cash or some payment method from customers or staff
3. Have employees in the role of dispensing

Further to this there will in the majority of cases be some standard equipment needed to make the bar functional. As an employee moving from one establishment to the next it would be expected you would find the majority of these items listed below.

By the end of this section you will have gained a good understanding of what these common items are, what they look like (and variations on them) and in many cases how they work. You should endeavour to become aware of the terminology used to describe these items as employers will be expecting this.

## FIXED BAR EQUIPMENT:

**Spirit dispensers:** EMU system (Electronic Measuring Unit)

Usually placed above head height and is most accurate way to dispense alcohol.

These are used in busy bars and dispense basic house spirits quickly and efficiently, are expensive so management need to assess whether they are viable. Alternatively a Speed Rack (pictured) may be used which is simply a specified area where the most commonly used spirits are kept, these bottles will have posi

pourers on top of the bottles which will measure out the shot.

**Sink:** There must be a sink with hot running water in the bar and there should be a basin for hand washing in or near the bar area.

**Cash Register:** Serves two purposes – firstly a place to store cash taken and change, secondly serves as a stock control system for management to monitor items sold. There are many different versions and systems available, on this course we will practice the basic cashing in and out procedures, and the use of PLU (Price Look Up) keys. Where you work will most likely be very different



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**Glass Rack:** these are the wire racks (sometimes plastic coated) which hold the glassware. These will be used to slide into the glass wash machine and then able to be slid into refrigerated the cabinets. Excess glassware may be kept in a separate rack at room temperature.

**Ice Machine:** To keep up with demand, ice is often made on site, these can be large machines, sometimes noisy and creating a lot of heat. Usually kept out of the public view.

**Ice Well or bins:** Running out to the ice machine all the time to get ice for a drink is not practical. Located at the bar (often near the Speed Rack) is a receptacle to hold smaller amounts of ice. It is important to keep clean and hygienic, empty at the end of shift and sanitised. Also is important to not use any glassware to scoop out ice, there have been many incidents where the glass has broken and ultimately glass has ended up in a customers drink. Therefore - don't lose the designated ice scoop!

**Cellar:** A bar attendant should have basic knowledge of the workings of the beer reticulation system (this will be covered later in the course). The cellar is the room where the kegs in use are kept under refrigeration. In it there will be an intricate system of beer lines set up, enabling the beer to get from the keg to the customers glass. There is a lot of specialist knowledge required to manage this area, different employers will have you doing some tasks in this area if they don't employ a cellar man. Mainly this will be on the job training to get the employee to that desired level.



**Please refer to page 27 for reference to a common glycol system**

**Beer Panels:** This is the dispensing point from which beer is served or “pulled”. Comprises of a beer tap, drip tray and cooling system. Also serves these days as a good point at which to market in attractive manner the various beers available. You may have seen the frosted brass piping which leads up to the actual beer tap which serves to make the product more enticing.

**The trainer will now demonstrate how to remove, clean and replace beer taps ready for service**

**Refrigerated Cabinets:** Used for storing and displaying product and glasses, often behind where staff stands and with back lit glass doors so as patrons can see the various brands available. A good bar will always have cold glasses on hand for the serving of drinks (how much better does beer taste in a cold glass!)

**Glass Washer:** Machine washing is the method of washing glasses. Not all glass washers are the same so they are operated according to manufacturer's specifications and establishments procedures. The key function is to wash and sterilize glasses very quickly ready for use again glasses are washed at a temperature of between 75 and 85 deg. It is important to empty the machine as soon as glasses are through the cycle as they come out hot and need to be chilled before being used again, get them straight into the refrigerated cabinet.



**The trainer will now demonstrate how to operate and clean the glass washer ready for service.**



**Post Mix Machines:** Post-mix or multi-mix systems are used for making and dispensing soft drinks. They are installed and maintained by the manufacturer. They draw the soft drink in a syrup format; mix it with carbonated water to produce the mixer. Will be mounted post at the bar or will consist of a head 'gun' which lets you alternate desired flavour.



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the

**The trainer will now demonstrate how to remove, clean replace post mix caps ready for service.**

and

**Please refer to page 26 for reference to a common post mix system**

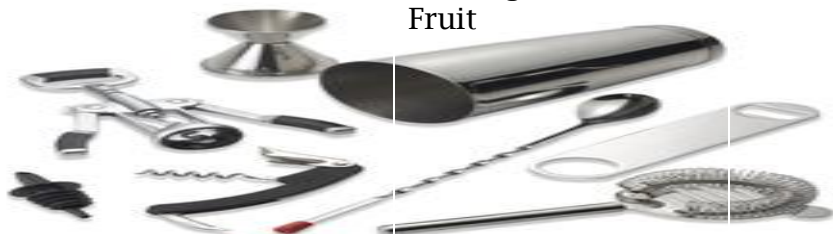
## **Other equipment**

### **Utensils**

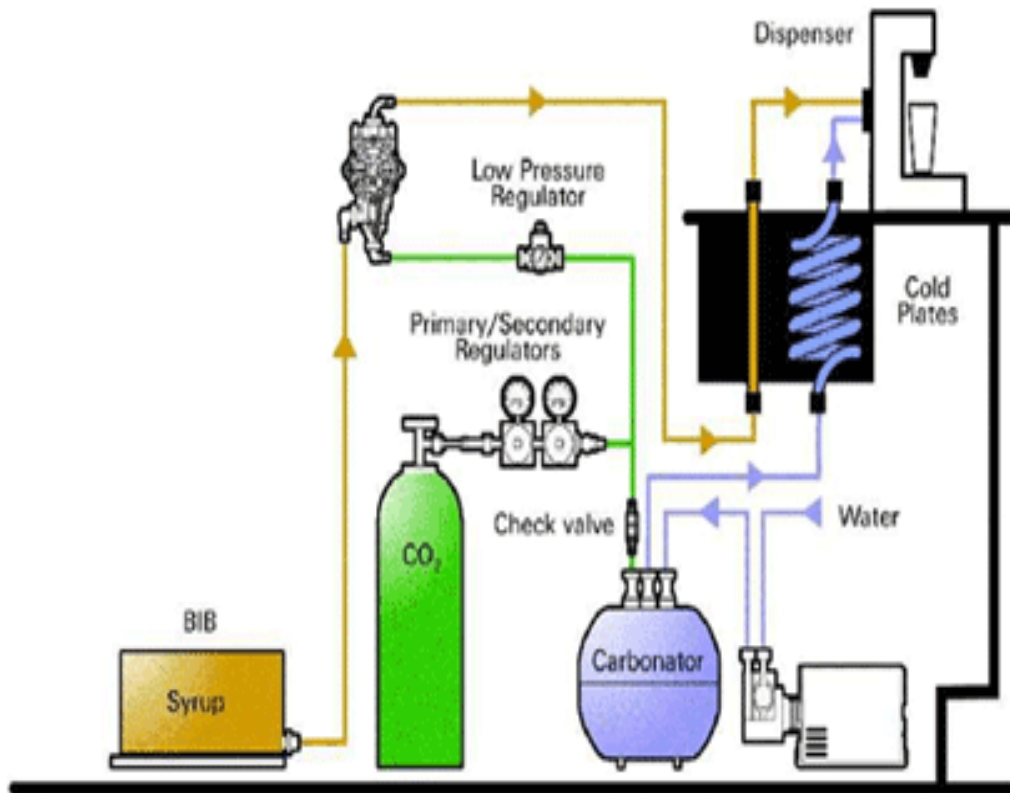
Cutting Board / Fruit Knife  
Spirit Measures  
Fruit juicer / Electric blender  
Bottle / Can opener  
Bar spoon  
Zester  
Shakers / strainers  
Jug  
Fruit tongs  
Ice Scoop  
Glass brush  
Drip Trays  
Glass Trays

### **Miscellaneous Items**

Straws  
Swizzle Sticks  
Toothpicks  
Coasters  
Cocktail napkins  
Animal shapes  
Parasol  
Edible garnishes  
Fruit



# Post mix system

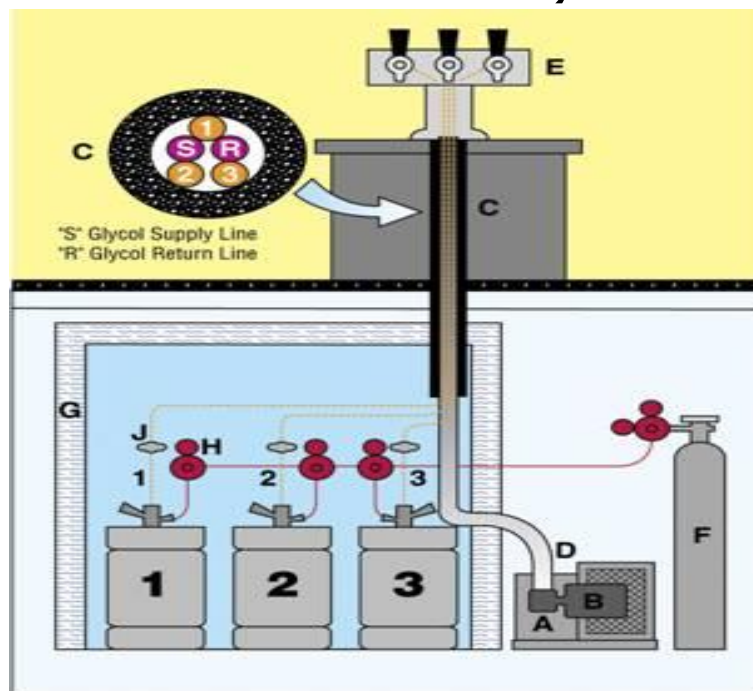


## Cleaning

1. Wash hands
2. Using a clean cloth wipe valve covers and external area
3. Remove nozzle
4. Using cleaning brushes , hot water and cleaning chemicals clean around the dispensing valves
5. Clean and rinse diffusers in hot water
6. Clean and rinse nozzles in hot water
7. Clean and rinse drip tray /or gun drip tray



# Beer Reticulation System



1, 2, 3	Beer Kegs	A	Pump
B	Glycol	C	Insulated lines
D	Coolant lines	E	Beer panels
F	Co2	G	Cold room
H	Regulators	J	Fobs

# Preparing your bar for service (mise en place)

Before every trading period you will need to follow procedures and tasks to check your stock levels, garnishes and glasses to meet with demand and any equipment required for service is on and working correctly. The word mise en place is a French word meaning putting in to place or setting up

It is important to understand the style of service you are setting up for such as Cash sale, dry till, inclusive packages, open bar, pre-set drinks, set limits.

## **A basic opening procedure will cover:**

- Checking the beer taps are on and working correctly - have the kegs been hooked up, beer pouring at an appropriate speed.
- Post-mix and glass washer is working correctly – post mix pouring at right strength and taste, glass washer has chemical hooked up, clean inside and running at correct temp (rinse at 82 degree C)
- Update and put away new stock – labels of bottles facing right way, shelves look full. remember stock rotation is important so the oldest product gets sold first
- That you have a cash float and the register is on.
- Check that there is enough chilled stock for service – you do not want to be serving hot items to the first customer.
- All of your glasses are clean and convenient for quick service – check for damaged and dirty glasses. E.g. Lipstick marks
- Check that all of the bar tools and utensils are available – different bar areas will require different equipment e.g. Cocktail bar.
- Cleaning equipment is available – mop bucket, sanitizer solution, cloths etc.
- Prepare garnishes and ingredients – even a basic bar will require such thing as lemons and limes.
- Ice available – make sure the ice machine is on and working.
- Prepare bar and table tops – wiped down, no gum under corners, coasters available and adequate number of chairs.
- Lights / Music and Atmosphere – all lights are working, air con is on, and music is appropriate and correct levels.

As a bar attendant you are responsible for the section of the bar which is your work station. In particular you are responsible for keeping your workstation clean, tidy and properly stocked. Cleaning should be systematic to make sure that nothing is forgotten. It is important that prepared levels (PAR LEVELS, these are a standard amount of stock that you want on hand before a trading period) of stock are maintained during the service period so that you always have adequate amounts to meet customer demand. Stock rotation is important as it allows for the oldest stock you have to be brought forward on the self so it can be sold first and avoiding your product becoming out of date. A well set up bar will allow the bar to be managed effectively and efficiently saving time, limiting mistakes and increasing customer service

The above does not represent a comprehensive list as a valued employee you will need to learn and follow organizational procedures that exist at your place of employment.

## Spillage, Wastage and breakage reports

All products and equipment must be accounted for regardless of whether they have been sold or disposed of, this is to account for what may have been wasted or stolen. In doing this you ensure all of your stock is recorded and accounted for and your stock control systems are accurate. You will need to document any drinks that are returned because of poor quality, incorrectly dispensed, damaged products or spills and wastage such as beer drip trays, carelessness, poor stock rotation, over pouring, over ordering, or incorrect storage procedures.

<b>Wastage Chart</b>				
<b>Bar: Sports Bar</b>			<b>Month: April</b>	
<b>Date</b>	<b>Product</b>	<b>Qty</b>	<b>Reason</b>	<b>Staff</b>
10/04	Rum	30ml	Out of post mix	Annie
11/04	Crown Lager	1	Broken in carton	Mitch
11/04	Bulk Beer	2 lts	Drip trays	Rob
*				

## Sustainability

It makes sense that the industry strives to achieve an environmentally friendly industry to reduce our carbon footprint. In doing so we use less energy, and resources ultimately saving money and our environment.

### Recyclable products

1. Cardboard
2. Paper
3. Plastic
4. Glass
5. Cans
6. oil

### The three R's stand for

- Reduce – use less chemicals, resources and goods
- Reuse – repair items and equipment rather than buy new ones, re use shopping bags, avoid disposable products
- Recycle – paper, cardboard, glass, steel, printer cartridges and most plastics can be recycled.

# Closing The Bar

A closing Procedure is a written set of directions / instructions that will outline all that needs to be done to close and prepare the bar for the next service period. The venue will have a range of cleaning chemicals and manufactures instructions on how to clean the bar equipment that need to be followed. Having a routine will allow you to remember all that needs to be done ensuring nothing gets forgotten.

## Cleaning Chemicals

Cleaning means the removal of all dirt, food residues and protein grease.

Detergents are designed to lift and remove the dirt and or grease and remove bacteria. The sanitising process then kills any remaining bacteria.

The effectiveness of a sanitiser depends on the effectiveness of the initial clean, wash and rinse, the concentration at which it is applied, contact time and surface coverage. Your place of employment will have various detergents and sanitisers to be used in different areas. There should be labels on the product or wall charts outlining as per the points below.

Always put cleaning products back where they belong so as the next staff member can find them.

## A basic closing procedure could include:

- Checking the beer taps are off and correctly shut down
- That you balance your till and cash float
- Check that there is enough stock for the next shift
- All of your glasses are clean
- Check that all of the bar utensils are cleaned
- Check bar equipment is shut down i.e. glass washer
- The floor is mopped of stick spillages
- All shift cleaning tasks completed
- Bins emptied
- Place any linen in correct area to be washed
- Prepare any requisition forms
- Doors locked and security systems operational – may not be your job to lock up but if so always check no patrons are in the restrooms. Set alarm if necessary but often security will do this in larger hotels.

## Activity:

As the trainer introduces you to the cleaning procedures of the bar you are training in, see if you can add two more to the list above?

➤ -

➤ -

## Tips to remember...

All of the bar equipment along with the shelves, under bar counters etc all need regular maintenance and should be cleaned with industrial strength cleaners to prevent bacterial infection. Adopting a CLEAN AS YOU GO attitude will ensure you equipment and bar environment is meeting all the legislative requirements for food preparation areas.

## Order Taking

Bar attendants, like waiters, can and should be order makers not just order takers. This is the skill of suggestive selling, the job of a bar attendant is to assist patrons to make buying decisions by persuading them that what they are buying is worth what they are paying for. The only way you can do this is by having a sound knowledge of the products and services you are providing.

Another part of the order taking is having good communication skills. Depending on the type of bar you work in, you may be required to take orders for food as well as drinks so it is necessary to listen to the customer, document the order, and then repeat the order back to the customer to ensure you have clearly understood them, and remember, others may have to interpret the order so legibility is important. In selling skills or up selling to a customer it is all about assisting.

- Knowledge
- Identify brand preference
- Honesty
- Up sell where possible

### TIPS to remember

1. Always repeat order back to the customer
2. Get your glasses ready first so you do not forget your order
3. Ask the customer again if you do forget
4. Pour carbonated drinks and beers last so they do not go flat

### For drink Service at the table

To correctly service your customers you firstly need to know how to record an order properly. Below is an example of a docket book, **with your trainer record a sample order.**

Date	Time	Table	Covers	Served By



## Brewing

The process of making beer is called brewing. Malted barley, yeast, hops and water are the main ingredients in traditional beer making.

## Beer Appreciation

Beer has long been the most popular alcoholic drink in Australia, and Australian beers and their drinkers are famous all over the world. There are two types of Beer: - **Ales** and **Lagers**. Within these types there could be many different styles which may include such drinks as Stouts, Porters, and Pilsner, Draught and pale ale styles.

## Activity.

Name

some well known Aussie Beers.....

Name some famous Imported Beers

## Pouring a great Beer

To pour a good beer we must choose the correct glass one that's a good full shape and curves in a little at the top to trap the beer's aromas. Take one of these, make sure it is very clean, and chill it in the fridge for an hour or so. There are different names for the sizes of the beer glasses around Australia and different types of beer glasses themselves such as pilsner, goblet, premium, mug or handle.

### Queensland

Glass (200ml) Pot (285ml) Schooner (425ml) Pint (570ml)

### New South Wales

Seven (200ml) Middy (285ml) Schooner (425ml) Jug (1140ml)

### Northern Territory

Seven (200ml) Handle (285ml) Schooner (425ml) Jug (1140ml)

### South Australia

Butcher (200ml) Schooner (285ml) Pint (425ml) Jug (1140ml)

### Tasmania

Seven (200ml) Ten (285ml) Pint (425ml) Jug (1140ml)

### Western Australia

Bobby (200ml) Middy (285ml) Pint (425ml) Jug (1140ml)

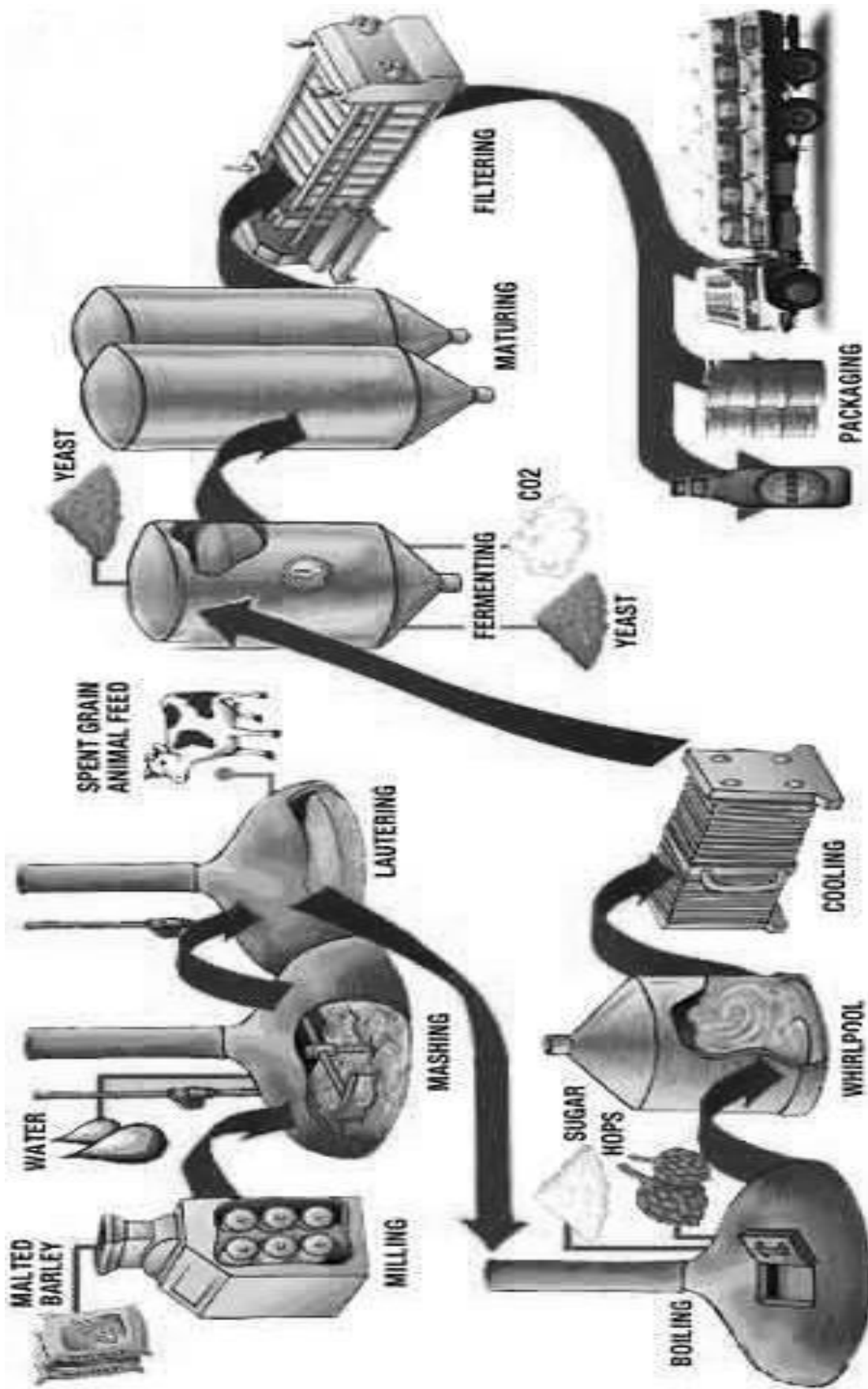
### Victoria

Beer (200ml) Pot (285ml) Schooner (425ml) Jug (1140ml)

As you can see this can be confusing for some people as they move around different states of Australia.

## The temperature:

This varies with personal taste and with the style of beer. For most imported and Australian beers the temperature will be set by your establishment's beer reticulation system between -2.5 to -4 deg C when the beer reaches the customers lips the beer will be around 2 deg C or less.



**Beer styles** all fall into two broad types, determined by the time and temperature of the primary fermentation as well as where the yeast sits during fermentation. These are ales and lagers.

### Ale

Ale is beer that is brewed using only top-fermenting yeasts, and is typically fermented at higher temperatures than lager beer (15–23°C). Ale yeasts at these temperatures produce significant amounts of esters and other secondary flavour and aroma products, and the result is a flavourful beer with a slightly "flowery" or "fruity" aroma. Styles of ale include Barley Wine, Belgian Trippel, Belgian Dubbel, Altbier, Bitter, Amber Ale, Brown Ale, Pale Ale, Kolsch, Porter, Stout, and Wheat beer.

### Lager

Lagers are the most commonly consumed type of beer in the world. Lagers are of Central European origin, taking their name from the German word 'lagern' ("to store"). Lager yeast is a bottom-fermenting yeast, and typically begins fermentation at 7–12°C (the "fermentation phase"), and then stored at 0–4°C (the "lagering phase"). During the secondary stage, the lager clears and mellows. The cooler conditions also inhibit the natural production of esters and other byproducts, resulting in a "crisper" tasting beer. Most of today's lager is based on the Pilsner style, pioneered in 1842 in the town of Pilsen (Plzeň), in an area of the Austrian monarchy now located in the Czech Republic. The modern Pilsner lager is light in colour and high in carbonation, with a strong hop flavour and an alcohol content of 3–6% by volume. The Pilsner Urquell or Heineken brands of beer are typical examples of pilsner beer. Styles of lager include American-style lager, Bock, Dunkel, Helles, Märzen, Oktoberfest, Pilsner, Schwarzbier and Vienna lager.

### Hybrid beers

Hybrid or mixed style beers use modern techniques and materials instead of, or in addition to, traditional aspects of brewing. Although there is some variation among sources, mixed beers generally fall into the following categories:

- Steam beers
- Fruit and vegetable beers
- Herb and spiced beers
- Wood-aged beers
- Smoked beers



## **ALE**

ENGLISH PALE ALE

SCOTTISH AND IRISH ALE

AMERICAN ALE

ENGLISH BROWN ALE

PORTER

STOUT

INDIA PALE ALE

BELGIAN AND FRENCH ALE

SOUR ALE

BELGIAN STRONG ALE

STRONG ALE

## **LAGER**

LIGHT LAGER

PILSENER

EUROPEAN AMBER LAGER

DARK LAGER

BOCK

## **MIXED STYLE**

LIGHT HYBRID BEER

AMBER HYBRID BEER

GERMAN WHEAT AND RYE BEER

FRUIT BEER

SPICE / HERB / SPECIALTY BEER

SMOKE FLAVORED and WOOD AGED

SPECIALTY BEER

## **MEAD AND CIDER**

TRADITIONAL MEAD

MELOMEL (FRUIT MEAD)

OTHER MEAD

STANDARD CIDER and PERRY

SPECIALTY CIDER and PERRY

## Know your Australian beers

12  
Mountain Goat  
Steam Ale



11  
Two Birds  
Golden Ale



10  
Hargreaves Hill  
E.S.B.



9  
Mountain Goat  
India Pale Ale



8  
Koolinda  
Black I.P.A.



7  
Little Creatures  
Pale Ale



6  
Bridge Rd Brewers  
Saison



5  
Two Birds  
Sunset Ale



4  
Feral  
Watermelon Warhead



3  
Holgate  
Temptress



2  
Stone & Wood  
Pacific Ale



1  
Feral  
Hop Hog



The Australian International Beer Awards top 12 for 2013(<http://www.watoday.com.au/entertainment>)

**Pouring:**

Pouring a beer from the tap is a simple skill which needs to be acquired. This will be practiced at length on the course but the best procedure to follow is: Hold the glass at a slight angle under the beer tap, if when you pour, the beer is coming out flat you will need to hold the glass as far away as possible from the tap. This action will help to create a head on the beer. If when pouring it is coming out frothy hold the glass as close as possible to the bottom of the tap and at a greater angle so as the beer runs down the side of the glass. This action should create minimum froth with heady beer.

Always fully open or close the tap and do it quickly, when the tap is half open the beer is inclined to spray out of the nozzle making heady beer. Sometimes it may be necessary to pour over two stages to give the beer time to settle in the glass. Aim to have approximately 1cm of head on the beer, although you may find customers have an individual preference.

When poured, place the beer glass onto the counter. Always pick up and serve the glass by holding at the lower part of the glass. NEVER put your fingers around the top where the customer places their mouth.

**Savoring the beer:**

Bring the glass to your lips and inhale gently to take in the aroma of the beer. This will awaken your taste buds to the flavours that are to follow. Perfect!

**Activity: demonstrate to the trainer how you pour 1 and 2 beers and Remember.....BAD SERVICE OF BEER IS BAD FOR BUSINESS**

### The types of problems that may occur during the service period

PROBLEM	LIKELY CAUSE	REMEDY
<b>Hazy or cloudy beer</b>	<ul style="list-style-type: none"> <li>• Yeast or bacteriological infection</li> <li>• Aged Beer</li> <li>• Cool room too cold</li> </ul>	Notify: Cellar Man Duty Manager Supervisor
<b>Unpalatable beer</b>	<ul style="list-style-type: none"> <li>• Yeast or bacteriological infection</li> <li>• Aged beer</li> <li>• Use of non-approved detergents</li> <li>• Dirty lines, equipment or glasses</li> </ul>	Notify: Cellar Man Duty Manager Supervisor
<b>Heady Beer</b>	<ul style="list-style-type: none"> <li>• Insufficient or excessive pressure</li> <li>• Out of gas</li> <li>• Beer too warm</li> <li>• Faulty beer tap</li> <li>• Poor dispensing techniques</li> </ul>	Notify: Cellar Man Duty Manager Supervisor Chill glasses
<b>Flat beer or poor head</b>	<ul style="list-style-type: none"> <li>• Excessive/insufficient c02 pressure</li> <li>• Beer too cold</li> <li>• Pressure too low</li> <li>• Dirty or greasy glass</li> </ul>	Notify: Cellar Man Duty Manager Supervisor Clean glasses

### "Top 10 World Beer consumers Per Capita 2007"

Rank	Country
1	Palau
2	Czech Republic
3	Seychelles
4	Ireland
5	Azerbaijan
6	Austria
7	Uganda
8	Germany
9	Lithuania
10	Estonia

Year : 2012

Source : WHO's list of countries by beer consumption

<http://www.thedrinksbusiness.com/2012/10/the-worlds-top-beer-consuming-countries/5/>

**World beer consumption annually is approximately 150 billion liters**



## Spirits

### How Spirits are made

Spirits can be made from any organic substance that can be fermented to create alcohol. A still extracts alcohol from a fermented liquid by boiling and then condensing the alcohol vapors, these then evaporate from the boiling liquid at a lower temperature than water. To get an even greater alcohol content additional redistillation can be done to further concentrate the alcohol and reduce the total volume of liquid.

Basically this can be done in a 'still' which is an enclosed vessel (or kettle) that narrows into a tube at the top to collect alcohol vapour that evaporates when the fermented contents are boiled. This tube bends downwards off the tip of the pot and runs through a bath of cold water causing the alcohol to condense back into liquid and drain into a container at the end of the tube.

### Classification of Spirits

Generally speaking, spirits are classified by the fermented material that they are distilled from. Whiskies, vodka and gin are made by distilling from grain. Brandy is made from fermented grape juice. Rum and cane spirits derive from fermented sugar cane juice or molasses. Tequila is from the distilled agave plant.

Fortified wines are hybrid beverages in that they are blended from fermented wine and distilled spirits (usually brandy).

#### Scotch Whiskey:

There are more than 120 distilleries in Scotland producing over 2000 individual brands of Scotch whiskey. Scotch whiskey is a patented product which means that you cannot make Scotch whiskey anywhere else in the world other than Scotland, however it is allowed to be blended and or bottled elsewhere.

Most have an alcohol content of about 40%. A decayed vegetation product called 'peat' is used to dry the barley used in production.

Most Scotch whiskies sold over the bar are blends of malted barley or a mixture of grains, usually comprising 60% grain and the remainder a variety of malt. By law whiskey has to mature for a minimum of 3 years, more deluxe blends will have been matured for 12 or more.

Ultimately the types of whiskies will either be malt, grain or blended whiskies.

- Chivas Regal, Teachers, Johnny Walker (Black, Blue or Red), Prince of Wales, Dimple, Vat 69, Glenfiddich

#### Irish Whiskey:

This is the original of whiskies and has a distinctive flavor which is different to Scotch. Once again most have an alcohol content of about 40%. In this case coal is used to dry the barley for distilling. Aging 5-8 years is the most common but the better Irish whiskies will be longer. These whiskies are famous for their coffee connection ie Irish Coffee

- Jamieson, Tullamore Dew, Old Bushmills

- **Canadian Whiskey**

Whiskies from Canada are generally referred to as 'rye' but are actually distilled from corn (maize), malted barley and rye. The characteristics that set Canadian whiskies apart is that of its light bodied taste which makes it ideal for mixing drinks. Canadian whiskies have an alcohol content of 32-43%

- Seagrams VO (Very Own), Canadian Club

### **American Bourbon Whiskey**

This originated in the bourbon country of Kentucky in the south of the USA and is decreed to be 'America's Native Spirit'. Bourbon whiskey by law must contain at least 51% maize (corn) but in practice will be likely to have 60-80% with an additional proportion of rye and barley. It is aged for a minimum of 2 years in newly charred (burnt) American oak barrels. There are three main types of bourbons they are straight, blended or sour mash bourbons.

- Jim Beam, Wild Turkey, Real McCoy, Black Jack, Old Crow, Wood Stock, Makers Mark

There is also Tennessee whiskey which also uses sour mash but requires extensive filtering through charcoal from Tennessee maple trees.

### **Japanese Whiskey**

Compared with Scotland and America, Japan is relatively new to the art of making whiskies. The one notable brand served in Australia is Suntory.

### **Tequila**

This white spirit originates in Mexico and is made from the Pina fruit of the blue Agave, a plant national to Mexico but also found in the southern parts of America. Tequila is actually a town in the south of Mexico and only Agave spirit produced in this area can be labeled as Tequila. When Tequila is aged in oak it becomes a gold colour.

- El Toro, Tarantula Plata, Tequila Blanco

### **Vodka**

Vodka is an extremely pure spirit consisting primarily of water and ethanol. For centuries the Russians and Poles have been arguing about which country invented vodka. Records suggest it was produced in the Kiev district of the Ukraine as early as the twelfth century. Originally this highly alcoholic beverage was made from potatoes but now is made internationally from grain or sugar. Vodka is distilled from a base grain or sugar ferment and is highly refined, but no flavouring is added. The finest quality vodkas are filtered through fine quartz sand or activated charcoal to ensure purity. The alcohol content may be anywhere between 35-70% Vodka has had a recent increase in popularity with many new products on the market eg Below 42, a premium priced product. In addition in larger cities there have been the creation of Vodka Bars, where in some cases patrons are given the opportunity to taste various vodkas in rooms that are set at very low temperatures (fleece jackets are provided!)

- Kirov, Smirnoff, Finlandia, Stolichnaya, Cossack, Absolut

## **Rum**

The spirit Rum originated in the Caribbean islands, which still produce a large range of rum for the international market. Today rum is usually made anywhere that sugar is grown and Queensland in particular is a large producer for local and international markets.

Rum can be either white or dark coloured. Primarily the white rums are best suited to cocktail making and the darker rums are best for drinking straight or even used in cooking.

Rum can be distilled directly from the fermented juice of crushed sugar cane or alternatively the sugar can first be extracted and rum made from the molasses which remains.

This alcohol was known as the drink of the British Navy and for a long time carried a poor reputation, giving sailors a bad name with regard to their behavior. You may recall from your early Australian history it was even used as a currency when Australia was first settled in the late 1700's. It is easy to imagine the affects that had on law and order in those times!

Rum generally has an alcohol content 37 to 75%. The more alcoholic versions being referred to as 'overproof'.

- Bundaberg, Bacardi (white), Inner Circle, Captain Morgan, Malibu

## **Brandy**

Brandy is the distillate of the fermented juice of freshly crushed grapes (wine), although it can sometimes be made from other fruit. Any fruit that has been fermented then distilled is a brandy.

Brandy gets its name from the language of Northern Europe and means 'to burn' a reference to the distilling process. Brandy is commonly known as the 'Spirit of the Grape' and has been known to be consumed for its medicinal purposes.

Good brandy needs to be aged in oak casks as long as possible, however lesser expensive ones will be a minimum of 3 years. To imitate the affect of the ageing process caramel can be added to the brandy while it is contained in the oak casks. Brandies will have an alcohol content of 30-60% and generally is made wherever wine is produced. Needless to say the French are famous for producing fine quality brandies, one of these being Cognac, which is produced from grapes grown and fermented in the several specific Cognac districts. Another of these is Armagnac.

Many better brandy brands will have letters on the label eg VSOP Very Superior Old Pale - this means it was aged for 5 years in wood.

Ultimately however brandy can be made from any fermented fruit such as peaches, strawberries, pears, apples etc

- Martell, Hennessy, Remy Martin, Courvoisier

## Gin

Gin is the base of many cocktails, short or long mixed drinks. Although this spirit was not invented in England, it was certainly refined by the English and accepted as their own. It is thought of as being a long cool drink which probably originated from its popularity in the hot climates of India and Asia when the British moved in. It has an alcohol content of about 40 - 47% from barley and rye, the other ingredient that makes gin unique is the Juniper berry which is the main ingredient in the production of gin. London Dry and Plymouth are the two main styles of gin where Dutch, Genever and Sloe are more like Liqueurs (Flavoured spirits).

. Gordons, Gilbeys or Bombay Sapphire

Below is a list of spirits you may find behind the bar.

### Activity:

With the trainers help tick the spirits you can find behind the bar you are training in and list any that are not on the list.

Spirit	Serve	Mixer	Garnish
Brandy	30ml	Dry, Soda, Cola	None
Gin	30ml	Tonic, Squash	Lemon
Rum D	30ml	Dry, Cola, Milk	Lemon
Rum W	30ml	Cola, Tonic	Lemon
Scotch	30ml	Soda, Dry, Cola Water	None
Vodka	30ml	Orange, Tonic	Lemon
Tequila Mescal	30ml	Orange, Lemonade	Lemon Lime
Scotch Whisky	30ml	Soda, Cola	None
Irish Whisky	30ml	Soda, Cola	None
Canadian Whisky	30ml	Soda, Cola	None
Japanese Whisky	30ml	Soda, Cola	None
Australian Whisky	30ml	Soda, Cola	None
Bourbon / Tennessee Whisky	30ml	Soda, Cola	None



## Dispensing the spirits

When dispensing the spirits it is important to remember to use measuring equipment such as EMU systems, pours and nip measures.



## Service

When serving spirits it is important that you get the right type of glass and garnish, spirits can be served

- Neat = straight,
- On the Rocks = over cubed ice or
- Basic mix = with a mixer
- Shot
- Frappe = on crushed or blended ice
- Muddling = garnish crushed into ice

A simple mixed drink consists of a spirit base with or without ice, plus a mixer in a suitable glass – for example, Bacardi Rum and Cola.

Whether you add the straw or the customer helps themselves will be determined by the house rule of the bar and the type of customer served. Find out the house rules and stick to them.



-----  
Name the glasses

All drinks are served with ice unless the customer asks for something different and ice is added first. Serving the correct drink in the right glass and appropriate garnish will ensure the drink is delivered in a professional manner.

### Garnish rule:

White spirits and dark rums have a lemon garnish. When you add a flavored mixer then the flavored mixer will dictate the garnish i.e.

Vodka – lemon garnish,

Vodka and orange juice – orange garnish,

Vodka and pineapple juice – pineapple garnish.

### Activity:

Demonstrate how you would make, present, garnish and serve one of these drinks. You will get more chance to do this when we do cocktail preparation.

# Non-Alcoholic

Not all customers require alcoholic beverages. With the increasing community trend towards more responsibility with consumption of alcohol, bars now offer a range of non-alcoholic alternatives for customers. Patrons may choose an espresso coffee, a range of still or sparkling mineral waters, soft drinks, juices, non-alcoholic ciders, wines and mock tails. As a professional bar attendant you should have a range of non-alcoholic suggestions and mock tail recipes at your fingertips. Your customers will appreciate the care you take in offering alternatives to suit their needs when they don't want alcohol.

## **Carbonated Beverages**

Carbonated beverages are also known as soft drinks or mixers. Carbonated beverages are dispensed through the post-mix machine or are available packaged in bottles or cans.

## **Mineral Waters**

Mineral waters may be still or sparkling, local or imported, natural or artificial.

## **Apple Cider**

Made from apple juice, it can be offered as alcoholic or non-alcoholic styles.

## **Fruit Juice**

Fruit juices are offered as a mixer, ingredients in cocktails and on their own. Juices may be purchased ready squeezed or it may be your job as a bar attendant to squeeze fresh juice for your customers.

## **Claytons**

A drink made from cola and citrus essence and is the drink you have when you are not having a drink.

## **Cordials**

Cordials are concentrated Flavoured sweetened syrups. These are used as a base for many drinks.

## **Fruit Flavoured Syrups**

There are over fifty different flavours available and are used in the making of mock tails as liqueur substitutes.

## **Energy Drinks**

Red Bull, V and Mother, just three of the more popular energy drinks on the market, advertised to drink straight to give increased energy but increasingly popular to mix with spirits such as Vodka.

## **Coffee**

Coffee is offered in most bars. So it is important to recognize good coffee and to know how to make it. Espresso coffee is usually made from freshly ground coffee beans on an automatic espresso machine, if your establishment has one then they will usually provide training. Some of these types of coffee are: Cappuccino, Latte, Flat White

## **LLB**

Consists of an alcoholic component so it is very important that you follow a very simple procedure to ensure it is made properly. First the bitters lined in the glass, lime cordial, ice and then topped with lemonade.

## **Activity:**

The trainer will demonstrate how to make a range of non-alcoholic drinks i.e. Lemon Lime and Bitters see how you go in making one yourself.

# Liqueurs

A liqueur is a strong spiritous liquor sweetened and flavoured with aromatic substances creating a sweet alcoholic beverage, often flavored with fruits, peels, herbs, spices, flowers, beans and nuts, honey, barks, and sometimes eggs and cream. Today liqueurs are made in every country of the world and can be enjoyed many different ways, including by themselves, poured over ice, with coffee, and mixed with cream or other mixers they may be drunk neat, often during or after dessert, or may be used in cocktails or cooking.

They can be served just like spirits or in a

- Frappe Glass
- Liqueur Glass “Cordial Glass”
- Cocktail Glass

Below is a very basic list of the most common liqueurs you will find in your bar. **Activity:** research three more that could be included into the types of bar areas you yourself would like to work and consider the type of client that would ask for them.

Liqueur	Origin	Flavour	Colour	Approx % Alc	Proprietary or Generic
Midori	Japanese	Melon	Green	21	P
Southern Comfort	USA	Peach, Bourbon	Brown	37	P
Sambuca	Italy	Anise	Black, white	42	G
Galliano	Italy	Vanilla, Herbs, Spices	Yellow	35	P
Curacao /Triple Sec	Holland, France, Australia	Orange	Blue, Orange, White	25	G
Opal Nera	Italy	Anise, elderberry	Black	40	p
Chartreuse	France	Anise, Herbs, Spices	Green, Yellow	43 - 55	P
Kahlúa	Mexico	coffee	Brown	27	P
Tia Maria	Jamaican	Coffee, Rum	Brown	27	P
Cointreau	France	orange	White	40	P
Baileys	Ireland	Whiskey & cream	Cream	17	P
Drambuie	Scotland	Scotch, Honey, Spices	Golden	40	P
Frangelico	Italy	hazelnut	Cream	37	P
Malibu	England	Coconut, Rum	White	17	P
Jagermeister	German	Herbal	Black	43	P




# WINE



Winemaking is the production of wine, starting with the selection of the grapes or other produce and ending with the bottling of finished wine.

Winemaking can be divided into two general categories: still wine production (without carbonation) and sparkling wine production (with carbonation).

The Process — after the harvest, the grapes are crushed and allowed to ferment. Red wine is made from the pulp of red or black grapes that undergo fermentation together with the grapes skins. Rose wines are made from red grapes where the juice is allowed to stay in contact with the skins long enough to pick up a pinkish colour, but little of the tannins contained in the skins.

During this primary fermentation which often takes between one and two weeks yeast convert most of the sugars in the grape juice into ethanol (alcohol) and CO<sub>2</sub>. The liquid is then transferred to vessels for secondary fermentation where remaining sugars become alcohol and the wine becomes clear. Aging may then take place in barrels before bottling which can enhance the wine flavor.

Variations on this procedure will occur. For example sparkling wines such as Champagne additional fermentation takes place inside the bottle, trapping CO<sub>2</sub> to make the bubbles. Sweeter wines will be harvested later ensuring the residual sugar remains after fermentation.

The consumption of wine has grown significantly in Australia in the last 25 years,(where once Australia was predominantly known for its beer consumption) alcoholic content is higher than that of beer (4-5%), and wine will fall into a bracket of 10-16%.

We will look at the different types of wines available, what is more popular, what to drink and when and how to serve. Unlike beer or spirits, wine is a product where consumers want to get very involved. They want to know a particular wines history, where it was made, the type of grape used, what food to serve it with, its age and more.

This is why it is important to have a basic understanding of what wine is and how it means different things to different people.

Wine glasses



Types and styles:-

Wine can be classified into various types or styles according to :

The Colour:

- Red wine
- White wine
- Rose wine

The Taste:

- Dry
- Medium or semi-sweet wine
- Sweet

The alcohol content:

- Unfortified (table/sparkling) 9-15% alcohol content
- Fortified (aperitif/dessert) 18-22%

The type and style

- Aperitif wine- generally consumed before a meal
- Table wine – customary to drink with a meal
- Sparkling – no set rules for when to consume
- Desert wines - a sweet wine had after the meal

As a point of interest Australia is the sixth largest producer of wine in the world, producing 1.4 billion litres in 2005. With various soil types and climate available we are in a unique position to be able to produce every major style of wine that there is. The most produced variety in 2006-7 was shiraz, followed by chardonnay and cabernet sauvignon.

The source:

What region does it come from eg Hunter Valley? With your trainers try and list as many wine producing areas in Australia you can think of.

Blended:

Blending — Different batches of wine can be mixed before bottling in order to achieve the desired taste. The winemaker can correct perceived inadequacies by mixing wines from different grapes and batches that were produced under different conditions. This may involve blending different varieties or vintages to achieve a consistent taste. Next time you are in the bottle shop look at the label of wines and you may see blends such as a Cabernet Sauvignon Merlot.



## Common Australian White Wine Varieties

**Chardonnay:** one of the most popular wines in the world, tends to have ripe melon flavours if grown in warmer climates as opposed to peach and citrus characteristics in cooler areas. Chardonnay is generally matured in oak barrels and consumed within 3 years of vintage. Can be blended with Pinot Noir grapes to make a great Sparkling wine.

**Chenin Blanc:** another white variety grown in Australia, light and slightly honey like bouquet, the palate is full soft and usually dry.

**Pinot Gris:** another white variety grown in Australia, not as rich tasting as Chardonnay, can be described as crisp, steely and refreshing with a spicy citrus aroma.

**Riesling:** Traditionally from Germany, Riesling is fruity white wine and is a good accompaniment with Thai cuisine and other spicy dishes. Riesling grows well in South Australia.

**Semillon:** is a classic French wine, now grown right across Australia. Semillon ripens early in the season and produces wines which are full-flavoured, rich and aromatic, often blended with other varieties such as Sauvignon Blanc and Chardonnay to take advantages of the strength of each variety.

**Sauvignon Blanc:** suits colder climates such as Victoria and Tasmania and is consumed soon after vintage, is an easy drinking accompaniment to seafood.

**Traminer:** an aromatic wine with pungent floral fragrances. Traminer wines are light gold in colour and the aroma can often be initially overpowering, also popular with Asian dishes.

**Verdelho:** from Portugal made from fortified wine but in Australia made into white table wines, their characteristics change from herbaceous, grassy, spicy through to more tropical flavours of pineapple, melon, tropical fruit, guava, honeysuckle and fruit salad.

## Red Varieties

**Shiraz:** Shiraz is one of the most famous Australian wine varieties, it is full bodied wine with a dark crimson colour and with rich, pepper and plum flavours. Shiraz can be cellared for many years, the Barossa and Hunter Valley are home to our best Shiraz's.

**Cabernet Sauvignon:** or 'Cab Sav' as is often referred to is another classic French wine which has taken off in Australia. They are medium to full bodied and usually well structured. Shiraz can be blended with Cabernet Sauvignon.

**Merlot:** softer on the palate than Cab Sav or Shiraz and has the advantage of being rich, but only moderately tannic (bitter on the tongue) so can be drunk soon after vintage.

**Pinot Noir:** these grapes have thick skins and produce wines which are light in colour and tannins.

## Sparkling wine

Sparkling wines are generally made from chardonnay and pinot noir grapes and get their bubbles from carbon dioxide (CO<sub>2</sub>) being dissolved into the wine, the CO<sub>2</sub> can be introduced naturally as part of a secondary fermentation or impregnation method where the CO<sub>2</sub> is injected into still wine. These wines have become popular in Australia over the years. Sparkling Australian wines are made using the traditional French method. Only true champagne is produced in the French region of Champagne. Australian wine makers are not only growing excellent quality sparkling wines but also a reputation for their products.

Natur Brut  
Brut  
Extra Sec  
Demi Sec  
Doux

Bone Dry  
Extra Dry  
Dry  
Sweet  
Fairly Sweet

## Fortified wine

A fortified wine is a wine that has had grape spirit or brandy added to it to give stronger alcohol content and a different taste. Australia has a reputation for producing some of the finest fortified wines in the world. In fact some of the specialty wines are uniquely brilliant such as the Muscats of the Rutherglen district of Victoria. Fortified wine styles can be split into two groups: Aperitif's and Dessert wines.

**Aperitifs** are drinks that are consumed before the meal to cleanse the pallet, to excite the taste buds and stimulate the appetite.

- **Sherry**
- **Vermouth**
- **Pernod**
- **Campari**

**Dessert wines** as the name suggests are served at the end of a meal and are much sweeter and fuller then the aperitif styles. Australia produces excellent dessert wines and a selection of fine fortified wines can be found and featured in most reputable dinning establishments. **Digestives** are drinks that are designed to get the digestive juices flowing.

- **Port**
- **Marsala**
- **Madeira**

## Activity:

How many of these wines can you find in the bar?

Temperature – Wide fluctuation in temperature will damage the wine and the cork. Ideal temperature for storing red wine is 10–15°C. White wines can be stored at 5–10°C. Keep the wines away from sunlight and heat exposure; store them in cellars, wine fridge, and or temperature controlled rooms.



# Understanding Wine Labels

Every bottle of wine must have a label, and that label must provide certain information about the wine. Generally there will be two labels, one on the front and one on the back. The front label names the wine and grabs your eye as you walk down the aisle, and the back label gives you a little more information, ranging from helpful suggestions such as what food the wine may go with.

The less people know about wine the more important the attractiveness of the label will be when it comes to choosing!

Some of the mandatory info to go on the labeling will include:

- Brand name
- Percentage alcohol content of the wine
- The number of 'standard' drinks in the bottle
- Name and address of the bottler
- Volume e.g. 750mls

Other information on the front will include:

- Vintage year: the year in which the grapes were harvested
- Reserve: indicates that a wine has received extra aging at the winery before release
- Winemaker's comments: opportunity for the winemaker to relay relevant information on this wine to the consumer needs to be taken lightly as is essentially a marketing ploy.





## Wine and Food Matching

Rule Number One: there are no rules. The Australian world of food and wine offers a great deal of freedom and diversity than perhaps many other nations. In reality the right wine is the one that you enjoy drinking, however there are well tried and tested conventions that will allow you to match food and wine so that the guest will be able to get more out of their dining experience.

There are however a few generally accepted rules to consider:

- Sweet wine with sweet food
- Sour foods with acidic wines
- Bitter with bitter
- Salty food with acidic wines
- Red wine with red meat
- White wine with white meat

The trick is to identify what the most pronounced flavour and textural elements are in the dish, and target wine specifically to these elements, remembering to find out what the customers likes and dislikes are.



I finally remembered! Red wine with hunter,  
white wine with fisherman

*I finally remembered—red with hunter, white with fisherman.*

in the

**Activity: Can you match these wine and food partnerships:**

Style	Description	Food Partner
Riesling	Low to medium bodied white wine. Long in flavour and crisp and fresh on the finish	
Chardonnay	Dry medium bodied white wine with a peachy aroma and oaky flavour. Slight acid finish	
Sauvignon Blanc	Light dry white wine with a strong grass like aroma	
Pinot Noir	Light soft red wine with a fresh, sweet fruity aroma	
Cabernet Sauvignon	Medium bodied red wine with a strong berry like aroma and strong in flavour with high acidity	
Merlot	Rich luscious red wine with fruity flavours	
Shiraz	Fuller and softer red wine with fruity flavours	
Sparkling	White wine with CO <sub>2</sub> added, usually made from Chardonnay and Pinot grapes	
Fortified Wines Aperitif Wines	Sherry, Vermouth	
Fortified Wines Dessert Wines	Ports, Tokay and Muscats Very sweet, dense white wines, with fruity or floral aromas and flavours	

## Red Wine & Food Pairing



### Red Wine

	Creamy Sauce Dishes	Tomato Sauce Dishes	Halibut / Sole	Salmon	Shellfish	Spicy Food	Game	Pork	Beef	Lamb	Veal	Duck	Poultry	Creamy Desserts	Chocolate Desserts	Strong/ Hard Cheese	Mild Cheese
Beaujolais				●				●	●		●		●				
Cab. Sauvignon						●				●		●		●	●		
Chianti	●					●				●		●			●		
Malbec	●					●				●		●			●		
Merlot						●				●		●			●		
Petit Sirah						●				●		●			●		
Pinot Noir			●			●	●			●	●	●	●		●		
Sangiovese	●					●				●		●			●		
Shiraz / Syrah						●				●		●			●		
Trepanillo	●					●		●	●	●		●			●		
Zinfandel	●					●		●	●	●		●			●		

## White Wine & Food Pairing



### White Wine

	Creamy Sauce Dishes	Tomato Sauce Dishes	Halibut / Sole	Salmon	Shellfish	Spicy Food	Game	Pork	Beef	Lamb	Veal	Duck	Poultry	Creamy Desserts	Chocolate Desserts	Strong/ Hard Cheese	Mild Cheese
Chardonnay			●	●	●								●				●
Chenin Blanc	●		●		●	●		●					●	●			●
Gewurtztraminer	●		●			●							●	●			
Muscat														●			●
Pinot Grigio			●	●	●	●		●			●		●				●
Riesling	●		●		●			●					●	●			●
Sauvignon Blanc	●		●		●								●				●
Viognier			●	●									●				●

## Wine Service

Like many aspects in hospitality there are procedures to follow when serving wine at the table to a customer. Certainly over time standards have relaxed but listed below are the basic procedures to follow. Depending on where you work will determine how closely this list needs to be followed: When a bottle of wine has been ordered at the table the waitperson needs to present the bottle to the guest who placed the order and then go through a set of steps to serve the wine to all guests at the table.

Firstly we need to present the wine to the host (or person who ordered). Do this by:

- Stand at the right side of the guest
- Using 2 hands to hold the bottle, have at a 45 degree angle with the label visible to the guest. He/she will then confirm this is the bottle they ordered, a good idea to say the name of the wine at this point.
- The next step is to proceed to open the wine. Your trainer will demonstrate this and then you will have the opportunity to practice. As discussed earlier the majority of wines you will encounter will be screw tops, but we work with corked bottles for this programme.
- After the cork or screw top has been removed a small quantity is poured into the glass of the host (once again ensure the label is in view). The purpose of this is for the host to taste to see if the wine is not off (or 'corked'). After this proceed to pour to the other guests starting with the females on the table, working to the right if possible, fill the hosts glass last. 150mls is a good amount to serve. Another good tip is to give the bottle a slight twist after pouring and before you bring the bottle up, this will prevent any drips.
- If the bottle is chilled then place in a wine cooler.
- Your job then is to top up wine glasses just before they empty. When the wine is close to being empty ask the host would he like to order another of the same or see the wine list for a new selection. Repeat the process if orders a different wine. Any guests that are not drinking wine you must remember to remove their glasses from the table.

"So what can go wrong with wine? Not much these days with screw caps "Why use screw caps instead of cork". Some of the best vineyards in the world are bottling their wines with screw caps. Why? For centuries the wine industry has been using more and more cork, however as cork is harvested from trees that are approximately 6 to 9 years old the supply has not managed to keep up with the demand, this has led to a much higher use of pesticides and wood preservatives to get the cork ready sooner. These treatments on the trees are what most people are pointing at to account for the large increase in corked wine. Corked wine is basically wine that smells and tastes undesirable and the main cause is bad corks the cork react negatively with the wine and cause the wine to smell and taste bad. If you look at the percentage of wine that is corked you will see the figures sometimes go up to 15%, can you imagine any other industry where this amount of fail rate would be accepted, I doubt it. Screw caps on the other hand have an almost 0 fail rate (we have been using them since 2004 on our wines and have had no negative feedback)

he

# Service and Storage of Wine

## Presenting

- . Present the wine to the host
- . Hold a service cloth behind the bottle
- . Tell the host the brand of the wine
- . Tell the host of the type of wine e.g. Chardonnay
- . Tell the host the vintage or bin number, such as XYZ Chardonnay 1994 or Bin XYZ

## Opening Corked or Screw Top Wines

- . Cut the capsule with the knife in the waiter's friend
- . Move the knife around the lip of the bottle
- . Remove the capsule and put it in your pocket
- . Do not put the capsule in the ice bucket/wine cooler
- . Put the point of the corkscrew into the centre of the cork
- . Twist until you have one turn left showing
- . Place the lever on the edge of the bottle
- . Hold it in place with your index finger
- . Pull the cork straight up
- . When the cork is nearly out, gently pull it out with your fingers.

## Opening Sparkling

- . Cut the foil neatly under the wire cage
- . Put the foil in your pocket
- . Untwist the wire cage
- . Keep your thumb on the cork
- . Remove the wire cage
- . Keep your thumb on the cork
- . Hold the cork and hold the bottle
- . Twist the bottle and loosen the cork
- . Let the cork come out slowly

## Serving

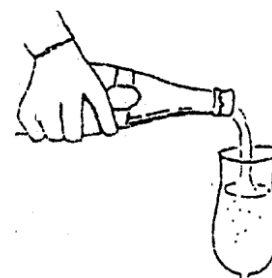
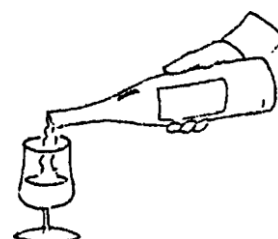
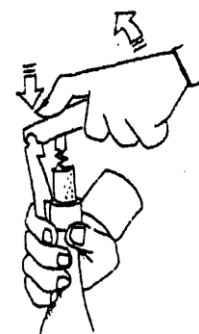
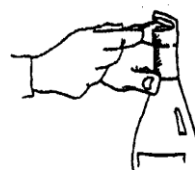
- . With red wine, place the cork on a small plate and present it to the host
- . Pour a little wine for the host to smell and taste (about 30ml)
- . Wait for the host to taste wine
- . Then move around the table anti-clockwise
- . Pour guests two thirds of a glass each
- . Then top up the host two thirds

## Remember

- . Wine is served from the right hand side
- . When pouring wine, twist and lift the bottle to avoid drips
- . The bottle should not touch the glass
- . White wine sits in an ice bucket or cooler
- . Red wine sits on a liner plate
- . The red wine cork may sit on this plate as well
- . Screw tops are referred to as Stelvin Caps

## Danger

- . Champagne and sparkling wines are bottled under pressure in the bottle
- . Always make sure the cork is not pointed at any one (including yourself)





. Do not shake the bottle



## Cocktails



**History** - The greatest influence on cocktails experimenting came in the 'Roaring Twenties' in the USA, these were the days of prohibition when liquor was not 'officially' available. This meant people were experimenting with anything they could get their hands on, home made or otherwise. As you can imagine this made some excellent and also some undrinkable results.

Today's cocktails have two or more ingredients shaken, stirred or blended with ice and served in a suitable glass, usually with a garnish. Many factors affect the customer's impression of a cocktail, including fashion. Think about what is popular now versus what may have been in a few years ago.

### Constructing

Essentially for the making of cocktails there are not too many hard and fast rules, the key elements are imagination and being aware of what does and doesn't go together from a mixing point of view. There are 4 ways of preparing a cocktail:

- **Shaking:** The cocktail is mixed by hand in a cocktail shaker. The shaker is first filled three quarters with ice and then the ingredients are then poured on top of the ice, in order of alcohol content (highest first). When shaking a cocktail, hold the shaker in both hands and shake vigorously. When water has begun condensing on the outside of the shaker, strain using a "hawthorn" strainer into the glass. There are two types of shakers that could be used a "standard or Boston".
- **Stirring:** The cocktail is stirred with a glass or metal rod in a mixing glass, before the cocktail is strained into a glass. As with shaking, crushed ice should not be used, and water condensing on the outside shows that the cocktail is finished.
- **Blending:** An electric blender is used to blend the cocktail till it has reached a smooth consistency. If the recipe requires ice, add crushed ice last, but be careful not to add too much, as the cocktail may be watered down.
- **Building:** When building a cocktail, the ingredients are poured into the glass in which the cocktail will be served in a set order. Usually, the ingredients are floated on top of each other, but occasionally, a swizzle stick is put in the glass, allowing the ingredients to be mixed.
- **Muddling:** 'Muddling' — 'A Muddle stick is shaped like a small base ball bat and is used for mashing usually fruit type ingredients together in the bottom of a mixing glass, the ingredients are pressed before adding the liquid ingredients. The muddle stick is traditionally made of wood but newer ones may be steel or plastic.'



## **Decorating Cocktails**

Most cocktails are also decorated in some way, usually with fruit slices, orange peel, cocktail sticks, mint twigs, berries or with flags, umbrellas and other artificial decorations – these are called the garnish.

A garnish placed into the drink is called ‘floated’ and one placed on the glass rim is said to be ‘mounted’. Common sense indicates that a dry flavoured garnish will work best with a dry drink e.g. a gin and tonic always has slice of lemon, a cream based cocktails may use something sweeter such as strawberry or slice of kiwi fruit

A rule of thumb can be that the more decoration, the less sure is the bartender is of the quality of the cocktail... so don't use more than is really needed!

- ✓ The garnish is to add flavour to the drink
- ✓ The garnish is to add presentation to the drink

The more attractive the garnish the more appealing to the customer. The best way to achieve this is to experiment with different combinations until you have a good understanding of what flavours work well together.

## **Check List for making a professional drink.**

Apart from remembering the recipes, you will need to practice the correct manner of making and presenting the cocktail.

1. Know the recipe — you really only need to know the recipe of the cocktail you are making at the time, keep a good cocktail book handy in your bar if there is not one there already.
2. Prepare the glass — obviously make sure it is clean and appropriate for the type of drink you are doing for example a Margarita won't be in an ‘Old fashioned’
3. Prepare the garnish — with sharp knife and chopping board neatly cut the garnish you will need. Do this before you make the drink otherwise the temperature of the drink served will alter.
4. Prepare the ingredients — have your various alcohols and mixers ready to go.
5. Stir, Shake, Blend, Build or Muddle
6. Garnish and present to the customer
7. Clean and replace ingredients and equipment — have all ready to go for the next order

### Cow Boy

15 ml Butterscotch Snaps  
15 ml Bailey's  
Layered in a shot Glass

### Black Nipple

15 ml Opal Nera  
15 ml Bailey's  
Layered in a shot Glass

### Screw Driver

15 ml Vodka  
OJ  
Build vodka over ice in a high ball glass top with OJ finish with a dash of grenadine garnish with orange

### Fruit Tingle

15 ml Vodka  
15ml Blue Curacao  
Lemonade  
Build vodka and Curacao over ice in a high ball glass top with lemonade add a dash of grenadine

### Death By Choctail

15 ml Bailey's  
15 ml Chocolate Liquor  
15 ml Butterscotch Snaps  
45 ml Cream  
Blend with ice.  
Pour into cocktail glass

### Midori Avalanche

15 ml Blue Curacao  
15 ml Midori  
15 ml Triple Sec  
30 ml Pineapple juice  
Blend Midori, triple Sec and Pineapple juice with ice  
Then pour it over Blue Curacao  
In a flute glass

### Japanese Slipper

15 ml Midori  
15 ml Triple Sec  
15 ml Lemon Juice  
Shake with ice and strain into Cocktail Glass

### Blueberry Delight

15 ml Opal Nera  
15 ml Strawberry Liquor  
15 ml Malibu  
60 ml Cream  
Add all ingredients to shaker strain into Cocktail glass

**Activity:** Do you have a favorite you would like to share? Write it down here

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# Cash Handling

As much as the hospitality industry is about taking the care of the customer, providing a quality product and giving great service, making a profit is really why your boss is there each day.

From your point of view there is one significant piece of equipment in place to ensure the money gets from the customer to the owner. The Cash Register (sometimes called Till). As you will have already seen on this course it doesn't matter whether a business has the newest one with ground breaking new software to run or just a small older machine with very few keys. They all will or should perform the same basic functions:

- Provide an area to store change
- Hold money taken
- Act as an adding machine
- Be able to produce a receipt for the guest
- Produce a report to match sales done with actual

More elaborate machines will also:

- Be able to tell what various cashiers sales were on machine
- Provide a breakdown of all types of food and or beverage sold
- Be able to give information to assist with stock
- Print order dockets to a separate Bar area
- Automatically able to re-order stock when at certain levels
- Make the staff a cup of coffee (just kidding!)

On January 30, 1883, James Ritty, a saloonkeeper in Dayton, Ohio, and John Birch received a patent for inventing the cash register. James Ritty invented what was nicknamed the "Incorruptible Cashier" or the first working, mechanical cash register. The machine used metal taps with denominations pressed into them to indicate the amount of the sale. There was a bell to ring up sales. It also had a total adder that summed all the cash values of the key presses during a day. His invention came with that familiar bell sound referred to in advertising as "The Bell Heard Round the World".

cash.

that

takes

low



## Setting up the Cash register



Establishments need a 'float' to operate, the float is the initial cash (notes and change) in the drawer which is needed to operate. When you start your shift you may be handed the drawer from the cash register and asked to check the float adds up to what it should be. Once you have verified the amount you are then responsible for that float as well as all monies that go in there via customer transactions. After that point do not let other staff use your cash register, you may have a 'pin' to enter before you use.

Your supervisor or management will at the end of the shift produce what is called an 'X' read from the cash register. This totals what the register should have taken based on what was rung up on the keyboard.

All cash in the drawer will be added up, the float subtracted and then the cash left in the drawer is the Takings. These takings will be compared to the 'X' read. Management will want you to be as close to this actual read as possible. They may have a policy dictating that you need to be within perhaps .01% of what the X read is. For example on sales of \$1200 this would mean you can only have a variance of \$1.20! Anything more than this would mean you may have to report to management.

Activity: As the trainer opens the bar for service balance the float you have.

Cash \$	Open	
<b>Chq</b>		
<b>100</b>		
<b>50</b>		
<b>20</b>		
<b>10</b>		
<b>5</b>		
<b>2</b>		
<b>1</b>		
<b>.50</b>		
<b>.20</b>		
<b>.10</b>		
<b>.5</b>		
<b>Total in till</b>		
<b>Signature</b>		

### Processing the Transaction

After making the drinks or taking the customers food order the next step is process this order through the cash register. As you will see there will be pre programmed keys with the more common items that are rung up regularly. The steps to follow are:

1. If necessary log into the register
2. Enter each unit item in via PLU (Price look up number), preset key, or open key. Look at what comes up on the screen to check is accurate as you go.
3. 'Subtotal' key to inform the customer of the total
4. Take money from the customer and 'Tender' this amount into the register
5. The cash register will display how much change to give to the customer. Don't be tempted to just hit the 'Cash' key when they give you the money as this will not tell you how much change to give the customer and could lead to you giving too much or little change.
6. Give the required change to the customer. Tip: the bill note the customer gives to you eg \$50, do not place in the cash drawer until you have given the change.(Do you know why this is a good practice?)
7. Close the drawer and if the receipt has printed give to the customer.

### Credit Card/EFTPOS

If working in a Bar environment cash will be the main form of payment. However there will certainly be instances where use of credit or debit cards may be used to process payment or perhaps set up a Bar tab. All EFTPOS machines are very simple to use, as customers you will have seen this. The benefit is that they have prompts on the screen explaining which step to follow. The common steps to follow will be:

1. Have the customer swipe their card through the terminal
2. Select function (purchase)
3. Key in the amount
4. Ask the customer which account they wish to access (chq, sav, cr)
5. Have the customer enter a pin or sign
6. Once it has been processed and printed verify by circling the amount.
7. Give the customer their copy (still may need to give a cash register receipt)

## Cheques

Becoming quite rare in the industry due to credit cards, however check with management policy as whether they even take cheques and if so how they are to be handled. However if you do accept always be sure to check the date is valid, the cheque is signed and any alterations are initialled by the person who wrote the cheque.

If it is a bank cheque these are guaranteed by the bank and purchased directly from a bank.

## Hand over:

If there is a hand over from one shift to another then you must verify the cash float and the money you have taken from customer for their purchases. The till is reset at the end of every day so we can gather the information on all of the day's sales by accessing a report from the register this is called an X read to access this mode it will require a key to set the register. Remember it only records your sales for the day not the float you started with.

**Activity:** With the trainer do a hand over now and see if we balance.

## Fixing an error

Errors are common and often happen at the most inconvenient time. There are many ways to rectify mistakes but you will need to check with your establishments house policy on how this is done. We will just look at some examples.

1. Cash out the mistake, print the receipt and then start again. Once you have served the customer, go back to the register with the receipt and reverse the transaction, or give it to your supervisor to fix.
2. Void the transaction and start again

Cash \$	Hand over	
<b>Chq</b>		
<b>100</b>		
<b>50</b>		
<b>20</b>		
<b>10</b>		
<b>5</b>		
<b>2</b>		
<b>1</b>		
<b>.50</b>		
<b>.20</b>		
<b>.10</b>		
<b>.5</b>		
<b>Total in till</b>		
<b>- Float</b>		
<b>Z read</b>		
<b>Variance</b>		
<b>Signature</b>		

## Petty Cash

The establishment may require small day to day products such as milk, coffee or even just a news paper for the TAB guide, these may be purchased using money from the till (check house policy) if so remember to place change and the receipt back in the till. Management will advise on any expenses and give approval for it.

## Closing the Bar:

### Balance the till

At the end of the day and during the closing procedures one of the most important duties is to balance the cash register. The procedure to do this is identical to the hand over which we have just done, the only difference is the register mode will be set to Z read not X read.

**Activity:** With the trainer go ahead and see if you balance for the day.

## Points to Remember:

Cash registers do a lot of things other than just store money in a secure location, they are an account keeping system, stock control system, tax invoicing system, and a big calculator. Your employer relies heavily on its accuracy and requires staff to operate it with a great deal of integrity.

## What about tips?

Depending on what avenue of hospitality you are working in you may find tips are paid by customers to the staff. This will mainly be the case in dining establishments and some bars.

How these tips are handled will be according to policy set by management. The main options are:

- The individual keeps the tip to him or herself as the customer gives (via cash or credit card)
- All tips are pooled and then either divided up amongst the staff on a regular basis. Sometimes this may include the kitchen staff as well?

Obviously the better the service you provide to the guest the better the tip, this is one of the good reasons to work more in food service rather than the Bar as tips are always more prevalent for wait staff as opposed to Bar staff.

## In Summary

No matter how great you are at your job in relation to punctuality, friendliness, great with customers, a good team player and all things a good hospitality employee needs to be unless you are thorough with cash handling and follow your employers strict guidelines you may find yourself out of a job.

*A good idea is to treat any money handled at work as if it is your own!*

<b>Chq</b>		
<b>100</b>		
<b>50</b>		
<b>20</b>		
<b>10</b>		
<b>5</b>		
<b>2</b>		
<b>1</b>		
<b>.50</b>		
<b>.20</b>		
<b>.10</b>		
<b>.5</b>		
<b>Total in till</b>		
<b>- Float</b>		
<b>Z read</b>		
<b>Variance</b>		
<b>Signature</b>		

# CASH REGISTER KEY PAD

RUM	LARGE LLB SMALL	SOFT BOTTLES	JACK DANIELS	JIM BEAM	PREMIX SEARCH	BUNDY RUM & COLA	HEAVY STUBBS	JUGS	POT XXXX SCHOONER	POT VB SCHOONER
BOURBON	SPARKLING WINE	7oz ADD	COUGAR BOURBON	BLACK DOUGLAS	JIM BEAM & COLA	COUGAR BOURBON & COLA	IMPORTED SUBBS		POT GOLD SCHOONER	POT MIDSTR SCHOONER
SCOTCH	RED WINE	10oz ADD	KARLOFF VODKA	COUGAR RUM	RED SMIRNOFF BLACK	COUGAR RUM & COLA	PREMIUM STUBBS	LIGHT STUBBS	POT TOOHEYS SCHOONER	POT CASCADE SCHOONER
VODKA		COKE GLASS	BUNDY RUM	BARCARDI	CC & COLA	SKYY BLUE	ON CLERK LOG OFF	1 CLERK 4	2 CLERK 5	3 CLERK 6
GIN		10oz SOFT JUG	MALIBU		CC & DRY	SKYY PLATINUM	%DISCOUNT \$ DISCOUNT	DISCOUNT REASON		
BRANDY	PORT	GINGER CASCADE APPLE JUICE	XXXX GOLD STUBBY	XXXX BITTER STUBBY	BREEZER PINE/APPLE	BREEZER PASSION	CANCEL ITEM SET UP	CANCEL SALE	DELETE CREDIT ITEM	TRANSFER HOLD SALE
OUZU/TEQ	COCKTAILS	LLB ANGOSTUR LL & SODA	TOOHEYS EXTRA DRY	CROWN LARGER	BREEZER ORANGE	BREEZER W/MELON	7	8	9	ACCOUNT SALE
LIQUEURS	SHOOTERS	COKE 330 ML	CASCADE PREMIUM LAGER	CASCADE LIGHT	BREEZER LEMON	BREEZER LIME	4	5	6	AMEX DINERS
CINZANO	STRONGBO DRAUGHT	DIET COKE 330 ML	VB STUBBY	CARLTON COLD			1	2	3	EFTPOS SALE
	STRONGBO DRY	STRONGBO SWEET	CORONA	STELLA ARTOIS			X	0		OK ENTER
SHIFT	↑ PREV ITEM	↑ PREV ITEM	RE PRINT RECEIPT ON/OFF	\$50	\$20	\$10	X READ Z READ		PLU	EAST/CASH NO SALE

# Table service

Generally when people wish to start work in hospitality they want to work behind a bar, it is seen as fun, interactive and we all assume mixing drinks and pouring beers is going to be more exciting than taking meal orders from guests and delivering meals.

However the reality is that there will be often many more jobs available in this side of the industry and it can be a place where you can prove your worth to an employer who may hesitate to place you behind the bar initially. In this section of the course you will learn the basic skills of waitering. This will include:

- Preparing for service
- Welcoming customers
- Take and process orders
- Server and clear food and drinks
- Closing down after service

Even if you are working in a bar environment these skills will still be valuable as employers as always need staff who can multi-task into other areas when the venue becomes busy.

The role of the professional waiter or bar person is to ensure that the guest enjoys a satisfactory dining experience. The job is much more than just taking orders, serving meals and beverages. It is ensuring that guests receive excellent service. This includes being able to answer all questions, (product knowledge) and being able to correctly communicate with them. Customers will remember the service or lack there of, long after the taste of the food has gone. The Professional waiter and bar person needs to have a range of qualities, attributes and skills including:

- Pleasant personality
- Excellent self presentation
- Exceptional personal hygiene
- Product Knowledge
- Communication
- Team Player
- Efficiency
- Punctuality
- Honesty
- Always have a smile on your face



## **Pleasant personality**

Guests don't come to dine out in a restaurant to be confronted by staff with attitude, leave any issues you may have at home and act in a friendly way, similar to how you would expect to be treated

## **Excellent self-presentation**

As mentioned earlier in the course presentation when working front of house must be perfect. If guest feel you are not looking as you should they will have doubts about the quality of food they will be receiving, aprons clean and pressed, if wearing white it needs to be white, shoes not scuffed, hair neat.

## **Exceptional personal hygiene**

This is a must, it will show confidence for the customer that your establishment is reputable, and all care will be taken in the hygiene practices.

## **Product Knowledge**

This will also instill confidence for the customer that you know what you are talking about, and be more likely to trust your opinion and recommendations. Customers will ask what is in the food and some really do need to know. Do you know why? Do you know what is really in the food? When you start a new job management should make a point of ensuring you are trained in the menu and aware of specials for the day which foods may contain ingredients which have allergy issues etc.

## **Communication**

The greatest challenge of this industry is the variety of ways in which staff and customers interact. Every guest at different tables will react differently to your interaction with them, some will want to have a conversation with you, some will simply want to place the order, some will be grumpy and some may even be plain rude! How you handle each of these situations to ensure good service will be up to your ability to communicate effectively.

## **Duties**

- Preparation and maintenance of the work areas
  - Maintaining good customer and staff relations
  - Order taking and recording
- A. Preparation and maintenance of the work area – before guests arrive for a meal period the dining area must be ready. Depending on the style of service tables may need to be set with linen, cutlery and glassware, for a casual café this will be less involved than a 5 star dining restaurant. Windows must be clean, menus wiped, salts and peppers full and clean (have you ever picked up a greasy salt shaker in a café!) Better establishments will have a checklist of what must be done before the restaurant/café opens for business. Discuss some other tasks which may need to be completed. Ref to page 51
- B. Maintaining good customer and staff relations – as discussed earlier, the role of the waitstaff is to interact successfully between the guest and the kitchen.
- C. Order taking and recording. Use these as a guide from greeting the guest through to presenting them with the bill
1. Greet the guest at the table and hand them the menus, ask at this point if you can get them a drink.
  2. Deliver the drinks and at this point they may be ready to order, take the order and relieve them of menus (a good tip with families ask the parents if they would like you to arrange to have the childrens meals come out as early as possible)
  3. Process the order through whatever system may be used this will mean ring up at a register and ensure the kitchen receives the order. This may be POS driven or a manual system.
  4. Deliver the meals, as you place at the table to the correct person say what the meal is. (Your trainer will tell you a technique to ensure you know who has ordered what). Check for drinks at this point.
  5. Make a point of going back to the table after a few minutes to see if everyone is satisfied with their meals.
  6. Clear the table. If they have ordered entrees and mains repeat step 4 and 5. After this hand out dessert/coffee menus, take order and process.
  7. Deliver desserts and the bill soon after that
  8. Process payment and give receipt. Clear and reset the table.

Follow a similar process when taking a drink order at the table. Just remember to always upsell the more premium drinks, particularly when customers hesitate to order. For example if a woman says she is thinking of ordering a champagne (or sparkling) ensure you are aware of the various brands you have in stock so as able to suggest (eg a glass of Jansz Sparkling from NZ)

Consider some other extra steps that certain Restaurant managers may want you to include in their procedures.

At the various places you work you will see some variation on the above steps mentioned, some will be quite formalized perhaps breaking these down into many smaller steps, other venues will be more relaxed in their approach. It is however important to remember that these are only guide, given the nature of what can happen in busy restaurants things out of your control can regularly happen. For example the kitchen is not coping well and perhaps sending you out with incorrect meals, a meal may be prepared incorrectly, you make up a wrong drink order, you deliver a cold meal to a guest, you spill a drink.

Discuss some other incidents which could occur to upset your work flow.

How you cope with these situations will be the qualities a manager will be looking for in their staff - in effect do you keep your cool!

## Other Skills to Consider

**Taking orders at the table** – For the purpose of training on this course we learn from manual docket order taking. Important key information needs to go on the table order, this includes: the table number, how many people (covers) on the table, your name, time you took the order. Next to go on is the customers orders, with entrees toward the top of the docket and mains underneath (usually separated by a line so as the kitchen can define what goes out first and what is next). All kitchens will also have some form of abbreviation system so as you don't have to write in full.

*Discuss what some abbreviations may be for.* Fish and Chips, Medium Rare Rump, 12 oysters Kilpatrick.

What do you think may be some of the advantages of a paper-based docket system versus an electronic ordering system?

**Plate Carrying** – Ultimately employers will expect you to be able to carry 4 plates when serving. Initially and what we will learn on this course is how to hold 3 plates. Be aware that plates could be hot so use a napkin on your arm if need be. Trays may be used in a function environment to carry numerous plates to aid in faster service.

**Ref to page 68 for a two plate demonstration**

**Handing to the Guest** – There are very definite industry rules to follow when giving the guest what they have ordered. These are:

- Food is served from the right (previously was the left but this only is the case now for silver service)
- Beverages are from the right
- Used items are cleared from the right
- Serve in a clockwise direction from the seat you have numbered as 1 on your table plan

Although these are the traditional rules you need to use your commonsense. Perhaps it is not always possible due to the seating arrangement or the restaurant floor plan, to access the table fully. They may be in a booth or very close to a wall.

Be mindful also of the fact that restaurant dining rooms can be busy places with guests coming and going, children and other staff on the move. Be comfortable with what you are carrying and make customers aware of your presence, this will help to avoid accidents.

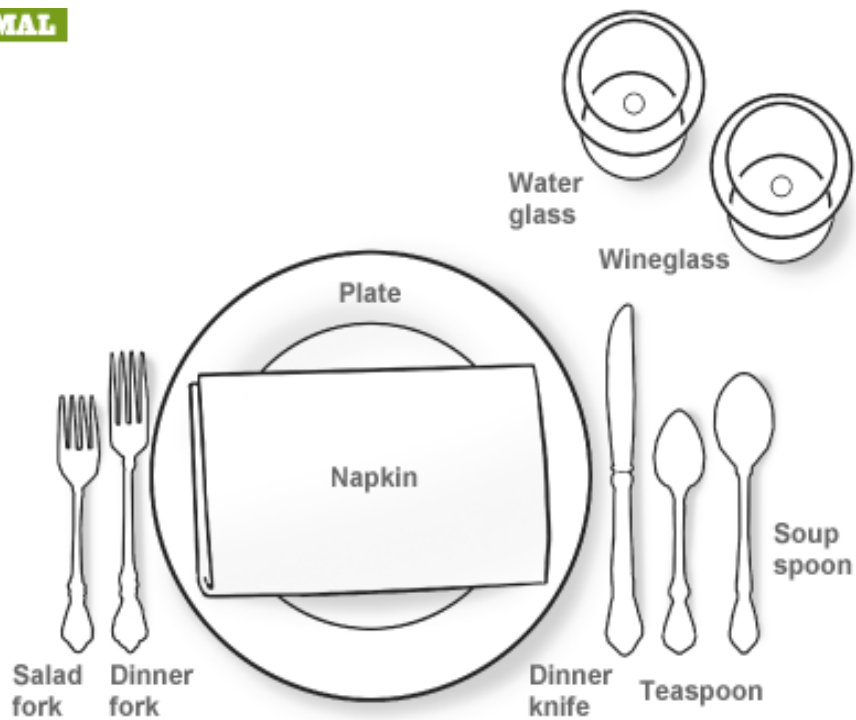
Activity in your groups write a food order for your group

[illegible]



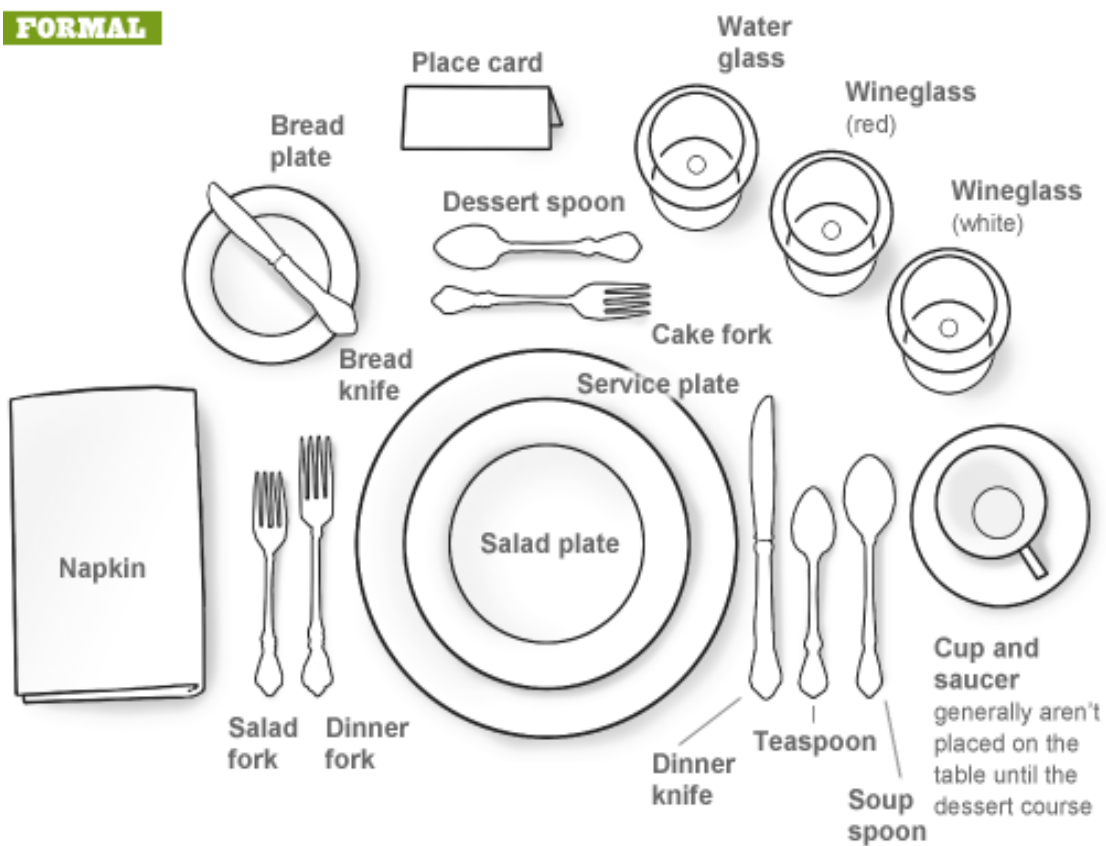


## INFORMAL



Utensils are placed one inch from the edge of the table

## FORMAL





# PLATE CARRYING TECHNIQUES

## TWO PLATE CARRYING

### STEP 1.



Hold the first plate between your thumb, index finger and the middle finger.

Place the second plate above the first plate, supporting it by your fourth finger, your little finger and the base of your thumb and forearm.

### STEP 2.



### Student Notes:

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## Incident Report for Hotel XYZ

This report is to be completed as soon as is practical after the incident and given to the Duty Manager

Date	
Time	
Hotel Department	
Brief description of incident	
Name of any customers involved	
Any injuries involved	
Cause of the incident	
Were emergency services contacted	
Action you took	
Witnesses	
Property damaged	
Reported to	
Signature	

## PPE Chart example

DOUBLE HEARING PROTECTION 	EYE & EAR PROTECTION 	DUST MASK 	RESPIRATOR 
EAR PROTECTION 	SAFETY GOGGLES 	HARDHAT 	GLOVES 
EAR PLUGS 	SAFETY GLASSES 	APRON 	PROTECTIVE SUIT 
FACE SHIELD 	HAIR NET 	SAFETY SHOES 	BOOTS 

### Activity (1)

These are the sort of symbols you may see in the hotel/bar environment. What activity could you be doing that you would need to wear a:

Hairnet.....

Gloves.....

Apron.....

Safety shoes.....

## Par Level Activity (2)

As mentioned one of the roles that bar staff often will need to perform is determine what is needed to restock the bar at the end of a shift. Using the sample order form below determine what stocks are on hand and what would be needed to bring back to par level for the bar being used for training. Remember you will need to count what is on hand, subtract that from the Par level and then that will indicate what quantity you need to restock.

Item	Par Level	On hand	Amount to restock
VB stubbies	60		
Coronas	72		
Bundy and cola	60		
Jim beam 1125ml	2		
Vodka cruisers	48		

## Non Alcoholic Cocktail Activity (3)

Create your own non alcoholic cocktail based on the range of ingredients your trainer has on the course. Keep to a maximum of 4 ingredients. Complete the table below which will evidence what and how you have done it:

Cocktail Name.....  
 Type of glass used.....  
 Ingredient and amount.....  
 Ingredient and amount.....  
 Ingredient and amount.....  
 Ingredient and amount.....  
 Method to make (eg blend, layer).....  
 Garnish used.....

Give to another student to grade on a scale of 1 – 5 (5 being excellent)

Colour	Smell	Garnish choice	Taste