Bar Skills Training

Inclusive of the unit “Use hygienic practices for food safety” (SITXFSA005)

Learner Guide

Participant Name:	
Date:	
Trainer Name:	
Unit(s) of Competency:	**SITXFSA005: Use hygienic practices for food safety**

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Welcome

Dear Participant,

Welcome to the Industry Training Services (ITS) Hospitality Bar Course.

ITS has been certifying and skilling hospitality heroes across QLD for 15 years. Our talented team of trainers all hold a Certificate IV (40110) in Training and Workplace Assessment as well as 5-10 years supervisory or managerial level industry experience. We are all dedicated to providing a professional and enjoyable learning environment!

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 2 days (depending on if you have enrolled in the RSA and/or RSG. Upon completion of this course each participant will be issued with a 'Statement of Attainment' in the units they achieved competency in. We encourage you to read this learner guide before course commencement.

The course consists of the following Units: -

- SITXFSA005 USE HYGIENIC PRACTICES FOR FOOD SAFETY
- SITHFAB002 PROVIDE RESPONSIBLE SERVICE OF ALCOHOL*
- SITHGAM022 PROVIDE RESPONSIBLE GAMBLING SERVICES*

(* optional unit)

All above three (3) units are Nationally Recognised. There are no pre-requisites for these units.

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

Performance Criteria

SITXFSA005: Use hygienic practices for food safety.

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

The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas.

Element		Performance criteria
1.	Follow hygienic procedures and identify food hazards	1.1 Follow org hygiene procedures 1.2 Promptly report unsafe practices that breach hygiene procedures 1.3 Identify food hazards that may affect the health and safety of customers , colleagues and self 1.4 Remove or minimize the hygiene hazard and report to appropriate person to follow up
2.	Report any personal health issues.	2.1 Report any personal health issues that are likely to cause a hygiene risk. 2.2 Report incidents of food contamination that have resulted from personal health issues. 2.3 Cease participation in food handling activities where a health issue may cause food contamination.
3.	Prevent food contamination.	3.1 Maintain clean clothes, wear required personal protective clothing and only use organisation-approved bandages and dressings. 3.2 Prevent food contamination from clothing and other items worn. 3.3 Prevent unnecessary direct contact with ready to eat food. 3.4 Ensure unhygienic personal contact with food or food contact surfaces. 3.5 Use unhygienic cleaning practices that may cause food borne illness.
4.	Prevent cross contamination by washing hands.	4.1 Wash hands at appropriate times and follow hand washing procedures correctly and consistently. 4.2 Wash hands using appropriate facilities.

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, little 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.

- **Bars and Clubs** – institutions such as RSL's, football clubs, bowls clubs, workers clubs etc. These can vary a lot in size from your smaller suburban club, through to some of the very large sporting clubs with many different departments offering numerous opportunities.

- **Cafes** – similar to restaurants but may be more daytime 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., Far North Queensland 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 mandatory RSA training 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 Murphy's and First Choice liquor stores. These are often owned by grocery retailers such as Woolworths or Coles. Wine knowledge is expected in these environments.

- **Convention and Exhibition Centre's** – entertainment venues for large scale conferences, concerts and exhibitions such as the Brisbane Convention and Exhibition Centre provide restaurants and bars as well as wait staff to purchase and serve drinks just as would be done in a Hotel or Restaurant.

Hospitality can be an 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, 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 the above-mentioned venues as detailed below:

Source: https://www.soegjobs.com/types-jobs-career-paths-hospitality/

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 does not 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 fingernails, neat hair and tied back if long, good closed in shoes (not runners), ironed clothes, and use of deodorant. Depending on the establishment you may be required to remove piercings and jewelry or cover up tattoos where possible. 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 considered include:

- **Friendliness** – Given what we mentioned earlier the hospitality industry will not tolerate 'grumpy' staff. Simply smiling and being polite and generally helpful to customers' works well. Tip – if you do not 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 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 5.30pm, be sure to turn up at least 10 mins early, they expect you ready to go at 5.30pm 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 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 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 m 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:

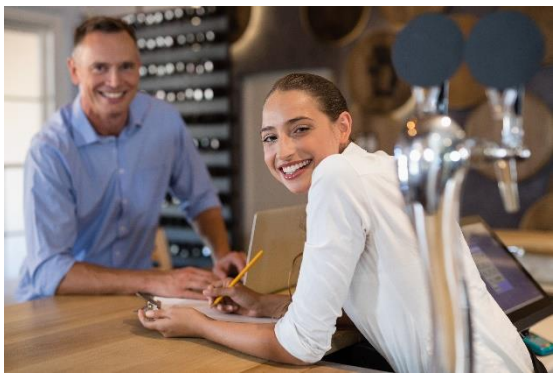
Induction is an opportunity for your employer to explain the business philosophy and goals, larger companies such as Coles would do this over the internet. To familiarize you with such things as:

- Fire and safety
- Emergency procedures
- Workplace health and safety
- 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 try 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 cannot 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.

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.

No customer – No staff required to work
No customer – No business
No customer – No Job!

Coronavirus (COVID-19): Requirements for Hospitality

Everyone is at risk of getting COVID-19. For most people, they will only develop mild flu like symptoms and recover quickly, but others may develop severe sickness. To protect yourself and the wider community from getting COVID-19 you must maintain good hygiene and practice social distancing.

The business you are employed with, be it a pub, club, restaurant, or café etc. may need to follow certain restrictions to help stop the spread of COVID-19. Whilst your employer will train you on these corporate policies, it is important you have a general understanding of the requirements that apply to the Hospitality Industry.

Here are some things you can do to keep COVID-19 safe:

Public Health Directions
Follow the public health directions and keep up-to-date with requirements to make your business and customers COVID Safe. These can be found on Queensland Legislation websites.

Check In Qld
The Check In Qld app is available to download and use to help keep Queenslanders COVID Safe when we're enjoying venues like pubs, clubs, restaurants and cafes across Queensland. Your employer may be required to collect and keep customer details.

Social Distancing
Ensure staff and customers observe physical distancing of 1.5 metres - think two big steps! Do not allow staff or customers showing any COVID-19 symptoms to enter your premises.

Indoor spaces may only have 1 person per 2 square metres for seated eating and drinking only. Standing may not be allowed, and in some instances, venues may only offer takeaway services.

Wear a Mask
You and customers may need to wear a mask in indoor spaces. Staff and customers can remove their mask to eat or drink. There may be other situations where you do not have to wear a mask, such as if it's not safe to do so in your workplace, or if you have certain medical conditions.

COVID Safe Plan
Operate under a COVID Safe Plan which detail how COVID safety is managed in specific industries. Refer to the sample below.

Covid-19 Training
All individuals can access free COVID-19 online training here: https://tafeqld.edu.au/covid-safe

Sample COVID-19 Safe Checklist

1. Wellbeing of Workers

☐ Workers to stay at home if they are sick, and to go home immediately if they become unwell. Require them to be tested for COVID-19 if they have any symptoms andremain in isolation at home until they get a negative result.
☐ Consider safety risks and manage these according to the e hierarchy of controls i.e., elimination, substitute, isolation etc.
☐ Implement measures to maximise the distancing between you and other workers to the extent it is safe and practical.
☐ Modify processes behind the counter to limit staff having to be in close contact, as much as possible.
☐ Postpone or cancel non-essential face-to-face gatherings and use video conferencing where practicable.
☐ Put signs and posters up to remind workers and others of the risk of COVID-19.

2. Social Distancing

☐ Place signs at entry points to instruct customers not to enter the premises if they are unwell or have COVID-19 symptoms.
☐ Limit walk-in appointments and client interaction at the counter by using online or phone bookings.
☐ If practicable, set up separate exit and entry points and separate take-away order and collection points.
☐ For dining in or drinking patrons, implement measures to restrict numbers to one patron per 2 square metres.
☐ Ensure chairs or stools for patrons seated at a bar or bar-like structure (such as a counter) are placed 1.5 meters apart.
☐ Ensure social distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons.
☐ Place tables to ensure that persons seated at different tables are 1.5 metres apart.
☐ Consider using physical barriers where practical, such as plexiglass around counters.
☐ Remove waiting area seating or space seating at least 1.5 metres apart.
☐ Provide contactless payments or ordering and payment online or through ordering apps.
☐ Ensure menus are laminated and sanitised after each use or use non-contact signage to display your menu.
☐ Dancing is not permitted under this COVID Safe Checklist.

3. Mandatory Training Requirements

☐ All staff to have completed the mandatory online training online through TAFE Queensland (https://tafeqld.edu.au/covid-safe which is fully funded by the Queensland Government.

4. Hygiene and Cleaning

☐ All workers to practice good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. If hand washing is not practical, alcohol-based hand sanitiser is recommended.
☐ Reduce the sharing of equipment and tools.
☐ Only accept 'bring your own cups' when staff can do a 'contactless pour'.
☐ Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, Eftpos equipment, tables, counter tops and sinks). Surfaces used by customers, such as tables and bar counters, must also be cleaned between customers.

Source: https://www.covid19.qld.gov.au/

Hygienic Practices for Food Safety

Following the recent COVID 19 Pandemic, never has the focus on hygiene practices been more prominent. Arguably, the Hospitality industry was the worst hit in terms of economic impacts with the government implementing restrictions on when businesses could operate, when and where people must wear a face mask and hand sanitization.

A hospitality venue be it a hotel, restaurant, café or convention 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's 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 organisations food safety program
- These procedures are covered in staff training programs and procedures

Food Poisoning

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 follow 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 hazards could include food being contaminated by garbage, dirty equipment and utensils, equipment such as fridges not working properly and of course vermin such as mice, rats or cockroaches.

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 license 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. The objective of the Food Safety Act ensure food for sale is safe and suitable for human consumption. Take the time to read this to further increase your hygiene knowledge. If a site breaches food safety laws or regulations their license to operate could be taken away.

However, it is 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 license;

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!

Businesses which fail to develop and implement an accredited Food Safety Program are liable to a possible maximum penalty of $75,000[1].

[1] Australian Institute of Food Safety. (n.d.). Penalty Charges for Not Having a Food Safety Supervisor. [online] Available at: https://www.foodsafety.com.au/blog/penalty-charges-for-not-having-a-food-safety-supervisor#:~:text=Businesses%20which%20fail%20to%20develop [Accessed 4 Mar. 2021].

Sample Legislation Register

Legislation relevant to the Queensland Hospitality Industry includes but is not limited to:

Anti-Discrimination Act 1991
The Act prohibits discrimination on the basis of the following attributes— (a) sex; (b) relationship status; (c) pregnancy; (d) parental status; (e) breastfeeding; (f) age; (g) race; (h) impairment; (i) religious belief or religious activity; (j) political belief or activity; (k) trade union activity; (l) lawful sexual activity; (m) gender identity; (n) sexuality; (o) family responsibilities; (p) association with, or relation to, a person identified on the basis of any of the above attributes.
Food Act 2006
The Food Act 2006 (the Act) is the primary food safety legislation in Queensland and applies to all Queensland food businesses. The objectives of the Act are to: • ensure food for sale is safe and suitable for human consumption, • to prevent misleading conduct in relation to the sale of food • to apply the Australia New Zealand Food Standards Code.
Liquor Act 1992
The main purposes of this Act are— regulate the liquor industry, and areas in the vicinity of licensed premises, in a way compatible with— (i)minimising harm, and the potential for harm, from alcohol abuse and misuse and associated violence; and (ii) minimising adverse effects on the health or safety of members of the public; and (iii) minimising adverse effects on the amenity of the community; and (b) to facilitate and regulate the optimum development of the tourist, liquor and hospitality industries of the State having regard to the welfare, needs and interests of the community and the economic implications of change; and (c) to provide for the jurisdiction of the tribunal to hear and decide reviews of certain decisions under this Act; and (d) to provide for a flexible, practical system for regulation of the liquor industry of the State with minimal formality, technicality or intervention consistent with the proper and efficient administration of this Act; and (e) to regulate the sale and supply of liquor in particular areas to minimise harm caused by alcohol abuse and misuse and associated violence; and (f)to regulate the provision of adult entertainment; and (g) to provide revenue for the State to enable the attainment of this Act's main purposes and for other purposes of government.
Work Health and Safety Act 2011
The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to: • Secure the health, safety and welfare of employees and other persons at work • Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work • Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons

Food Safety Saves People and Businesses

Around 1 in 5 people in Australia suffer from food-borne illness every year. Over 30,000 people are hospitalised. Between 80 and 90 people die.[2]

If your business causes a food-borne illness outbreak:

- Your license may be suspended or cancelled
- You may be fined hundreds of thousands of dollars
- You could be personally prosecuted
- Your business could be closed down

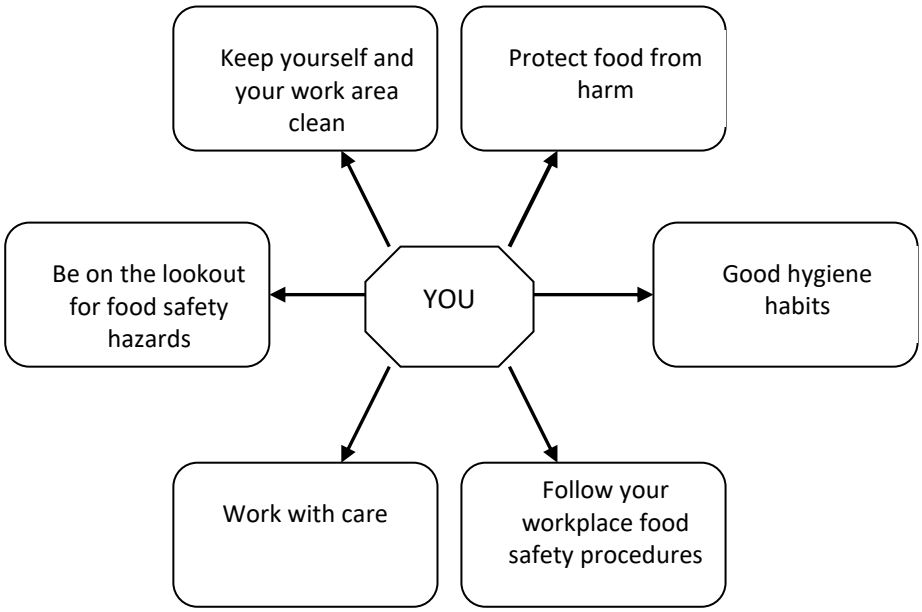
Keeping Your Customers Safe

Most major food-borne illness outbreaks are caused by one of the following:

- Poor personal hygiene of food handlers
- Incorrect time and temperature control of food
- Inadequate cleaning and sanitizing of surfaces and equipment

It takes just a few hours to learn the principles of food safety. All employees in a food business need food safety training. It takes just one food handler doing the wrong thing to cause hundreds of customers to fall ill.

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.



COMPLETE QUESTIONS 1 - 4 OF THE ASSESSMENT

[2] Australian Institute of Food Safety. (n.d.). Why Food Safety? [online] Available at: https://www.foodsafety.com.au/business/food-safety.

Identifying Hygiene Hazards

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 mold, 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.

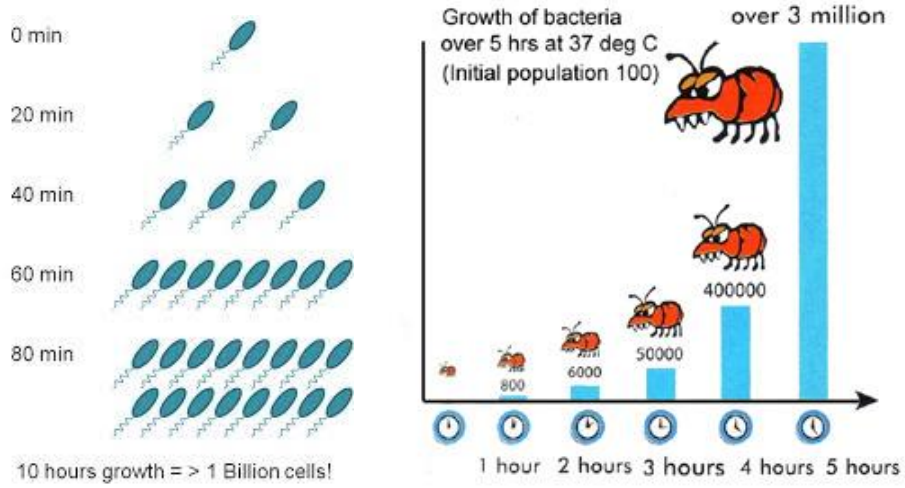


Image Source: https://themicrobiologist.weebly.com/bacterial-growth--reproduction.html

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.

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!

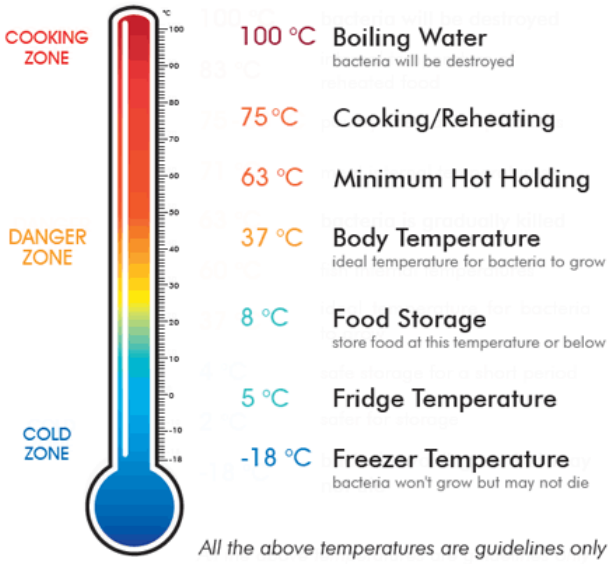


Image source: https://www.foodhygienecompany.co.uk/blog/food-hygiene/food-temperature-guidelines/

COMPLETE QUESTIONS 14 to 17 OF THE ASSESSMENT

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 food under refrigeration immediately upon delivery
- Thoroughly cook food – to an internal temperature of 75C or hotter
- Re-heat cooked foods to an internal temperature of 60C or hotter
- Cool hot food under refrigeration as quickly as possible.
- Thaw under refrigeration

The Effects of Moisture

Bacteria are made up of 90% water and need to reproduce. Most bacteria will not survive under dry conditions. Dry food may contain thousands of living, but non-growing bacteria. Because they are inactive, the food will spoil. Therefore, you can dry food such as pasta and rice for a long period. However as soon as you add liquid this enables the bacteria to begin reproducing.

High Risk Foods

Highrisk foods are the types of food that are affected by food poisoning bacteria far more easily than other food types, and as such will need to be taken care of.

High-risk foods are broken down into several categories which include:

- Raw and cooked meat
- Dairy products
- Eggs and egg products
- Small goods
- Seafood
- Prepared salads
- Ready to eat foods
- Packaged foods that have been opened

COMPLETE QUESTION 20 OF THE ASSESSMENT

Fridge/Freezer Temperature Records

There are a number of reasons why taking temperature readings are important:

1. They show food is being stored at temperatures which limit the growth of bacteria capable of causing food spoilage and/or food poisoning.
2. They provide a check that refrigerated equipment is working correctly.
3. It is recommended that they operate at between 2°C and 5°C. For you to know whether you are complying with this requirement checks must be made. It is recommended that refrigerators operate at -18°C or below.

Proper temperature control is the single most important measure in preventing food poisoning and therefore must be strictly controlled. Digital thermometers can be located on each fridge and freezer, and records should be kept from checking these daily and keeping a record. Typically, commercial fridge and freezers will have a logbook either on or nearly the appliance to record daily temperatures.

Food Poisoning Chart

Some common food poisoning bacteria and their affects:

Food Poisoning Chart		
Cause	**Signs & Symptoms**	**Prevention**
Botulism. Toxin from bacteria usually from eating improperly canned foods. Also found in honey and oils infused with garlic. Grows only in little or no oxygen.	Blurred vision. Double vision. A hard time speaking and swallowing. Breathing problems. Muscle weakness. Paralysis. Signs occur within 4 to 36 hours.	Follow proper canning methods. Boil home-canned food for 10 or more minutes. Don't eat foods from cans with leaks or bulges. Refrigerate oils infused with garlic or herbs. Don't give honey to children less than 1 year old.
E. coli. Bacteria from contaminated water, raw milk, raw or rare ground beef, unpasteurized apple juice or cider, or contact with contaminated animal feces.	Diarrhea or bloody discharge. Abdominal cramps. Nausea. Signs occur within 2 to 5 days and last about 8 days.	Don't drink unpasteurized milk and apple cider. Wash your hands after using the bathroom and cleaning up animal feces.
Listeria. Bacteria from unpasteurized milk, uncooked meats, foods contaminated during processing (cold cuts, hot dogs, soft cheeses).	Fever. Chills. Headache. Backache. Abdominal pain. Diarrhea. Often, signs occur within 48 to 72 hours, but can take up to 3 weeks to occur.	Don't drink unpasteurized milk. Cook beef to an internal temperature of 160°F.
Salmonella. Bacteria from raw or undercooked eggs, poultry, and meat and from food that comes in contact with contaminated surfaces.	Stomach pain. Diarrhea. Nausea. Chills. Fever. Headache. Signs occur within 8 to 12 hours and last up to 1 or 2 days.	Don't have unpasteurized milk, raw and undercooked eggs. Cook eggs to 160°F (the white and yolk are firm). Use clean utensils and surfaces.
Staphylococcal enterotoxin. Toxin from bacteria usually from meats, dairy foods, eggs, etc. that are not kept cold (e.g., unrefrigerated, at picnics, etc.) Also spread by human contact.	Severe nausea. Abdominal cramps. Diarrhea. Vomiting. Signs occur within 1 to 6 hours and last up to 3 days. Signs last longer if severe dehydration occurs.	Keep foods that can spoil cold (40°F or below) or hot (140°F or higher). Don't eat foods kept for more than 2 hours between 40°F and 140°F. Don't eat foods that look or smell spoiled. Wash your hands often. Use clean utensils and surfaces.
Chemicals. From foods with pesticides and eating poisonous mushrooms or poisonous plant leaves or berries.	Sweating. Dizziness. Mental confusion. Very teary eyes. Watery mouth. Stomach pain. Vomiting. Diarrhea. Signs start to occur within 30 minutes.	Wash raw fruits and vegetables before eating them. Don't store food or liquids in containers with lead-based paints. Don't store alcohol in lead crystal containers.
Hepatitis A virus. From contaminated water, raw and undercooked shellfish, oysters, clams, mussels, scallops, etc.	Appetite loss. Nausea. Vomiting. Fever. Jaundice and dark urine after 3 to 10 days. Liver damage and death from severe infection.	Hepatitis A vaccine. Don't eat raw or undercooked shellfish, oysters, etc.
Norwalk-like viruses. From food and touching objects contaminated with the virus. Direct contact with an infected person.	Nausea. Vomiting. Diarrhea. Stomach cramps. Signs occur within 12 to 48 hours and last up to 2 days.	Wash your hands often, especially after using the bathroom, changing diapers, and before handling food. Disinfect contaminated surfaces.
Mercury. From eating contaminated fish (e.g., shark, swordfish, tuna, king mackerel, tilefish).	Numbness and tingling in the lips, fingers, and toes. A hard time walking and speaking. Muscle weakness. Memory loss. Mental changes. Tremors.	Check local health department for safety of fish. Limit fish high in mercury. Pregnant women need to follow the advice of their doctor.

Image Source: https://healthylife.com/hier/FoodPoisoning.html

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.

The Food Safety Information Council released a report card on Australia's food safety record in recognition of the inaugural UN World Food Safety Day 7 June 2019.

Council Chair, Cathy Moir, said that there are an estimated 4.1 million cases of food poisoning in Australia each year that result in 31,920 hospitalisations, 86 deaths and 1 million visits to doctors on average each year.

The Food Safety Information Council's role is to educate consumers and the broader community in safe food handling to reduce the number of cases of foodborne illness in Australia. Our consumer research has shown some major food safety concerns:

A third of all Australian households have at least one vulnerable person at risk of severe illness if they get food poisoning, for example pregnant women, the elderly and people with reduced immunity.

- 70% of Australians don't know the safe cooking temperature for foods that may be contaminated with Salmonella and Campylobacter, such as poultry and egg dishes.
- 36% of Australians are taking a risk by eating raw egg dishes, with 10% eating raw egg dishes at least once a month.

'Everyone has a role to play in reducing the number of cases of foodborne illness. You can greatly reduce the risk of food poisoning for you and your family by following our 6 simple tips:

1. Always wash your hands with soap and running water and dry thoroughly before handling food and after handling raw meat or poultry, going to the toilet, touching your face or hair, or blowing your nose.
2. Never handle food for others if you are feeling unwell.
3. Use a fridge thermometer to make sure your fridge is running at or below 5°C.
4. Use a meat thermometer to check that high risk foods such as sausages, rolled roasts, hamburger patties and poultry are cooked to at least 75°C in the thickest part of the meat. Egg dishes, such a quiche, should be cooked to 72°C.
5. Don't put cooked meat or poultry back on the same surface that raw meat or poultry has been on and use separate utensils, such as tongs, for raw and cooked foods.
6. Wash any equipment such as chopping boards and knives in hot soapy water and dry thoroughly between using them for raw meat or poultry and food like salads that won't be further cooked.

Source: Food Safety Information Council https://foodsafety.asn.au/topic/australias-food-safety-report-card-released-for-the-inaugural-world-food-safety-day-7-june-2019/

Case in Point

My husband was almost killed by a Sunshine Coast restaurant

AN EXTREME case of salmonella poisoning has almost killed a visitor to the Sunshine Coast, with his wife demanding tougher food safety checks.

Victoria Point's Lionel Edwards first began feeling ill after eating at a Caloundra restaurant in February 2018.

He was rushed to Redlands Hospital where he remained in critical care for two days.

He then began showing signs of renal failure and was transferred to the intensive care unit at the Greenslopes Private Hospital, where he remained for 12 days.

One of his lungs had collapsed, and his kidneys still weren't functioning properly.

Mrs Edwards reported the food poisoning to the Queensland Health Department, who then contacted the Sunshine Coast Council.

Queensland Health notified council of the suspected foodborne illness on April 26, about two months after the incident was reported to have taken place.

Council's environmental health officers did inspect the restaurant for compliance with the Food Safety Standards.

A statement released by council said: "The substantial time-lag between the event and notification made investigating and finding evidence of the bacteria problematic.

"Queensland Health reported that they had not received any other similar complaints relating to this incident."

Source: https://www.sunshinecoastdaily.com.au/news/my-husband-was-almost-killed-by-a-sunshine-coast-r/3426274/

Case in Point

Contaminated stick blender cause of Brisbane Convention Centre food poisoning outbreak

A food poisoning outbreak at the **Brisbane Convention Centre** in 2015 that left 250 people feeling ill and saw 24 people admitted to hospital was caused by a contaminated stick blender.

As reported by *The Courier Mail*, investigators found bacteria on a number of kitchen utensils which had incubated during the cooking process. Test results confirmed that the guests that fell ill were all affected by the same strain of salmonella found on a kitchen stick blender that was used to make bread and butter pudding.

The audit also found salmonella on a larger robotic mixer and B.cereus on a smaller mixer, pastry brush and whisk. According to the documents, investigators ruled out the possibility of contaminated eggs (before they were delivered to the Centre) as the cause of the contamination, concluding that "poor cleaning and sanitizing of the stick blender was the ultimate cause."

The documents also state that the Convention Centre has lost its five-star food safety rating as a result of the incident. Brisbane City Council is yet to confirm as to whether it will prosecute the operators.

"Since the reported cases of illness, we have undertaken independent food safety audits, continued our testing processes for the sourcing, processing and delivery of safe food to our guests," said Convention Centre general manager Robert O'Keeffe.

"All of our cooking practices and processes are monitored and recorded on our 24-hour computerised food safety monitoring system." O'Keeffe said that the incident was the first to occur in the Convention Centre's 20 year history, adding that the stick blender has since been removed and whole eggs taken off the menu.

"This means no eggshells, which potentially carry pathogens, will ever come into BCEC's kitchens."

Source: https://www.hospitalitymagazine.com.au/contaminated-stick-blender-cause-of-brisbane-convention-centre-food-poisoning-outbreak/

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. Other examples of Chemical contamination of food would be Fertilisers, Insecticides or using the wrong type of cleaning chemical to do the job.

Hazardous materials 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.

COMPLETE QUESTIONS 12 and 13 OF THE ASSESSMENT

Preventing Food and Other Types of Contamination

Cross Contamination

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.

Cross contamination can occur during food storage, food handling and when corporate procedures aren't adhered to.

An example of cross contamination during storage is a high-risk food such as raw chicken in the refrigerator coming into contact with cooked chicken. If the raw chicken is contaminated with bacteria it will contaminate the cooked chicken also. If the cooked chicken is then not reheated, it will contaminate the people who eats the cooked contaminated chicken.

Cross contamination during food handling could occur when a utensil used to handle a raw fish, such as tongs, is then used on another food item such as cheese. The tongs contaminated from the raw fish will now cross-contaminate the cheese by the same unwashed contaminated tongs.

Cross contamination can be managed and mitigated when staff follow the correct corporate procedures. For example, washing the work area, obtaining new clean cutting boards and washing and drying hands on a regular basis.

COMPLETE QUESTIONS 18 and 19 OF THE ASSESSMENT

Prevention of cross-contamination by washing hands.

When working in the Hospitality Industry, hand washing is especially important because it helps prevent the spread of infections such as COVID-19, colds, the flu, and gastroenteritis.

Wash hands at appropriate times and follow hand washing procedures correctly and consistently according to organization and legal requirements. Wash your 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.

When to wash your hands

Wash your hands before touching anything that needs to stay clean, and after touching anything that might contaminate your hands.

Examples include:

- before starting work
- when your hands are visibly dirty
- after going to the toilet
- after handling rubbish, household or garden chemicals, or anything that could be contaminated
- before you prepare or eat food
- after touching raw meat
- after blowing your nose or sneezing

- after patting an animal
- after cleaning up blood, vomit, or other body fluids
- after cleaning the bathroom
- before and after touching a wound, cut or rash
- before giving medication or applying ointment
- after every break
- if you smoke a cigarette/vaper

Hand washing tips

Warm, soapy water is the best option for washing your hands when they are visibly dirty. Follow these simple tips on good hand hygiene.

5 Steps to wash your hands:

- Wet hands with running water (preferably warm).
- Apply soap or liquid soap – enough to cover all your hands. Normal soap is just as good as antibacterial soap.
- Rub your hands together for at least 20 seconds.
- Make sure you cover all surfaces, including the backs of your hands and in between your fingers.
- Rinse hands, making sure you remove all soap, and turn off the tap using the towel or paper towel.
- Dry your hands thoroughly with a paper towel, a clean hand towel or an air dryer if you are in a public toilet.
- Using a waterless hand rub
- An alcohol-based hand rub (hand sanitiser) is a good way to clean your hands if you don't have access to soap and water. Hand sanitiser is only effective if your hands have no visible dirt on them.

How to use hand sanitiser:

- Put about half a teaspoon of the product in the palm of your hand, rub your hands together, covering all the surfaces of your hand, including between your fingers.
- Keep rubbing until your hands are dry (about 20 to 30 seconds).
- Alcohol-based hand sanitiser can be poisonous if swallowed. Follow these tips to keep children safe around hand sanitiser.

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

COMPLETE QUESTIONS 8 and 9 OF THE ASSESSMENT

Sample How to Wash Hands Poster

Image source: https://www.highspeedtraining.co.uk/hub/7-steps-of-hand-washing-poster/

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.***

How to Inspect and Clean the Post Mix Gun

It is important to clean the Post Mix Equipment the right way to avoid any food safety risks.

Follow the below 10 steps for a quick and easy Post Mix Gun clean:

1. Thoroughly wash your hands.
2. Use a clean cloth to wipe down external surfaces including the steel flex hose.
3. Remove the gun nozzle by twisting and removing it off the main gun body.
4. Clean the diffuser on the gun with a small brush and rinse in warm water.
5. Clean the inside and the outside of the nozzle with a small brush and rinse with warm water.
6. Give the top plate and buttons a clean with a small brush to remove any built-up residue.
7. Reconnect the nozzle to the main gun body.
8. Wash out the gun drip cup with hot water to remove any residue.
9. Test that everything is working correctly.
10. You are ready for pouring post mix soft drinks!

Source: https://refreshbev.com.au/house-keeping-post-mix-gun-cleaning/

Incidents

A workplace incident is any event that exposes a worker or any other person to a serious risk to that person's health or safety. For example, a liquid spill on the floor which could cause a fall.

According to Safe Work Australia, incidents that are deemed serious include:

- The death of a person
- A 'serious injury or illness'
- A dangerous incident arising out of work carried out by a business, undertaking or a workplace

These serious incidents are to be reported in the relevant jurisdiction.

It is important that both organisations and workers keep excellent records of incidents and learn from them to work towards a safer and healthier work environment. Ultimately the workplace will be more prepared for future events.

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 e.g. 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.

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.

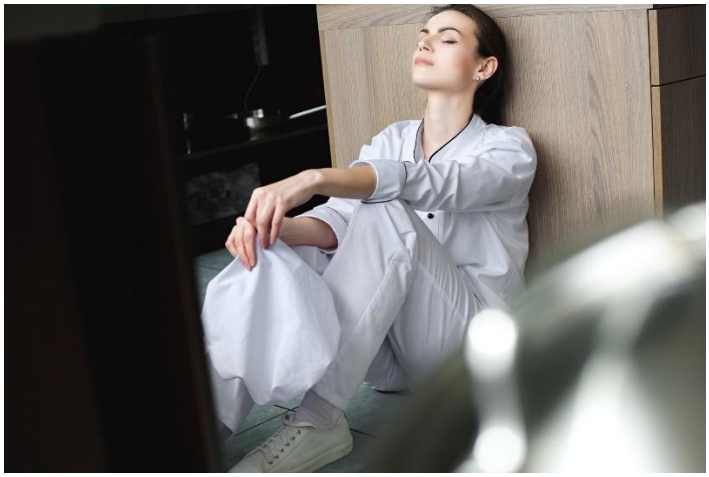
Date	*E.g. 1/03/2021*
Time	*10.30pm*
Hotel Department	*Front Bar*
Brief description of incident	*Bar tender slipped on wet floor caused from spilt cleaning liquid that hadn't been cleaned up with spill kit provided.*
Name of any customers involved	*Nil*
Any injuries involved	*Bar tender split forehead on corner of hand washing sink*
Cause of the incident	*Spill kit not used to mop up liquid spill*
Were emergency services contacted	*Ambulance called*
Action you took	*Reported to duty manager*
Witnesses	*Bar Manager*
Property damaged	*Nil*
Reported to	*Duty Manager*
Signature	*T Smith*

Identifying Hazards

- A **hazard** is something that can cause harm, e.g. a spill, electricity, chemicals, walking up a ladder, fatigue, stress, etc.

- A **risk** is the chance, high or low, that any hazard will cause somebody harm.

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.



Food Safety Programs

Food safety programs are documented procedures and systems that identifies the food safety hazards in the handling of food in the hospitality industry and details the way the hazards will be controlled in that business.

An appropriate and well implemented food safety program can help a food business:

- ensure food safe for sale.
- manage their operations better through improved record keeping and cost control.
- demonstrate that all due diligence was exercised in the preparation and sale of food.

Source: https://www.health.qld.gov.au

Hazard Analysis Critical Control Points

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.

7 Principles of HACCP

This links with 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 – Record Keeping

A key component of the HACCP plan is **recording information** that can be used to prove that 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**.

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***.***

Source: https://food.unl.edu/seven-principles-haccp

Enforcement & Penalties

Local councils are usually responsible for food business registration, monitoring compliance, providing education and advice, and taking enforcement action when needed.

Both state and federal requirements are enforced at a local level, through Health Inspectors employed by local councils. Health Inspectors play an important role in monitoring food safety. They are authorised to:

- Enter a food business property at any time
- Enter without permission
- Request evidence that the correct food safety training has been performed
- Go into any area of a food business
- Take samples
- Issue infringement notices (fines)
- Close the business immediately - if it's deemed to be a serious public health risk
- In Queensland these powers are by covered by the Food Act 2006.

Sample Penalties

A combination lodging amenity and restaurant located on Flockton Street was fined for multiple issues, including old food scraps being left on and in food containers and live roaches found throughout the establishment. The fine for this issue was $25,000.
A café that is located in the Mount Gravatt area was actually fined because a rat infestation was found on the premises. Additionally, the café placed rat poison in areas that also contained food for human consumption. In this instance, the fine was $25,000
When a restaurant on Compton Road racked up more than 40 violations, they received the heftiest fine to date. The restaurant had to pay $27,000 for such violations as mice on the premises, broken and open food storage containers, improper control of food temperatures, and unsanitary food storage.
On Queen Street, a place to provide health drinks was fined because a customer found a used bandage in their beverage. The fine in this instance was $20,000.

Source: https://www.foodsafety.com.au/news/food-safety-fines-in-brisbane

Breaking a food safety law can result in:

Suspended or cancelled license

For serious offences, food business licenses may be suspended or cancelled. This effectively closes your food business and prevents further trading.

Prosecution

For serious breaches of legislation, QLD Health may prosecute proprietors, managers and/or individual company directors.

Prohibition or seizure orders

When public health is at risk, your business may be forbidden to handle food and you may have food seized from your premises and destroyed.

Significant fines

Fines (penalty notices) may be issued for each offence committed. These often run into tens of thousands of dollars.

Added to a Name & Shame list

Certain QLD councils publish a 'Name & Shame' list every year, with details of food businesses that have breached food safety legislation.

Brand & reputation damage

If a serious food safety incident occurs and is widely reported in the media, your business could struggle to recover its reputation.

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

Source: https://www.foodsafety.com.au/laws-requirements/location/queensland

COMPLETE QUESTIONS 5 and 6 OF THE ASSESSMENT

Bar Equipment

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. Can take cash or some payment method from customers or staff
3. Have employees in the role of dispensing

You should endeavor to become aware of the terminology used to describe common bar items as employers will be expecting this.

Spirit Dispensers:
EMU (Electronic Measuring Unit)
Speed rack with posi pourers to measure (simply a specified area where the most commonly used spirits are kept)
Nip pourers / jiggers 30ml/15ml


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 (dishwasher) and then able to be slid into refrigerated 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 they are 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 and closing procedure includes emptying it at the end of shift and sanitising. Also, it 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 customer's drink. Therefore - don't lose the designated ice scoop! A good option is a stainless steel or acrylic scoop or a cocktail shaker.

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 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.

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.

Glass Cleaning Brush: Thorough washing of glassware is essential for good head retention on your beer whilst also helping to prevent the tainting of drinks. A hand glasswasher is great to use in conjunction with a glass washer as it helps remove excess product from the glass. Normally it sits in a container half filled with warm water via suction and use either a drop of washing

up liquid or a drop of glass washing detergent. Then, with the glass upside down, twist the glass in the tub; the nylon bristles will quickly scrub any contaminants from the glass. After this, just wash your glassware in your normal way in the powered glass washer. You may need to change the water occasionally as it gets dirty to get the optimum effect.

Refrigerated Cabinets: Used for storing and displaying product and glasses, often behind where staff stand and with back lit glass doors so 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?)

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 on a post at the bar or will consist of a single head 'gun' which lets you alternate the desired flavour.

Point of Sale (POS): 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, you will most definitely be shown your machine upon induction. You normally have an FOB or Swipe that you use every transaction.

Other Equipment

Utensils:	**Miscellaneous Items:**
Cutting Board	Straws
Fruit Knife	Swizzle Sticks
Spirit measure	Toothpicks
Fruit juicer	Coasters
Electric blender	Cocktail napkins
Bottle/Can opener	Edible garnishes
Bar spoon	Decoration
Muddler	Fruit
Zester	Juice
Shakers / strainers	Herbs
Jug	
Fruit tongs	
Ice Scoop	
Drip Trays	
Glass Trays	

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 are 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 your glasses are clean and convenient for quick service – check for damaged and dirty glasses. E.g. Lipstick marks
- Check that all 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 things 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. 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 must 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 organisational procedures that exist at your place of employment. Most likely you will attend an induction and some basic training of the equipment used in your environment.

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 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.

Wastage Chart

Bar: Sports Bar **Month: April**

Date	Product	Qty	Reason	Staff
10/04/21	Rum	30ml	Out of post mix	Annie
11/04/21	Crown Lager	1	Broken in carton	Mitch
11/04/21	Bulk Beer	2 lts	Drip trays	Rob

Sustainability

Sustainability is one of the most important issues currently facing our world.

Sustainability means meeting our own needs without compromising the ability of future generations to meet their own needs. For example, ensuring that future generations have access to the water, energy, and food sources we currently have.

Over the past several decades, business owners have turned their focus to the importance of sustainability in the hospitality industry including the environmental, economic, and social impact.

The hospitality industry has historically had a large environmental impact through energy and water consumption, use of consumable goods, and solid waste creation. As such, hospitality in particular plays a huge role in sustainability and environmental preservation by adopting sustainable practices.

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 your glasses are clean
- Check that all 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.

Tips to Remember

All 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.

Beer

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.

Pouring a Good 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.




State	1140ml (40 fl oz)	570ml (20 fl oz)	450ml (15 fl oz)	285ml (10 fl oz)
NSW/ACT	Jug	Pint	Schooner	Middy
Victoria	Jug	Pint	Schooner	Pot
Queensland	Jug	Pint	Schooner	Pot
Western Aust.	Jug	Pint	Schooner	Middy
Southern Aust.	Jug	Imperial Pint	Pint	Schooner
Tasmania	Jug	Pint	Schooner	Ten
N. Territory	Jug	Pint	Schooner	Handle

Source: https://imgur.com/gallery/WJacK/comment/413354919

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

Popular Glassware for Beers

© CanStockPhoto.com - csp51131901

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

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 (Plze?), 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

ALES

ENGLISH PALE ALE
AMERICAN ALE
PORTER
INDIA PALE ALE
SOUR ALE
STRONG ALE
SCOTTISH AND IRISH ALE
ENGLISH BROWN ALE
STOUT
BELGIAN AND FRENCH ALE
BELGIAN STRONG ALE

LAGERS

LIGHT LAGER
EUROPEAN AMBER LAGER
BOCK
PILSENER
DARK LAGER

MIXED STYLES

LIGHT HYBRID BEER
GERMAN WHEAT AND RYE BEER
SPICE / HERB / SPECIALTY BEER
AMBER HYBRID BEER
FRUIT BEER
SMOKE FLAVORED and WOOD AGED

MEADS AND CIDERS

TRADITIONAL MEAD
STANDARD and SPECIALTY CIDER and PERRY
OTHER MEAD
MELOMEL (FRUIT MEAD)

November 2018

Australia's thirst for craft beer outstrips supply

A new craft beer brewery opens every six days in Australia, creating the modern Gold Rush.

The industry has grown by almost 200 per cent in the past seven years.

Beer-loving Aussies chasing the ultimate lifestyle are quitting their jobs to open craft breweries.

Everyday blokes and sheilas who dream of brewing in the morning, surfing in the arvo and drinking with mates at night, have helped spark an explosion in Australian craft beer labels.

Fifty-two new breweries, brew pubs and contract brewers opened in 2018, bringing the number of craft ale producers to 585 – a 197 per cent increase since 2011, or one brewery for every 41,500 people (aged over 18).

The period from June to October 2018 saw the most new brewers per quarter since the Australian Craft Beer Brewery List was started in 2014, with one opening every three days.

Industry experts predict the trend is nowhere near capacity, with demand from thirsty consumers for the lovingly crafted tipples far outstripping supply.

Source: https://thenewdaily.com.au/life/eat-drink/2018/11/03/australian-craft-beer-industry/

Note: It is important that as a bartender you have local product knowledge and know a little about any craft beers that you are serving and where they are from and the alcohol strengths of the beers. Patrons are passionate about supporting local brewers and businesses are also becoming an important factor in this with many partnerships forming.

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.

Common Problems and Solutions for Beer Tap Systems

Is there an issue with your beer tap system? Most issues with beer tap systems are a result of improper temperature, improper pressure, or cleaning issues. So, before you call a technician next time you have an issue with your beer lines, check out this list of common problems and solutions.

Foamy Beer. Beer that is too foamy is one of the most common problems bartenders and bar owners will encounter. The good news is that this is a very easily fixed problem. Here are some of the main causes of foamy beer and how to fix them:

- The draft cooler is too warm. The cooler should be kept between 36 - 38 degrees Fahrenheit.
- Your glasses are frozen. When beer comes into contact with a glass that is too cold, it can cause the beer to foam up. You should also never freeze your glasses because it can freeze water in the beer and numb customers' taste buds to the delightful flavours of your brews.
- Beer lines are too warm or too cold. Make sure that your beer line systems are refrigerated or insulated according to the type of beer you're offering. Lines should be kept at the proper serving temperature for each beer.
- The beer is being improperly dispensed. The correct way to pour a beer is to start by holding the glass at a 45degree angle, quickly open the faucet, and slowly transition into a 90 degree hold on the glass, dispensing until you have about 1" of head at the top. Additionally, you should never let the faucet touch the beer.
- There is too much pressure in your system. Generally, ales and lagers are dispensed at 10 - 12 PSI, while stouts and other styles are dispensed at 25 - 30 PSI (adding 1 PSI for each 2000 ft. increment above sea level).
- The taps are dirty or malfunctioning. Foamy beer may be a result of dirty beer lines, so be sure to clean your beer tap system thoroughly. If cleaning doesn't resolve the situation, you may need to have your system serviced by a professional, or some parts may need to be replaced.

Flat Beer: Nothing is worse than getting a beer that is flat and tasteless. Ensure that you're serving your guests delicious and carbonated beverages with these simple fixes:

- Your beer is too cold. Barrels should be stored between 36 - 38 degrees Fahrenheit, while the lines should be refrigerated or insulated to properly maintain the serving temperature of the beer you're serving. Additionally, different types of beer are stored at different temperatures.
- The glasses haven't been properly cleaned. Glasses should be cleaned with specific bar glass chemicals, since standard detergents are more likely to leave a film behind. Grease deposits and lint from towels can cause your beer to lose its head and to have a flat appearance. So be sure to use the correct cleaner and let your glasses air dry.
- There is not enough pressure in your system. Make sure that your gas cylinder is set to the correct PSI and ensure that the coupler is securely attached.
- You're using an air compressor for pressure. Some establishments will try to use air compressors to dispense their beer to cut costs. Air will not carbonate your beer, resulting in a flat product. When dispensing beer, you must use either carbon dioxide or a mixture of carbon dioxide and nitrogen.

Cloudy Beer. The ideal beer for most styles has a 1cm head, is nicely carbonated, and is perfectly clear. But if your beer comes out cloudy, here are some ways you can fix it. It's important to note, though, that some beers, like wheat beers, are supposed to be cloudy.

- The beer is over-chilled in the keg or beer lines. If the beer is too cold, ice can start forming, which causes the beer to become cloudy. Be sure beer is stored at the correct temperature.

- Beer lines or taps have not been adequately cleaned. Over time, yeast and sediment can build up in your draft lines or taps. This sediment can get into your beer and cause it to turn cloudy. You can prevent this by cleaning your beer tap system regularly and thoroughly.

- Your pressure source is contaminated. Carbon dioxide cylinders should be regularly inspected and maintained if they're being refilled instead of replaced. Otherwise, rust, and other contaminants may build up inside and get into your beer. Some cylinders can be fitted with in-line purifiers that use carbon beads to remove contaminants.

Unusual Taste: Being served a beer that tastes "off" is one of the worst things that can happen at a bar. Here's how to prevent it from happening at yours:

- Beer lines or taps are dirty. Build-up in the beer lines or tap can affect the taste of your beer, so you should clean them regularly.

- Your gas cylinders are contaminated. Check your gas tank for rust or contamination. You may need to swap it out for a different tank and have the contaminated tank cleaned.

- Beer glasses haven't been cleaned properly. If you use the wrong chemicals to clean your beer glasses, they can leave a small film that can cause your beer to taste off. Make sure that you're using specifically beer glass chemicals and sanitizer.

- You're serving old beer. Many breweries print a freshness date on kegs to help prevent you from holding onto a product for too long. As a general rule of thumb, a keg of non-pasteurized beer being dispensed with carbon dioxide will stay fresh for approximately 45-60 days, while pasteurized beer will hold for between 90-120 days.

Beer Isn't Flowing: Beer not flowing is a huge problem for bars. Here are some easy troubleshooting tips to ensure you get your beer flowing again quickly:

- Your keg is empty. Replace the empty one with a fresh keg. You can also use a keg check to see the current levels in your keg.
- Your gas cylinder is empty. Replace or refill your tank. A double gauge regulator can be a handy investment for your tank because it has a regulated pressure gauge and it also shows how much is left in your tank.
- The gas is turned off**.** Your CO_2 should be left on, unless there are leaks or you need to change out the cylinder.
- Your keg is tapped incorrectly. Make sure your keg has been tapped correctly.
- The beer lines are frozen. Thaw out the frozen lines. Make sure that the beer is being stored at an appropriate temperature--generally between 36 - 38 degrees Fahrenheit--to avoid freezing, which can cause ice to backup into your beer line. If ambient temperature is the problem, consider insulating the beer lines.

The beer tap system is one of the most important pieces of equipment in a bar, so it’s important that you know how to clean, maintain, and troubleshoot your system. And with this information you’ll be able to handle any problem that might come your way.

Source:https://www.webstaurantstore.com/article/109/beer-tap-system-troubleshooting.html

Spirits

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

Spirit	Serve	Mixer	Garnish
Brandy	30ml	Dry, Soda, Cola	None
Gin	30ml	Tonic, Soda	Lime
Rum D	30ml	Soda, Cola, ginger beer	Lime
Rum W	30ml	Cola, Soda	Lime
Scotch	30ml	Soda, Dry, Cola, Water	None
Vodka	30ml	water, ginger beer, juice, lime cordial	Lime
Tequila	30ml	Soda	Lime, salt
Scotch Whisky	30ml	Soda, Cola, Dry Ginger Ale, water	None
Irish Whisky	30ml	Soda, Cola, Dry Ginger Ale, water	None
Canadian Whisky	30ml	Soda, Cola, Dry Ginger Ale.	Lime
Japanese Whisky	30ml	Soda, Cola, water	None
Australian Whisky	30ml	Soda, Cola, Dry Ginger Ale, water	None
Bourbon / Tennessee Whisky	30ml	Soda, Cola, Dry Ginger Ale, water	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. 30ml of spirit is a normal serve and 15ml is a half serve

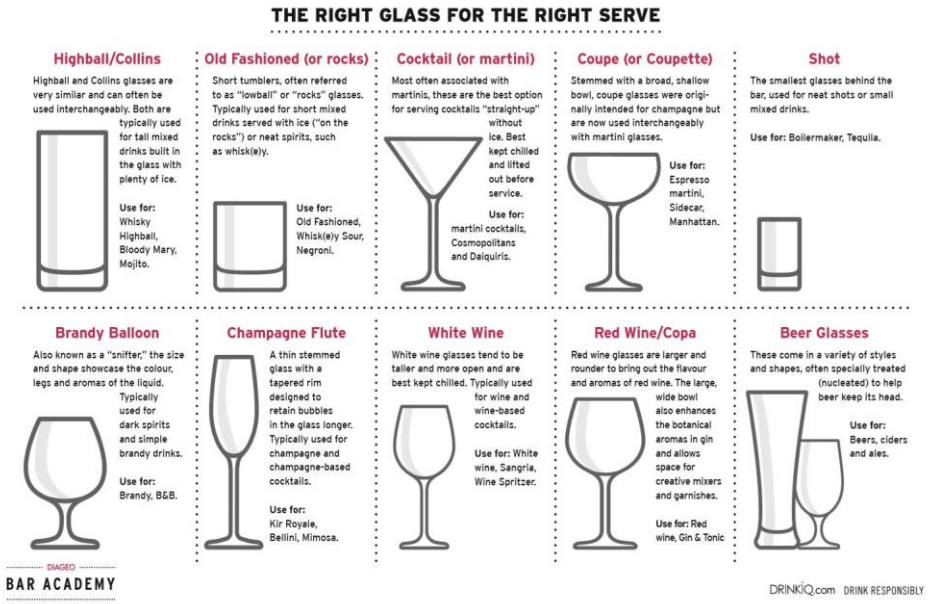
Service

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
- Frape = on crushed or blended ice
- Muddling = garnish crushed the ice added

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. Some bars are no longer making straws available due to plastic and others are using paper straws only.



Source: https://www.diageobaracademy.com/en_zz/bar-skills/drinks-techniques-tools/drinks-techniques-tools-articles/essential-bar-skills-glassware/

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

Cocktail

- Strawberry Daiquiri – strawberry garnish
- Pina Colada – pineapple garnish

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.

E.g. Lemon lime and bitters – A traditional Aussie pub favourite!

- **LLB (Lemon Lime Bitters):** 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, ice and then topped with lemonade whilst adding lime cordial. Fresh muddled lime is optional but always a taste hit!

- **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 in 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 mocktails 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. Also becoming widely used for Espresso Martinis.

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:

- 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.

Liqueur	Origin	Flavour	Colour	Approx % Alc	Proprietry 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
Jägermeister	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 grape's 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 C02. 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 C02 to make the bubbles. Sweeter wines will be harvested later ensuring the residual sugar remains after fermentation.

In 2019, Australian winemakers exported $2.78 billion of wine, Wine Australia statistics show.

Source: https://thenewdaily.com.au/finance/consumer/2019/05/01/australian-wine-shortage-2019/

Common Australian Wine Varieties

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: 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 Wine 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 (CO2) being dissolved into the wine, the CO2 can be introduced naturally as part of a secondary fermentation or impregnation method where the CO2 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 increasing a reputation for their products.

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 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**: A Muddle stick is shaped like a small baseball 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 or cucumber is being widely used now, a cream-based cocktail may use something sweeter such as strawberry or slice of kiwi fruit or crumbled chocolate

A rule of thumb can be that the more decoration, the less sure 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.

Checklist 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 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. Take note of your menu and review regularly.
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 equipment ready to go for the next order
8. Dispose of fruit/garnish waste in the appropriate waste bin.

MOJITO

Ingredients

- 30ml Bacardi
- ½ fresh lime
- 12 fresh mint leaves
- 2 bar spoons of sugar
- Dash of soda water
- Ice

How to mix

1. Put lime wedges into a glass, then add the sugar and muddle
2. Put the mint leaves in and muddler
3. Half fill the glass with ice and pour in the Bacardi. Stir the mix together until the sugar dissolves
4. Top up with soda water and garnish it with a sprig of mint

Pina Colada

Ingredients

- 6-7 chunks of pineapple
- 1 bar spoon sugar
- 2 bar spoons coconut cream
- 30 ml Bacardi
- 60 ml fresh pineapple juice
- Ice
- To garnish: A pineapple triangle

How to mix

1. Place all your ingredients into the blender (apart from the garnish!) and blend until a smooth consistency
2. Pour into a chilled glass, then add your garnish and serve

Cosmopolitan

Ingredients

- 30 ml Vodka
- 30 ml Cointreau liqueur
- 30 ml Cranberry juice
- 15 ml Fresh lime juice
- Cubed ice
- To garnish: orange zest

How to mix

1. Chill your cocktail glass
2. Put all of the ingredients into your shaker or stirring glass and shake or stir vigorously
3. Strain into a cocktail glass
4. Garnish with a piece of orange peel

Blue Hawaiian

Ingredients

- 30ml Bacardi
- 30ml blue curaçao
- 1 bar spoon coconut cream
- To garnish: A pineapple triangle
- 100ml pineapple juice

How to mix

Combine all the ingredients in a cocktail shaker and fill with ice. Shake then pour into a glass filled with ice.

Fruit Tingle

Ingredients

- 30ml Vodka
- 30ml Blue curaçao
- Dash Raspberry cordial
- Lemonade
- To garnish: Lemon slice
- Ice

How to mix

1. Build Vodka and Blue curaçao over ice
2. Top with Lemonade
3. Add a dash of Raspberry cordial
4. Garnish with lemon

Chocktail

Ingredients

- 30 ml Bailys
- 30 ml Butterscotch schnapps
- 30 ml Cream
- 30 ml Chocolate syrup
- Ice
- To garnish: Chocolate sprinkle.

How to mix

1. Place all your ingredients into the blender (apart from the garnish!) and blend until a smooth consistency
2. Pour into a chilled glass, then add your garnish and serve

Japanese Slipper

Ingredients

- 30 ml Midori
- 30 ml Cointreau liqueur
- 30 ml Fresh lemon juice
- Cubed ice
- To garnish: Lemon slice

How to mix

1. Chill your cocktail glass
2. Put all of the ingredients into your shaker or stirring glass and shake or stir vigorously
3. Strain into a cocktail glass
4. Garnish with a piece lemon

Daiquiri

Ingredients

- 30 ml Bacardi
- 30 ml lime juice
- 2 Bar spoons sugar
- Cubed ice

How to mix

1. Chill your glass
2. Add the lime and sugar to your cocktail shaker and stir until the sugar dissolves
3. Put the remaining ingredients into the shaker
4. Strain into the glass.

Name	Glass	Garnish	Method	Ingredients
Original Espresso Martini		3 coffee beans	Shake and strain	45ml Vodka 15ml Tia Maria 30ml Espresso Mix 10ml Sugar Syrup
Vanilla Espresso Martini		3 coffee beans	Shake and strain	30ml Tia Maria 30ml Licor 43 30ml Espresso Mix
Almond Espresso Martini		3 coffee beans	Shake and strain	45ml Tia Maria 15ml Disaronno 30ml Espresso Mix 10ml Sugar Syrup
Tira Misu Espresso Martini		3 coffee beans	Shake and strain	30ml Sierra Café 15ml Tia Maria 15ml Mozart Gold 30ml Espresso Mix Float Cream on top
Classic Spritz		orange wheel	Build over ice into large wine glass	60ml Aperol 90ml Prosecco Top with Soda
Hugo Spritz		fresh mint	Build over ice into large wine glass	30ml Fiorente Elderflower 90ml Prosecco Top with Soda 2 squeezed Lime Wedges 5 mint leaves
Sorrentine Spritz			Build over ice into large wine glass	30ml Villa Massa 15ml Cointreau 90ml Prosecco Top with Soda
Latin Spritz			Build over ice into large wine glass	45ml Passoa 90ml Prosecco Top with Soda
French Spritz			Build over ice into large wine glass	45ml Cointrau 90ml Prosecco Top with Soda
Spiced Sailor		Lime wheels	Build over ice into glass jug	60ml Mt Gay Eclipse 30ml Licor 43 topped with gingerale
Sangria 43		Apple, orange, Lemon, Lime segments	Build over ice into glass jug	60ml Licor 43 30ml Vodka 200ml Apple Juice 200ml Traminer 100ml Soda water (Top)
Red Sangria 43		Pear, Apple, Lemon & peach segments	Build in glass jug & stir (Plenty of ice needed)	60ml Licor 43 30ml St Remy Brandy 200ml Red Wine (Merlot) 150ml Orange juice Topped with soda water

Name	Glass	Garnish	Method	Ingredients
Starboard Martini		Passionfruit shell or Lime wheel	Shaken & fine strained	30ml Passoa 30ml Vanilla Vodka 20ml Vanilla sugar syrup 30ml Lime juice Barspoon Passionfruit Pulp
Just In Thyme		Thyme Sprig	Shake & fine strain	45ml Botanist Gin 15ml Fiorente 30ml lemon juice 20ml Sugar Syrup 15ml Cranberry Juice
The Dark Side		Twisted Lemon Peel	Shake and fine strain	30ml Cointreau 30ml Remy Martin VSOP 30ml Lemon Juice
Royale Margarita		Half Salt Rimmed Glass	Shake & strain into a chilled glass over ice	45ml Sierra Tequila 20ml Cointreau Blood Orange 30ml Lime Juice 20ml sugar syrup
Captains Kiss		Lime Wedge	Build Over Ice	30ml Cointreau 30ml Passoa Top with Lemonade
Lemon Cheesecake		Twisted Lemon Peel	Shake and strain	30ml Villa Massa Limoncello 30ml Vodka 30ml Lemon Juice 10ml Sugar syrup
Drucken Sailor		Squeezed Lime Wedge	Build Over Ice	45ml Mt Gay Black Barrel 15ml Licor 43 top with Ginger Ale
Golden Mojito		Fresh mint sprig	Build ingredients in glass, press mint, add crushed ice and stir	50ml Mt Gay Eclipse 10ml Cointreau 30ml Fresh Lime Juice 15ml Sugar Syrup 10 Mint leaves
Bloody Mary		Lemon Slice Celery Leaves	Build over ice	45ml Vodka Top with Finest Call Bloody Mary Mix
Long Island Iced Tea		Lemon Wheel	Build over Ice Top with Cola	10ml Cointreau 10ml Vodka 10ml Sierra Tequila 10ml Finsbury Gin 10ml Mt Gay Silver 30ml Lemon Juice 10ml Sugar Syrup
Cucumber Daiquiri		Cucumber Wheel	Shake and Strain	60ml Mt Gay Silver 30ml Lime Juice 20ml Sugar Syrup 4 slices Cucumber

Source: – Southport Yacht Club

ENJOY AND BE CREATIVE!

Notes: