



**INTERNATIONAL
HOTEL SCHOOL**

Programme Name:	Bartender
Qualification / Learning Programme / Short Course:	Short Course
NQF Level:	3
Unit Standard (s):	Unit 7744: <i>Provide a table drink service</i>
Credits:	4
Learning Outcomes:	<p><u>Knowledge Outcomes</u> On successful completion of this Unit Standard, the Learner will be able to demonstrate knowledge and understanding by:</p> <ul style="list-style-type: none"> • Providing drink service information in accordance with Sun International Standard Operating Procedures. • Explaining the importance of dealing with customers in a polite, friendly and prompt manner. • Explaining the consequences of selling alcohol to under age or intoxicated persons. • Describing the range of alcoholic and non-alcoholic drinks in the establishment regarding price, drink volumes, sizes or quantities, accompaniments and specials. • Providing information about alternative offerings to customers where their request cannot be accommodated. • Describing effective and safe ways of carrying large drink orders to improve customer service. • Listing unexpected situations associated with providing a table drink service and give reasons for decisions to solve these are described. Unexpected situations include: damaged or broken service equipment, chipped or broken glassware, spillages and breakages, unruly guests, under aged persons ordering alcoholic drinks, customer complaints. • Identifying and explaining the use of the following drink service items: trays, service plates and salver. • Identifying the following range of glasses and explaining their uses: beer glasses, wine glasses, liqueur glasses, sherry glasses, cocktail glasses, highball glasses, tumbler/whiskey glasses and champagne glasses. • Explaining the importance of dealing with spillages and breakages quickly and efficiently <p><u>Practical Outcomes</u> On successful completion of this Unit Standard, the Learner will be able to demonstrate competence in the following skills:</p> <ul style="list-style-type: none"> • Provide drink service information in accordance with Sun International Standard Operating Procedures. • Provide Information about the range of alcoholic and non-alcoholic drinks in the establishment regarding price, drink

		<p>volumes, sizes or quantities, accompaniments and specials.</p> <ul style="list-style-type: none"> • Recommend alternative offerings to customers where their request cannot be accommodated. • Demonstrate effective and safe ways of carrying large drink orders to improve customer service. • Deal with unexpected situations associated with providing a table drink service. Unexpected situations include: damaged or broken service equipment, chipped or broken glassware, spillages and breakages, unruly guests, under aged persons ordering alcoholic drinks, customer complaints. • Correctly use the following drink service items: trays, service plates and salver • Demonstrate the correct use of the following range of glasses: beer glasses, wine glasses, liqueur glasses, sherry glasses, cocktail glasses, highball glasses, tumbler/whiskey glasses and champagne glasses. • Deal with spillages and breakages quickly and efficiently. 		
Programme Structure:		Full-time with On-job skills practice and validation		
Duration:	Teaching Methodology:	Classroom theory; Demonstration; Simulation; Skills development through workplace application		
	Assessment Methodology:	<u>Knowledge:</u> Written test, knowledge activities and/or assignments. <u>Practical:</u> Application and demonstration of skills and On-job Validation		
	Contact Time (Knowledge):	<u>Current Employees</u> = 1 Day <u>New Employees</u> = 1 Day		
	Contact Time (Skills Training):	<u>Current Employees</u> = 1 Day <u>New Employees</u> = 4 Days		
	On-job Practise and Validation:	<u>Current and New Employees</u> - 4 Weeks (Learners to spend this time in applying knowledge and practising skills learned during the learning programme)		
	Final Integrated Summative Assessment (FISA) (Knowledge):	2 Hours (To be completed at the end of the On-job Practise and Validation period)		
	FISA (Practical):	1 Hour (To be completed at the end of the On-job Validation period)		
Minimum / Maximum Delegates:		<table border="1"> <tr> <td>Minimum: 10</td> <td>Maximum: Group size – 25 Maximum No. of Groups – Unlimited</td> </tr> </table>	Minimum: 10	Maximum: Group size – 25 Maximum No. of Groups – Unlimited
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Learning Programme Matrix Category:		E		

Notional Hour Calculation

FISA = Final Integrated Summative Assessment (conducted by a registered, scoped Assessor)

NH = Notional Hour

Current Employees

Credits	Notional Hours	30% Knowledge Component = 12 Notional Hours			70% Practical Component = 28 Notional Hours		
		Contact Time	Learner Centred Time	Knowledge FISA	Contact Time	On-job Practise and Validation	Practical FISA
4	40	8.4 NH	2.6 NH	1.0 Hour	8.4 NH	4 weeks*	1.0 Hour

New Employees

Credits	Notional Hours	30% Knowledge Component = 12 Notional Hours			70% Practical Component = 28 Notional Hours		
		Contact Time	Learner Centred Time	Knowledge FISA	Contact Time	On-job Practise and Validation	Practical FISA
4	40	8.4 NH	2.6 NH	1.0 Hour	27 NH	4 weeks*	1.0 Hour

*A period of 4 weeks is recommended between training and Practical Assessment to enable the Learner to gain sufficient experience in skills application before the Final Integrated Summative Assessment (Practical) is conducted in the workplace.

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