



## Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Be able to take customers orders	<p>1.1 Deal with customers in order of arrival where possible</p> <p>1.2 Maintain focus on the customer and their needs</p> <p>1.3 Offer customers accurate information on available drinks</p> <p>1.4 Take the opportunity to maximise sales through up-selling in line with current best practice and or legislation</p> <p>1.5 Identify customer requirements accurately and offer them drink accompaniments appropriate to the type of drink</p> <p>1.6 Provide alcoholic drinks to permitted people only</p> <p>1.7 Deal with customer incidents effectively and inform the proper person where necessary</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Understand how to take customers orders</p>	<p>2.1 State the Licensing Objectives relevant to the country working within</p> <p>2.2 State current relevant legislation to licensing and weights and measures</p> <p>2.3 State why it is important to check glassware for damage</p> <p>2.4 Explain why drinks should be stored at the correct temperature</p> <p>2.5 Describe how to deal with violent/disorderly customers</p> <p>2.6 Explain why it is important to offer customers accurate information eg about strength of drinks and their basic characteristics</p> <p>2.7 State why it is important to offer customers accurate information about special offers and promotions</p> <p>2.8 State what legal measures must be used to serve alcohol and why they must be used</p> <p>2.9 State what law is in relation to serving underage drinkers and how this affects the bar staff</p> <p>2.10 State what law is in relation to the times of day/night that alcohol may be served</p> <p>2.11 Describe symptoms that indicate when a customer has drunk excessive amounts and what are the legal responsibilities are in relation to this</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to serve alcoholic and non-alcoholic drinks	<p>2.12 State under what circumstances customers must not be served with alcohol</p> <p>2.13 Describe how to respond to signs that someone might be under the influence of drugs or buy/selling drugs</p> <p>2.14 Describe what procedures to follow in response to people smoking in a no smoking area</p> <p>2.15 Describe the type of non-routine needs that customers may have and how to deal with them</p> <p>2.16 Describe organisations' standards for customer service</p> <p>2.17 Describe different service styles within organisation</p> <p>2.18 Describe why customers should be dealt with in order of arrival where possible</p>			
3 Be able to serve alcoholic and non-alcoholic drinks	<p>3.1 Select a glass in which to serve the drink according to organisations' procedures and customer requirements</p> <p>3.2 Check that the glass is clean and undamaged</p> <p>3.3 Pour drink according to the product that is being served</p> <p>3.4 Ensure that the drink is at the correct temperature before serving</p> <p>3.5 Promote additional products to the customer as appropriate</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>4 Understand how to serve alcoholic and non-alcoholic drinks</p>	<p>4.1 Describe the correct way to open capped, screw top and corked bottles and how to use the appropriate equipment</p> <p>4.2 State why the bottle should be left facing the customer</p> <p>4.3 Describe the correct way to pour and serve different draught drinks</p> <p>4.4 Describe the correct way to pour and serve different drinks for free or optic pouring</p> <p>4.5 Describe types of glasses available to serve drinks and which ones to use according to organisations procedures and customer requirements</p> <p>4.6 State correct temperature for different types of drinks</p>			

Learner name: \_\_\_\_\_ Date: \_\_\_\_\_

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Assessor signature: \_\_\_\_\_ Date: \_\_\_\_\_

Internal verifier signature: \_\_\_\_\_ Date: \_\_\_\_\_  
*(if sampled)*

## Assessment requirements/evidence requirements

### Take customer orders

The assessor **must** assess assessment criteria 1.1-1.6 by directly observing the learner's work.

The assessor may assess assessment criterion 1.7 through questioning or witness testimony if no naturally occurring evidence is available.

There must be performance evidence, gathered through observing the learner's work for:

- at least **two** from **information**
  - a) price
  - b) alcoholic content
  - c) name and type of drink
  - d) style characteristics
- at least **two** from **drinks**
  - a) bottled drinks
  - b) draught drinks
  - c) drinks in cans or cartons
  - d) drinks served by free pouring or optics
- at least **two** from **drink accompaniments**
  - a) ice/water
  - b) food garnishes for drinks
  - c) decorative items/stirrers.

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

### Serve alcoholic and non-alcoholic drinks

The assessor **must** assess assessment criteria 3.1-3.4 by directly observing the learner's work.

The assessor may assess assessment criterion 3.5 through questioning or witness testimony if no naturally occurring evidence is available.

There must be performance evidence, gathered through observing the learner's work for:

- at least **three** from **drinks**
  - a) bottled
  - b) draught
  - c) drinks in cans
  - d) drinks in cartons
  - e) free pouring/optics
- at least **one** from **customer**
  - a) with routine needs
  - b) with non-routine needs
- at least **one** from **service style**
  - a) at the bar
  - b) at the table.

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.