TRAINING REGULATIONS

BARTENDING NC II

TOURISM SECTOR
(HOTEL AND RESTAURANT)

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(HOTEL AND RESTAURANT)

BARTENDING NC II

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TRAINING REGULATIONS FOR
BARTENDING NC II

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SECTION I   BARTENDING NC II QUALIFICATION

The **BARTENDING NC II** Qualification consists of competencies that a person must achieve to operate a bar, prepare and mix cocktails and non-alcoholic concoctions and provide basic wine service to guests in all food and beverage service providers except for "Specialty Coffee Shops".

This Qualification is packaged from the competency map of the **Tourism Sector (Hotel and Restaurant)** as shown in Annex A.

The Units of Competency comprising this Qualification include the following:

CODE NO.	BASIC COMPETENCIES
500311105	Participate in workplace communication
500311106	Work in a team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

CODE NO.	COMMON COMPETENCIES
TRS311201	Develop and update industry knowledge
TRS311202	Observe workplace hygiene procedures
TRS311203	Perform computer operations
TRS311204	Perform workplace and safety practices
TRS311205	Provide effective customer service

CODE NO.	CORE COMPETENCIES
TRS512395	Clean bar areas
TRS512396	Operate bar
TRS512397	Prepare and mix cocktails and non-alcoholic concoctions
TRS512398	Provide basic wine service

CODE NO.	ELECTIVE COMPETENCIES
TRS3113100	Prepare espresso
TRS3113101	Texture milk
TRS3113102	Prepare and serve coffee beverages

A person who has achieved this Qualification is competent to be:

❑ Bartender/*Barkeeper*
❑ Bar Utility/Back

SECTION 2   COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **BARTENDING NC II**.

BASIC COMPETENCIES

UNIT OF COMPETENCY	:	**PARTICIPATE IN WORKPLACE COMMUNICATION**
UNIT CODE	:	**500311105**
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from ***appropriate sources*** 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate ***medium*** is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and ***storage*** of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established ***protocols*** 2.4 ***Workplace interactions*** are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and maters concerning working conditions of employment are asked and responded to 2.6 Meetings outcomes are interpreted and implemented
3. Complete relevant work related documents	3.1 Range of ***forms*** relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are identified and properly acted upon 3.5 Reporting requirements to supervisor are completed according to organizational guidelines

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1 Team members 1.2 Suppliers 1.3 Trade personnel 1.4 Local government 1.5 Industry bodies
2. Medium	2.1 Memorandum 2.2 Circular 2.3 Notice 2.4 Information discussion 2.5 Follow-up or verbal instructions 2.6 Face to face communication
3. Storage	3.1 Manual filing system 3.2 Computer-based filing system
4. Forms	4.1 Personnel forms, telephone message forms, safety reports
5. Workplace interactions	5.1 Face to face 5.2 Telephone 5.3 Electronic and two way radio 5.4 Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1 Observing meeting 6.2 Compliance with meeting decisions 6.3 Obeying meeting instructions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared written communication following standard format of the organization 1.2 Accessed information using communication equipment 1.3 Made use of relevant terms as an aid to transfer information effectively 1.4 Conveyed information effectively adopting the formal or informal communication
2. Required knowledge	2.1 Effective communication 2.2 Different modes of communication 2.3 Written communication 2.4 Organizational policies 2.5 Communication procedures and systems 2.6 Technology relevant to the enterprise and the individual's work responsibilities
3. Required Skills	3.1 Follow simple spoken language 3.2 Perform routine workplace duties following simple written notices 3.3 Participate in workplace meetings and discussions 3.4 Complete work related documents 3.5 Estimate, calculate and record routine workplace measures 3.6 Basic mathematical processes of addition, subtraction, division and multiplication 3.7 Ability to relate to people of social range in the workplace 3.8 Gather and provide information in response to workplace requirements
4. Resource Implications	4.1 Fax machine 4.2 Telephone 4.3 Writing materials 4.4 Internet
5. Methods of Assessment	5.1 Direct Observation 5.2 Oral interview and written test
6. Context of Assessment	6.1 Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY :   WORK IN TEAM ENVIRONMENT

UNIT CODE   :   500311106

UNIT DESCRIPTOR   :   This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Describe team role and scope	1.1 The ***role and objective of the team*** is identified from available ***sources of information*** 1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1 Individual role and responsibilities within the team environment are identified 2.2 Roles and responsibility of other team members are identified and recognized 2.3 Reporting relationships within team and external to team are identified
3. Work as a team member	3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives 3.2 Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and ***workplace context*** 3.3 Observed protocols in reporting using standard operating procedures 3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1 Work activities in a team environment with enterprise or specific sector 1.2 Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1 Standard operating and/or other workplace procedures 2.2 Job procedures 2.3 Machine/equipment manufacturer's specifications and instructions 2.4 Organizational or external personnel 2.5 Client/supplier instructions 2.6 Quality standards 2.7 OHS and environmental standards
3. Workplace context	3.1 Work procedures and practices 3.2 Conditions of work environments 3.3 Legislation and industrial agreements 3.4 Standard work practice including the storage, safe handling and disposal of chemicals 3.5 Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Operated in a team to complete workplace activity 1.2 Worked effectively with others 1.3 Conveyed information in written or oral form 1.4 Selected and used appropriate workplace language 1.5 Followed designated work plan for the job 1.6 Reported outcomes
2. Required Knowledge	2.1 Communication process 2.2 Team structure 2.3 Team roles 2.4 Group planning and decision making
3. Required Skills	3.1 Communicate appropriately, consistent with the culture of the workplace
4. Resource Implications	The following resources MUST be provided: 4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2 Materials relevant to the proposed activity or tasks
5. Methods of Assessment	Competency may be assessed through: 5.1 Observation of the individual member in relation to the work activities of the group 5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
6. Context for Assessment	6.1 Competency may be assessed in workplace or in a simulated workplace setting 6.2 Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : PRACTICE CAREER PROFESSIONALISM

UNIT CODE : 500311107

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance *evaluation* 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 *Resources* are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
3. Maintain professional growth and development	3.1 *Trainings and career opportunities* are identified and availed of based on job requirements 3.2 *Recognitions* are sought/received and demonstrated as proof of career advancement 3.3 *Licenses and/or certifications* relevant to job and career are obtained and renewed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests

2. Resources	2.1 Human
	2.2 Financial
	2.3 Technology
	    2.3.1 Hardware
	    2.3.2 Software

3. Trainings and career opportunities	3.1 Participation in training programs
	    3.1.1 Technical
	    3.1.2 Supervisory
	    3.1.3 Managerial
	    3.1.4 Continuing Education
	3.2 Serving as Resource Persons in conferences and workshops

4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Attained job targets within key result areas (KRAs)
	1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation
	1.3 Completed trainings and career opportunities which are based on the requirements of the industries
	1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
2. Required Knowledge	2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.)
	2.2 Company policies
	2.3 Company-operations, procedures and standards
	2.4 Fundamental rights at work including gender sensitivity
	2.5 Personal hygiene practices
3. Required Skills	3.1 Appropriate practice of personal hygiene
	3.2 Intra and Interpersonal skills
	3.3 Communication skills
4. Resource Implications	The following resources **MUST** be provided:
	4.1 Workplace or assessment location
	4.2 Case studies/scenarios
5. Methods of Assessment	Competency may be assessed through:
	5.1 Portfolio Assessment
	5.2 Interview
	5.3 Simulation/Role-plays
	5.4 Observation
	5.5 Third Party Reports
	5.6 Exams and Tests
6. Context of Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY	:	PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES
UNIT CODE	:	500311108
UNIT DESCRIPTOR	:	This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 ***Safety regulations*** and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 ***Hazards/risks*** in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 ***Contingency measures*** during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 ***Personal protective equipment (PPE)*** is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol
4. Maintain OHS awareness	4.1 ***Emergency-related drills and trainings*** are participated in as per established organization guidelines and procedures 4.2 ***OHS personal records*** are completed and updated in accordance with workplace requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations

2. Hazards/Risks	May include but are not limited to:
	2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation
	2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects
	2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors
	2.4 Ergonomics
	    2.4.1 Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles
	    2.4.2 Physiological factors – monotony, personal relationship, work out cycle

3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 Calling emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Explained clearly established workplace safety and hazard control practices and procedures
	1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures
	1.3 Recognized contingency measures during workplace accidents, fire and other emergencies
	1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV.
	1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace
	1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices
	1.7 Completed and updated OHS personal records in accordance with workplace requirements
2. Required Knowledge	2.1 OHS procedures and practices and regulations
	2.2 PPE types and uses
	2.3 Personal hygiene practices
	2.4 Hazards/risks identification and control
	2.5 Threshold Limit Value -TLV
	2.6 OHS indicators
	2.7 Organization safety and health protocol
	2.8 Safety consciousness
	2.9 Health consciousness
3. Required Skills	3.1 Practice of personal hygiene
	3.2 Hazards/risks identification and control skills
	3.3 Interpersonal skills
	3.4 Communication skills
4. Resource Implications	The following resources must be provided:
	4.1 Workplace or assessment location
	4.2 OHS personal records
	4.3 PPE
	4.4 Health records
5. Methods of Assessment	Competency may be assessed through:
	5.1 Portfolio Assessment
	5.2 Interview
	5.3 Case Study/Situation
6. Context for Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT OF COMPETENCY : **DEVELOP AND UPDATE INDUSTRY KNOWLEDGE**

UNIT CODE : **TRS311201**

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitude required to access, increase and update industry knowledge. It includes seek information on the industry and update industry knowledge

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Seek information on the industry	1.1 ***Sources of information*** on the industry are correctly identified and accessed 1.2 ***Information to assist effective work performance*** is obtained in line with job requirements 1.3 Specific information on sector of work is accessed and updated 1.4 Industry information is correctly applied to day-to-day work activities
2. Update industry knowledge	2.1 Informal and/or formal research is used to update general knowledge of the industry 2.2 Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information sources	May include: 1.1 media 1.2 reference books 1.3 libraries 1.4 unions 1.5 industry associations 1.6 industry journals 1.7 internet 1.8 personal observation and experience

2. Information to assist effective work performance	May include:
	2.1 different sectors of the industry and the services available in each sector
	2.2 relationship between tourism and hospitality
	2.3 relationship between the industry and other industries
	2.4 industry working conditions
	2.5 legislation that affects the industry
	    2.5.1 liquor
	    2.5.2 health and safety
	    2.5.3 hygiene
	    2.5.4 gaming
	    2.5.5 workers compensation
	    2.5.6 consumer protection
	    2.5.7 duty of care
	    2.5.8 building regulations
	2.6 trade unions environmental issues and requirements
	2.7 industrial relations issues and major organizations
	2.8 career opportunities within the industry
	2.9 work ethic required to work in the industry and industry expectations of staff
	2.10 quality assurance

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate/ trainee : 1.1 Knew key sources of information on the industry 1.2 Updated industry knowledge 1.3 Accessed and used industry information
2. Required Knowledge	2.1 Overview of quality assurance in the industry 2.2 Role of individual staff members 2.3 Industry information sources
3. Required Skills	3.1 Time management 3.2 Ready skills needed to access industry information 3.3 Basic competency skills needed to access the internet
4. Resource Implications	The following resources should be provided: 4.1 Sources of information on the industry 4.2 Industry knowledge
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Interview/questions 5.2 Practical demonstration 5.3 Portfolio of industry information related to trainee's work
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY :   OBSERVE WORKPLACE HYGIENE PROCEDURES

UNIT CODE   :   TRS311202

UNIT DESCRIPTOR   :   This unit of competency deals with the knowledge, skills and attitudes in observing workplace hygiene procedures. It includes following hygiene procedures and identifying and preventing hygiene risks.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables	
1. Follow hygiene procedures	1.1	Workplace *hygiene procedures* are implemented in line with enterprise and legal requirements
	1.2	Handling and storage of items are undertaken in line with enterprise and legal requirements
2. Identify and prevent hygiene risks	2.1	Potential *hygiene risks* are identified in line with enterprise procedures
	2.2	Action to *minimize* and *remove risks* are taken within scope of individual responsibility of enterprise/legal requirements
	2.3	Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hygiene procedures	May include : 1.1 safe and hygienic handling of food and beverage 1.2 regular hand washing 1.3 correct food storage 1.4 appropriate and clean clothing 1.5 avoidance of cross-contamination 1.6 safe handling disposal of linen and laundry 1.7 appropriate handling and disposal of garbage 1.8 cleaning and sanitizing procedures 1.9 personal hygiene

2. Hygiene risk	May include:
	2.1 bacterial and other contamination arising from poor handling of food
	2.2 inappropriate storage of foods
	2.3 storage at incorrect temperatures
	2.4 foods left uncovered
	2.5 poor personal hygiene practices
	2.6 poor work practices
	    2.6.1 cleaning
	    2.6.2 housekeeping
	    2.6.3 food handling
	    2.6.4 vermin
	    2.6.5 airborne dust
	2.7 cross-contamination through cleaning inappropriate cleaning practices
	2.8 inappropriate handling of potentially infectious linen
	2.9 contaminated wastes such as blood and body secretions
	2.10 disposal of garbage and contaminated or potentially contaminated wastes

3. Minimizing or removing risk	May include: 3.1 auditing staff skills and providing training 3.2 ensuring policies and procedures are followed strictly 3.3 audits or incidents with follow up actions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment required evidence that the candidate : 1.1 Followed hygiene procedures 1.2 Identified and responded to hygiene risk 1.3 Practiced personal grooming and hygiene
2. Required Knowledge	2.1 Typical hygiene and control procedures in the hospitality and tourism industries 2.2 Overview of legislation and regulation in relation to food handling, personal and general hygiene 2.3 Knowledge on factors which contribute to workplace hygiene problems 2.4 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross-infection 2.5 Sources of and reasons for food poisoning
3. Required Skills	3.1 Ability to follow correct procedures and instructions 3.2 Ability to handle operating tools/ equipment 3.3 Application to hygiene principles
4. Resource Implications	The following resources should be provided: 4.1 Hygiene procedures, actual or simulated workplace, products used in hotel/restaurant /tourism workplace
5. Methods of Assessment	Competency in this unit must be assessed through: 5.1 Written examination 5.2 Practical demonstration
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY :   PERFORM COMPUTER OPERATIONS

UNIT CODE   :   TRS311203

UNIT DESCRIPTOR   :   This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which includes inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Plan and prepare for task to be undertaken	1.1 Requirements of task are determined 1.2 Appropriate **hardware** and **software** is selected according to task assigned and required outcome 1.3 Task is planned to ensure **OH & S guidelines** and procedures are followed
2. Input data into computer	2.1 Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3 Inputted data are stored in **storage media** according to requirements 2.4 Work is performed within **ergonomic guidelines**
3. Access information using computer	3.1 Correct program/application is selected based on job requirements 3.2 Program/application containing the information required is accessed according to company procedures 3.3 **Desktop icons** are correctly selected, opened and closed for navigation purposes 3.4 Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards
4. Produce/output data using computer system	4.1 Entered data are processed using appropriate software commands 4.2 Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Files and data are transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor **maintenance** and replacement of consumables are implemented 5.2 Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures 5.3 Basic file maintenance procedures are implemented in line with the standard operating procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and peripheral devices	May include: 1.1 Personal computers 1.2 Networked systems 1.3 Communication equipment 1.4 Printers 1.5 Scanners 1.6 Keyboard 1.7 Mouse
2. Software	May include: 2.1 Word processing packages 2.2 Data base packages 2.3 Internet 2.4 Spreadsheets
3. OH & S guidelines	May include: 3.1 OHS guidelines 3.2 Enterprise procedures
4. Storage media	May include: 4.1 diskettes 4.2 CDs 4.3 zip disks 4.4 hard disk drives, local and remote
5. Ergonomic guidelines	May include: 5.1 Types of equipment used 5.2 Appropriate furniture 5.3 Seating posture 5.4 Lifting posture 5.5 Visual display unit screen brightness
6. Desktop icons	May include: 6.1 directories/folders 6.2 files 6.3 network devices 6.4 recycle bin
7. Maintenance	May include: 7.1 Creating more space in the hard disk 7.2 Reviewing programs 7.3 Deleting unwanted files 7.4 Backing up files 7.5 Checking hard drive for errors 7.6 Using up to date anti-virus programs 7.7 Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1. Critical aspect of Competency	Assessment requires evidence that the candidate: 1.1 Selected and used hardware components correctly and according to the task requirement 1.2 Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3 Produced accurate and complete data in accordance with the requirements 1.4 Used appropriate devices and procedures to transfer files/data accurately 1.5 Maintained computer system
2. Required Knowledge	2.1 Basic ergonomics of keyboard and computer use 2.2 Main types of computers and basic features of different operating systems 2.3 Main parts of a computer 2.4 Storage devices and basic categories of memory 2.5 Relevant types of software 2.6 General security 2.7 Viruses 2.8 OH & S principles and responsibilities 2.9 Calculating computer capacity
3. Required Skills	3.1 Reading skills required to interpret work instruction 3.2 Communication skills
4. Resource Implications	The following resources should be provided: 4.1 Computer hardware with peripherals 4.2 Appropriate software
5. Methods of Assessment	The assessor may select two of the following assessment methods to objectively assess the candidate: 5.1 Observation 5.2 Questioning 5.3 Practical demonstration
6. Context for Assessment	6.1 Assessment may be conducted in the workplace or in a simulated environment

UNIT OF COMPETENCY :   **PERFORM WORKPLACE AND SAFETY PRACTICES**

UNIT CODE   :   **TRS311204**

UNIT DESCRIPTOR   :   This unit of competency deals with the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal presentation standards.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables	
1. Follow workplace procedures for health, safety and security practices	1.1	Correct *health, safety and security procedures* are followed in line with legislation, regulations and enterprise procedures
	1.2	*Breaches* of health, safety and security procedures are identified and reported in line with enterprise procedure
	1.3	Suspicious behavior or unusual occurrence are reported in line with enterprise procedure
2. Deal with emergency situations	2.1	*Emergency* and potential emergency situations are recognized and appropriate action are taken within individual's scope of responsibility
	2.2	Emergency procedures are followed in line with enterprise procedures
	2.3	Assistance is sought from colleagues to resolve or respond to emergency situations
	2.4	Details of emergency situations are reported in line with enterprise procedures
3. Maintain safe personal presentation standards	3.1	Safe personal standards are identified and followed in line with enterprise requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Health, safety and security procedures	May include: 1.1 use of personal protective clothing and equipment 1.2 safe posture including sitting, standing, bending 1.3 manual handling including lifting, transferring 1.4 safe work techniques including knives and equipment, handling hot surfaces, computers and electronic equipment 1.5 safe handling of chemicals, poisons and dangerous materials 1.6 ergonomically sound furniture and work stations 1.7 emergency fire and accident 1.8 hazard identification and control 1.9 security of documents, cash, equipment, people 1.10 key control systems
2. Breaches of procedure	May include: 2.1 loss of keys 2.2 strange or suspicious persons 2.3 broken or malfunctioning equipment 2.4 loss of property, goods or materials 2.5 damaged property or fittings 2.6 lack of suitable signage when required 2.7 lack of training on health and safety issues 2.8 unsafe work practices
3. Emergency	May include: 3.1 personal injuries 3.2 fire 3.3 electrocution 3.4 natural calamity i.e. earthquake/flood 3.5 criminal acts i.e. robbery

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with workplace safety, security and hygiene practices 1.4 Identified faults & problems and the necessary corrective action 1.5 Promoted public relation among others 1.6 Complied with quality standards 1.7 Responded to emergency situations in line with enterprise guidelines 1.8 Complied with proper dress code

2. Required Knowledge and Attitude	2.1 Communication
	    2.1.1 Interactive communication with others
	    2.1.2 Interpersonal skills
	    2.1.3 Good working attitude
	    2.1.4 Ability to work quietly; with cooperation; patience, carefulness, cleanliness and aesthetic values
	    2.1.5 Ability to focus on task at hand
	2.2 Systems, Processes and Operations
	    2.2.1 Workplace health, safety and security procedures
	    2.2.2 Emergency procedures
	    2.2.3 Personal presentation
	2.3 Safety Practices
	    2.3.1 Proper disposal of garbage
	    2.3.2 Practice safety measures
	    2.3.3 5S Implementation

3. Required Skills	3.1 Ability to make decision 3.2 Time management 3.3 Ability to offer alternative steps 3.4 Care in handling and operating equipment
4. Resource Implications	The following resources should be provided: 4.1 Procedures Manual on safety, security, health and emergency 4.2 Availability of tools, equipment, supplies and materials
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Written examination 5.2 Practical demonstration 5.3 Interview
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY : PROVIDE EFFECTIVE CUSTOMER SERVICE

UNIT CODE : TRS311205

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in providing effective customer service. It includes greeting customer, identifying customer needs, delivering service to customer, handling queries through telephone, fax machine, internet and email and handling complaints, evaluation and recommendation.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Greet customer	1.1 Guests are greeted in line with enterprise procedure 1.2 Verbal and non-verbal communications are appropriate to the given situation 1.3 ***Non verbal communication*** of customer is observed responding to customer 1.4 Sensitivity to ***cultural and social differences*** is demonstrated
2. Identify customer needs	2.1 Appropriate ***interpersonal skills*** are used to ensure that customer needs are accurately identified 2.2 ***Customer needs*** are assessed for urgency so that priority for service delivery can be identified 2.3 Customers are provided with information 2.4 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor
3. Deliver service to customer	3.1 Customer needs are promptly attended to in line with ***enterprise procedure*** 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle queries through telephone, fax machine, internet and email	4.1 Use telephone, computer, fax machine, internet efficiently to determine customer requirements 4.2 Queries/ information are recorded in line with enterprise procedure 4.3 Queries are acted upon promptly and correctly in line with enterprise procedure
5. Handle complaints, evaluation and recommendations	5.1 Guests are greeted with a smile and eye-to-eye contact 5.2 Responsibility for resolving the complaint is taken within limit of responsibility 5.3 Nature and details of complaint are established and agreed with the customer 5.4 Appropriate action is taken to resolve the complaint to the customers satisfaction wherever possible

RANGE OF VARIABLES

VARIABLE	RANGE
1. Non-verbal communication	May include: 1.1 body language 1.2 dress and accessories 1.3 gestures and mannerisms 1.4 voice tonality and volume 1.5 use of space 1.6 culturally specific communication customs and practices
2. Cultural and social differences	May include: 2.1 modes of greeting, farewelling and conversation 2.2 body language/ use of body gestures 2.3 formality of language
3. Interpersonal skills	May include: 3.1 interactive communication 3.2 public relation 3.3 good working attitude 3.4 sincerity 3.5 pleasant disposition 3.6 effective communication skills
4. Customer needs	May include : 4.1 those with a disability 4.2 those with special cultural or language needs 4.3 unaccompanied children 4.4 parents with young children 4.5 pregnant women 4.6 single women
5. Enterprise procedure	May include : 5.1 modes of greeting and farewell 5.2 addressing the person by name 5.3 time-lapse before a response 5.4 style manual requirements 5.5 standard letters and proforma

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with occupational, health and safety practices 1.4 Promoted public relation among others 1.5 Complied with service manual standards 1.6 Demonstrated familiarity with company facilities, products and services 1.7 Applied company rules and standards 1.8 Applied telephone ethics 1.9 Applied correct procedure in using telephone, fax machine, internet 1.10 Handled customer complaints

2. Required Knowledge and Attitude	2.1 Communication
	    2.1.1 Interactive communication with others
	    2.1.2 Interpersonal skills/ social graces with sincerity
	2.2 Safety Practices
	    2.2.1 Safe work practices
	    2.2.2 Personal hygiene
	2.3 Attitude
	    2.3.1 Attentive, patient and cordial
	    2.3.2 Eye-to-eye contact
	    2.3.3 Maintain teamwork and cooperation
	2.4 Theory
	    2.4.1 Selling/upselling techniques
	    2.4.2 Interview techniques
	    2.4.3 Conflict resolution
	    2.4.4 Communication process
	    2.4.5 Communication barriers

3. Required Skills	3.1 Effective communication skills 3.2 Non-verbal communication - body language 3.3 Good time management 3.4 Ability to work calmly and unobtrusively effectively 3.5 Ability to handle telephone inquiries and conversations 3.6 Correct procedure in handling telephone inquiries 3.7 Proper way of handling complaints
4. Resource Implications	The following resources should be provided: 4.1 Availability of telephone, fax machine, internet, etc. 4.2 Availability of data on projects and services; tariff and rates, promotional activities in place etc. 4.3 Availability of office supplies
5. Methods of Assessment	Competency in this unit must be assessed through: 5.1 Written examination 5.2 Practical demonstration
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

CORE COMPETENCIES

UNIT OF COMPETENCY	**:**	**CLEAN BAR AREAS**
UNIT CODE	**:**	**TRS512395**
UNIT DESCRIPTOR	**:**	This unit deals with the knowledge, skills and attitude required to provide general assistance in maintaining cleanliness of bar area, related equipment and tools. It reflects the role of a "bartender" and/or a bar utility/back and may be part of the role of a bar attendant.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Clean bar, equipment *and tools*	1.1 ***Bar surfaces, equipment and tools*** are cleaned in accordance with industry standard and hygiene regulations 1.2 Working condition of equipment is checked in accordance with manufacturer's manual and instructions 1.3 Condition of utensils and glassware is checked for dirt and damages 1.4 Broken, cracked items and other waste are safely disposed in accordance with environmental considerations 1.5 ***Reports*** are prepared in accordance with establishments policy procedures 1.6 "Closing up" procedures of glassware and other equipment are accomplished based on enterprise standards
2. Clean and maintain public areas	2.1 Identified ***public areas*** are promptly cleaned and maintained in accordance with industry and/or enterprise standards 2.2 Empty and unwanted glasses are removed on a regular basis with minimum disruption to customers 2.3 Tables ***and service counter*** are cleaned hygienically in accordance with enterprise requirements and standards 2.4 Adherence to customer service is maintained in accordance with industry and/or enterprise standards

RANGE OF VARIABLES

VARIABLE	RANGE

1. Bar surfaces, equipment and tools	May include:
	1.1 service counters
	1.2 service stations
	1.3 back bar mirrors
	1.4 display counter / shelves
	1.5 flooring
	1.6 beverage storages
	1.7 post mix service points
	1.8 refrigeration equipment
	1.9 glass washers
	1.10 glass racks
	1.11 ice maker
	1.12 ice bin
	1.13 trash bin
	1.14 blenders
	1.15 fruit juicers / extractors
	1.16 coffee machines
	1.17 glassware
	1.18 food containers for garnishes, chips
	1.19 bar tools
	1.20 utensils
	     1.20.1 cutleries
	     1.20.2 cups and saucers

2. Reports	May include: 2.1 Materials inventory 2.2 Breakage report 2.3 Damage report 2.4 Maintenance report
3. Public areas	May include: 3.1 bar areas 3.2 restaurant areas 3.3 function areas 3.4 gaming areas

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate: 1.1 Applied workplace operations and procedures 1.2 Maintained the cleanliness and tidiness of bar area 1.3 Performed bar cleaning procedures safely and hygienically	

2. Required Knowledge	2.1 Trade theory
	    2.1.1 Knowledge on bar operations
	    2.1.2 Logical and efficient work flow
	2.2 Safety
	    2.2.1 Safe work practices and first aid regulations
	    2.2.2 Hygienic and sanitary practices specific on bar operations
	    2.2.3 Health Act related to basic hygiene requirements in bar area	

3. Required Skills	3.1 Communication skills 3.2 Use of cleaning equipment and chemicals ~~3.3~~ Bar tools and equipment operations including glass washer and coffee maker 3.4 Time management skills	
4. Resource Implications	The following resources should be provided: 4.1 Workplace location 4.2 Access to a range of bar cleaning equipment , tools and materials / chemicals 4.3 Access to a fully equipped bar including current industry equipment and tools	
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Demonstration of the proper operation of the appropriate cleaning equipment 5.2 Written or oral questions to test knowledge on proper hygiene and procedures in maintaining cleanliness of the bar 5.3 Review of portfolios of evidence relevant to legislation and OH&S issues and third-party reports to evaluate on-the-job and/or workplace performance by the candidate	
6. Context of Assessment	6.1 Fully-equipped workplace or simulated environment with current bar tools, equipment and materials / products (assessment centers) 6.2 TESDA accredited assessment center/venue with expert and accredited assessor.	

UNIT OF COMPETENCY : **OPERATE BAR**

UNIT CODE : **TRS512396**

UNIT DESCRIPTOR : This unit covers the skills and knowledge required to carry out bar operations. It includes preparing bar for service, taking drink orders, serving drinks, maintaining bar control procedures, closing the bar and dealing with intoxicated persons in all Food and Beverage Service providers, except for "Specialty Coffee Shops".

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Prepare bar for service	1.1 Basic parts of the bar are identified according to service operation requirements. 1.2 Bar display and work area are set up in accordance with industry and/or enterprise requirements and ***bar service style*** 1.3 ***Bar products and materials*** are checked and re-stocked in accordance with industry and/or enterprise policy and procedures 1.4 All *obtained* items are stored in accordance with established storing procedures and techniques 1.5 Suitable kinds of decorations, coasters, edible and non-edible garnishes are prepared in accordance with industry and/or enterprise requirements 1.6 *Appropriate **ice supplies** are prepared in accordance with enterprise volume requirement for a days' operation.* 1.7 *Necessary Bar tools, **equipment and utensils** are checked and ready for service operation.*
2. Take drink orders	2.1 Product and brand preferences are checked with the customer courteously 2.2 Selection of drinks are politely recommended to customer in accordance with enterprise policy and procedures 2.3 Specific ***customer preferences*** are identified in accordance with orders taken 2.4 *Customer's order are promptly recapped in accordance enterprise service standard policy*
3. Serve drinks	3.1 Ordered drinks are promptly and courteously served, in accordance with customer preferences, using required glassware and garnishes 3.2 ***Alcoholic*** and ***non-alcoholic beverages*** are served according to customer preferences 3.3 Waste and spillage are *avoided* 3.4 Beverage quality is checked during service and corrections are made if necessary 3.5 Beverage and *service* issues are reported promptly to the appropriate person in accordance with industry and/or enterprise policy 3.6 Drinks are served using service tray, where appropriate in accordance with enterprise procedures 3.7 *Proper handling of glassware are observed at all times* 3.8 Any ***unexpected situations*** are attended to promptly and safely in accordance with industry

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
	and/or enterprise policy
4. Deals with customers affected with alcohol	4.1 Responsible service of alcohol is practiced in accordance with relevant legislations and licensing requirements 4.2 ***Behavioral warning signs*** of intoxication are identified, recognized and monitored 4.3 Intoxicated persons are dealt with courteously and promptly in accordance with the enterprise service policy and guidelines 4.4 Intoxicated customers are refused service of alcoholic beverage in a diplomatic and suitable manner 4.6 Where practicable, appropriate food and non-alcoholic beverages are offered to intoxicated persons 4.7 Intoxicated customer misdemeanor are recorded in appropriate record book for future guest service reference
5. Maintain proper bar operation control procedures	5.1 Opening and ending inventory are performed according to enterprise prescribed form and operating procedures 5.2 Order slip are checked and taken according to enterprise operating policy 5.3 POS system procedures are observed according to enterprise standard policy, when necessary 5.4 Order count are recorded in accordance with the enterprise standard form and policy 5.5 Appropriate ***control system forms*** are used, when necessary 5.6 Proper par stock level is maintained at all time. 5.7 Replenishment of consumed items is performed.
6. Close/turn over bar operations	6.1 Beverage display are kept and set up of bar area are removed and cleaned in accordance with industry and/or enterprise procedures 6.2 Leftover garnishes suitable for next-day operations are hygienically stored at recommended temperature 6.3 Materials, tools and glasses are properly kept in suitable cabinets 6.4 Stocks are checked and replenished in accordance with industry and/or enterprise procedures 6.5 When appropriate, equipment are shut down in accordance with enterprise safety procedures and manufacturer's instructions 6.6 Bar set up and stocks are maintained for the next shift of service, ensuring equipment and glasses are in the correct place, whenever necessary 6.7 Turnover of bar operations to the next shift is done in accordance with enterprise procedure 6.8 ***Bar service concerns*** and issues are properly recorded in the enterprise communication logbook for information and appropriate action

RANGE OF VARIABLES

VARIABLE	RANGE
1. Bar Areas	May include: 1.1 Front bar area 1.2 Back bar area 1.3 Under bar area 1.4 Bar floor area 1.5 Bar storage

2. Bar service	2.1 Must include the service of a variety drinks including:
	    2.1.1 Mixed drinks and cocktails
	    2.1.2 Beers
	    2.1.3 Spirits
	    2.1.4 Wines
	    2.1.5 Non-alcoholic beverages
	2.2 May include set-up requirements and procedures for:
	    2.2.1 inclusive packages
	    2.2.2 cash bar
	    2.2.3 set limits
	    2.2.4 pre-set drinks
	    2.2.5 open bar

3. Bar products and materials	May include: 3.1 different types of alcoholic and non-alcoholic beverages 3.2 flavored syrups 3.3 garnishes, both edible and non-edible 3.4 accompaniments 3.5 serviettes 3.6 coasters 3.7 bar towels 3.8 Bar mats 3.9 Stirrers 3.10 Straws 3.11 Fruit picks 3.12 display items including brochures, bar menus, price lists and other promotional materials

4. Alcoholic beverages	May include:
	4.1 Distilled spirits
	    4.1.1 whiskies (scotch, american, canadian, irish, japanese)
	    4.1.2 brandies / cognacs
	    4.1.3 rums
	    4.1.4 vodkas
	    4.1.5 tequilas
	    4.1.6 lambanog(other locally made spirits)

VARIABLE	RANGE

	4.2 Compounded
	    4.2.1 gins
	    4.2.2 liqueurs/cordials
	4.3 Fermented
	    4.3.1 Beer
	    4.3.2 Wines
	        4.3.2.1 Wines(Imported)
	           4.3.2.1.1 Still or natural wine
	                4.3.2.1.1.1 white wine
	                4.3.2.1.1.2 red wine
	                4.3.2.1.1.3 rose wine
	                4.3.2.1.1.4 blush wine
	           4.3.2.1.2 Sparkling wines
	           4.3.2.1.3 Fortified wines
	           4.3.2.1.4 Aromatic wines
	        4.3.2.2 Wines (local)
	           4.3.2.2.1 Rice wines
	           4.3.2.2.2 Assorted Fruit wines

5. Non-alcoholic beverages	May include: 5.1 tea 5.2 coffee 5.3 milk 5.4 carbonated drinks / sodas 5.5 Fruit juices 5.6 Fruit purees 5.7 bottled waters 5.8 energy drinks
6. Ice Supplies	May include: 6.1 Cleaned tube ice 6.2 Cleaned cube ice 6.3 Cracked ice 6.4 Cleaned shaved / crushed ice
7. Specific customer preferences	May include: 7.1 Ice 7.2 Garnishes 7.3 Glassware 7.4 Mixers 7.5 Temperature 7.6 Alcoholic Strength
8. Control system forms	May include: 8.1 Inventory Form 8.2 Order Slip 8.3 Full Bottle Sales Report 8.4 Inter Bar/Outlet Form 8.5 Requisition Forms 8.6 Spoilage Report Form 8.7 Bin Cards

VARIABLE	RANGE

9. Equipment and utensils	May include:
	9.1 blenders, juicers and shakers
	9.2 Coffee Brewing Equipment
	9.3 Cleaning Equipment
	9.4 Refrigeration Equipment
	9.5 Glass Washers
	9.6 Beer Dispensing System
	9.7 Post Mix Systems
	9.8 Ice Machines
	9.9 Manual And Electronic Cash Registers, Credit Card and POS Equipment
	9.10 Utensils
	    9.10.1 Cutleries
	    9.10.2 Cups and saucers

10. Bar service concerns	May include: 10.1 Incident report 10.2 Guest comments 10.3 Items for maintenance and repair
11. Unexpected situations	May include: 11.1 Spillages 11.2 Breakages 11.3 Unruly customers
12. Behavioral signs of intoxication	May include: 12.1 Relaxing of inhibition 12.2 Slowing of reaction 12.3 Impairment of judgment 12.4 Decrease in coordination 12.5 Mumbling or incomprehensible speech

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate:
	1.1 Applied workplace operations and procedures
	1.2 Set up and operated bar in accordance with established procedures and systems
	1.3 Used accurate measures and appropriate glassware and garnish for drinks
	1.4 Served a variety of standard drinks, both alcoholic and non-alcoholic
	1.5 Served alcohol in accordance with the provisions of relevant legislations, licensing requirements and responsible alcohol service
	1.6 Demonstrated enterprise standard procedures in making beverage inventory system
	1.7 Closed/turned-over bar operations to next shift
2. Required Knowledge and Attitude	2.1 Trade theory
	2.1.1 Different types of bars and bar service
	2.1.2 Proper uses of different bar equipment and tools
	2.1.3 Variety of beverage products and an overview of commonly requested drinks
	2.1.4 Types, origins, nature and characteristics of the different alcoholic beverages (wines, spirits, beers, etc)
	2.1.5 Types and characteristics of non alcoholic beverages and its respective flavors
	2.1.6 Serving techniques for different types of beverages and Cocktails
	2.1.7 Bar operation control procedures and POS system
	2.2 Tools
	2.2.1 Tools and equipment specifications and uses
	2.3 Safety
	2.3.1 Safe work practices and first aid regulations
	2.3.2 Hygienic practices specific to bar operations national/local government laws related to service of alcohol
	2.3.3 Waste minimization and environmental considerations
3. Required Skills	3.1 Communication skills
	3.2 Preparation and service techniques
	3.3 Proper selling techniques
	3.4 Showmanship skills
	3.5 Time management
	3.6 Opening and serving beverage techniques

4. Resource Implications	The following resources should be provided:
	4.1 Access to workplace location
	4.2 Access to a fully-equipped bar including current industry equipment
	4.3 Work activities under industry-realistic conditions
	4.4 Access to different beverage products and service under industry-realistic conditions
	4.5 Materials relevant to the proposed activities and tasks
	4.6 Access o different types of bar control forms
5. Methods of Assessment	Competency in this unit may be assessed through:
	5.1 Observation on the proper set up of the bar including classification of alcoholic beverages, glasses and proper service of beverage
	5.2 Demonstration on the classification of beverage and preparation of garnish presentations
	5.3 Written and/or oral questions on general knowledge on beverage products, material and appropriate characteristics and service procedures
	5.4 Third-party report from the supervisor and/or competent employer's representative on the candidate's actual work performance
	5.5 Portfolio of relevant subjects attended
6. Context of Assessment	6.1 Assessment may be done in a fully-equipped workplace or in a simulated workplace setting with current bar tools, equipment and materials / products (assessment centers)
	6.2 Assessment activities are carried out through TESDA's accredited assessment center with accompanying expert and accredited assessor

UNIT OF COMPETENCY **:** **PREPARE AND MIX COCKTAILS AND NON-ALCOHOLIC CONCOCTIONS**

UNIT CODE **:** **TRS512397**

UNIT DESCRIPTOR **:** The unit deals with the knowledge and skills required to prepare and mix different types of cocktails and non-alcoholic concoctions in all food and beverage service providers, except for "Specialty Coffee Shops". It includes the proper use, cleaning and maintaining tools and equipment and machineries for mixing drinks.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Prepare and mix a range of cocktails	1.1 Classification of ***alcoholic beverages*** are determined according to ingredients used, process and characteristics 1.2 ***Non-alcoholic beverages*** and mixers used as modifiers are identified in accordance with the flavoring ingredients and process forms 1.3 Different types of ***bar tools and equipment*** are identified and used in accordance with manufacturer's manual and instruction 1.4 Different ***types of glasses*** are identified and handled in accordance with enterprise standard and sanitary practices 1.5 ***Ice supplies*** are prepared and used according to hygiene and sanitary practices 1.6 Appropriate ***mixing methods and procedures*** are applied based on international standards 1.7 Necessary ***garnish***, edible and non-edible fruits and vegetables are prepared and used based on cocktail presentation 1.8 Different ***categories of cocktails*** are identified according to international standard 1.9 ***Cocktail recipes*** are mixed using appropriate method and established international standard within the required time frame and customer reference 1.10 Specialty drink concoction are prepared and mixed in accordance with industry and/or enterprise recipe and service procedure 1.11 Appropriate product substitutes for out of stock liquor ingredients are utilized based on appropriate product standard 1.12 Broken and chip glasses are identified and removed 1.13 Occupational health and sanitary practices in mixing cocktails are observed according to enterprise standard procedures 1.14 Safety practices in using mechanical equipment are observed according to manufacturers guidelines
2. Prepare and mix a variety of non-alcoholic concoctions	2.1 Non-alcoholic beverages are identified in accordance with industry standard classification 2.2 Modifiers in ***flavored syrups*** and other forms are identified in accordance with ingredients used and process 2.3 Edible fruits and vegetables used in mixing non-alcoholic cocktails are determined and prepared according to enterprise standards.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
	2.4 Ingredients, equipment and tools are prepared prior to service 2.5 Appropriate name and style of non-alcoholic drinks are properly identified according to customer request 2.6 Correct ingredients are selected and mixed in accordance with enterprise service practice 2.7 Drinks are prepared appropriately in accordance with standard recipe and required time frame 2.8 Correct glasses and garnish are used attractively where appropriate 2.9 Occupational health and sanitary practices are observed in mixing drinks according to enterprise operating procedures 2.10 Safety practices in using mechanical equipment are observed according to manufacturers guidelines
3. Use, clean and maintain bar tools and equipment and machineries for mixing cocktails and non-alcoholic concoctions	3.1 Bar tools are used and cleaned immediately after using in accordance with industry and/or enterprise safety and sanitary procedures 3.2 Equipment and machineries are used in accordance with manufacturer's specifications and hygiene/safety requirements 3.3 Machineries and equipment are maintained in accordance with maintenance schedule and manufacturer's specifications 3.4 Problems are promptly identified, reported to and acted upon immediately

RANGE OF VARIABLES

VARIABLE	RANGE

1. Alcoholic beverage	May include:
	1.1 Distilled spirits
	      1.1.1 whiskies (scotch, american, canadian, irish, japanese)
	      1.1.2 brandies / cognacs
	      1.1.3 rums
	      1.1.4 vodkas
	      1.1.5 tequilas
	      1.1.6 Lambanog (other locally made spirits)
	1.2 Compounded
	      1.2.1 Gins
	      1.2.2 liqueurs/cordials
	1.3 Fermented
	      1.3.1 Beers
	      1.3.2 Wines(Imported)
	            1.3.2.1 Still or natural wine
	                  1.3.2.1.1 white wine
	                  1.3.2.1.2 red wine
	                  1.3.2.1.3 rose wine
	                  1.3.2.1.4 blush wine
	            1.3.2.2 Sparkling wines
	            1.3.2.3 Fortified wines
	            1.3.2.4 Aromatic wines
	      1.3.3 Wines (local)
	           1.3.3.1 Rice wines
	           1.3.3.2 Assorted Fruit wines

2. Non-alcoholic beverages and mixers	May include: 2.1 Fruit Juices 2.2 Fruit Purees 2.3 Sodas / carbonated drinks 2.4 Mineral water 2.5 Distilled water 2.6 Milk / creams 2.7 Energy drinks 2.8 Syrups
3. Flavored syrups	May include: 3.1 Fruit Flavors 3.2 Citrus Flavors 3.3 Single and mixed Herbs Flavors 3.4 Bean and kernel Flavors

VARIABLE	RANGE

4. Bar tools	May include:
	4.1 Chopping board
	4.2 Jigger
	4.3 Fruit Juicer / squeezer
	4.4 Bar spoon
	4.5 Bar spill mat
	4.6 Bar caddy
	4.7 Decanter
	4.8 Bar Strainer (Hawthorn)
	4.9 Cork screw with foil cutter
	4.10 Cocktail Shakers
	4.11 Bottle and can opener
	4.12 Mixing glass
	4.13 Tin can
	4.14 Canulator
	4.15 Straw dispenser
	4.16 Ice bucket
	4.17 Ice scooper
	4.18 Pitcher
	4.19 Ice tong
	4.20 Ice Pick
	4.21 Speed pourer
	4.22 Funnel
	4.23 Bar knife
	4.24 Fruit molder
	4.25 Muddler
	4.26 Juice jugs
	4.27 Measuring Cup
	4.28 Garnish dispenser
	4.29 Cocktail/Bar tray
	4.30 Wine bucket
	4.31 Wine basket
	4.32 Wine stopper/ re-sealer
	4.33 Glass-rimmer
	4.34 utensils
	    4.34.1 cutleries
	    4.34.2 cups and saucers

5. Bar equipment	May include: 5.1 Ice bin 5.2 Speed rail 5.3 Electric Blender 5.4 Post mix system 5.5 Glass chiller 5.6 Underbars' refrigerator 5.7 Wine chiller 5.8 Electric mixer 5.9 Wine Humidor 5.10 Glass brushes

VARIABLES	RANGE
	5.11 Beer dispenser 5.12 Mechanical Glass washer 5.13 Soda gun 5.14 Fruit extractor 5.15 Ice crusher
6. Glasses	May include: 6.1 stem wares 6.2 footed wares 6.3 tumblers 6.4 mugs 6.5 Specialty designed glass
7. Ice Supply	May include: 7.1 Cleaned tube ice 7.2 Cleaned cube ice 7.3 Cracked ice 7.4 Cleaned shaved / crushed ice
8. Mixing Methods and Procedures	May include: 8.1 to build 8.2 to shake 8.3 to stir 8.4 to blend 8.5 to muddle
9. Categories of cocktails	May include: 9.1 Pre-dinner 9.2 After dinner 9.3 Long drinks 9.4 Fancy drinks 9.5 Sparkling drinks

10. Garnishes	May include:
	10.1 Fresh and unblemished
	    10.1.1 Vegetables
	    10.1.2 Fruits
	    10.1.3 Herbs
	    10.1.4 spices
	10.2 Preserved fruits and vegetables
	    10.2.1 red cherries
	    10.2.2 green olives
	    10.2.3 cocktail onions
	    10.2.4 other preserved fruits

11. Cocktail recipes	May include: 11.1 Name of the Cocktail 11.2 Ingredients 11.3 Measurements 11.4 Proper procedures 11.5 Appropriate glass 11.6 Appropriate garnish

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidates:
	1.1 Applied workplace operations and procedures
	1.2 Prepared materials, equipment/utensils, glasses and garnishes for mixing drinks
	1.3 Prepared and mixed a variety of internationally-known cocktails and non-alcoholic concoctions according to specific industry standards
	1.4 Prepared quantities of cocktails and non-alcoholic mixed drinks according to acceptable timeframe
2. Required Knowledge and Attitude	2.1 Trade theory
	2.1.1 Types, origins, nature and characteristics of different alcoholic beverages (wines, spirits, beers, etc)
	2.1.2 Types and characteristics of non alcoholic beverages and its respective flavors
	2.1.3 Alcoholic and non-alcoholic ingredients of Cocktails
	2.1.4 Recipes of popular international standard Mix drinks
	2.1.5 Mixing tools and equipment specifications and uses
	2.1.6 Glassware and garnitures required for different types of cocktails
	2.1.7 Serving techniques for different types of beverages, cocktails and non-alcoholic concoctions
	2.2 Mathematics
	2.2.1 Portion and control
	2.3 Safety
	2.3.1 Safe work practices and first aid regulations
	2.3.2 Workplace safety environment
	2.3.3 Hygienic and sanitation practices
	2.4 Safe/Territory Act related to alcohol service
3. Required Skills	3.1 Communication skills
	3.2 Proper preparation and mixing procedures
	3.3 Presentation methods for different cocktails
	3.4 Garnish preparation creativity
	3.5 Showmanship skills
	3.6 Time Management
	3.7 Opening and serving beverage techniques

4. Resource Implications	The following resources should be provided: 4.1 Access to workplace location 4.2 Access to relevant tools, equipment/utensils and glassware 4.3 Standards that would allow the candidate to demonstrate and apply knowledge of specific cocktail recipes and non-alcoholic concoction 4.4 Materials relevant to the proposed activities and tasks 4.5 Access to different beverage products and service under industry-realistic conditions
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Observation shall be done on the proper classification of alcoholic beverages and glasses; proper mixing procedures on several cocktails and the uses and maintenance of different bar tools and equipment 5.2 Demonstration of skills on mixing different (in quantity) international cocktails in a prescribed timeframe; utilizing systematic liquor pouring and proper bar measurement; mixing of non-alcoholic concoction showmanship skill techniques 5.3 Written or oral questions on beverage products, their characteristics and materials used in preparing and serving beverages 5.4 Third-party report on some relevant criteria from the supervisor and/or competent employer's representative on the candidate's actual work performance 5.5 Portfolio of relevant subjects being attended
6. Context of Assessment	6.1 Assessment may be done in a fully-equipped workplace or in a simulated work place setting with current bar tools, equipment and materials / products (assessment centers) 6.2 Assessment activities are carried out in TESDA's accredited assessment center with accompanying expert and accredited assessor

UNIT OF COMPETENCY   :   **PROVIDE BASIC WINE SERVICE**

UNIT CODE   :   **TRS512398**

UNIT OF DESCRIPTOR   :   This unit deals with the skills and knowledge on providing wine service. It focuses on basic knowledge on wines; its attributes and characteristics, proper presentation and opening, serving, and the ability to further develop and update wine knowledge. It may apply to a Bar Supervisor, Bartender and Food & Beverage Attendant.
The essential knowledge base for this unit will vary according to industry need. Training must reflect the in-depth of knowledge required to meet the specific requirements of industry employers.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Explain different types of wines to customer	1.1 Wine list is presented to customer in accordance with industry and/or enterprise established service procedures. 1.2 Appropriate *wine types*, *names, characteristic*, origin and or regions are explained to guest 1.3 Proper *wine making process and storage* are explained to customer, when necessary 1.4 Appropriate wine labels and terminologies are properly interpreted 1.5 Customers are assisted in selecting wine according to his/her taste
2. Recommend appropriate wine and food combinations to customers	2.1 *Compatible wine and food combinations* are recommended based on customer's preferences 2.2 Appropriate wine for *special occasions* are recommended based on customer's needs 2.3 Special/featured wines of the month are recommended in accordance with enterprise policy
3. Prepare wine, glasses and accessories for service	3.1 Necessary order slip is prepared according to establishment's procedures 3.2 Wine is carefully taken out from the cellar/storage 3.3 Wine is presented to the customer according to established industry wine service procedures 3.4 Appropriate glassware is set up according to established industry service and hygienic practices 3.5 *Appropriate wine service accessories* are prepared

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
4. Open and serve wine	4.1 Customer is queried as when to open the wine 4.2 Wine bottle is opened according to industry standard opening procedures 4.3 Small amount of wine is poured to the glass for guest's tasting and approval 4.4 ***Sensory evaluation of wine*** is performed, if necessary 4.5 Faulty wine is replaced with new one should the guest disapproved its taste 4.6 Wine is served to the guest according to established industry service procedures 4.7 ***Multiple wine service sequence*** is applied according to established industry service procedures, when necessary 4.8 Customers' glass is refilled, when necessary 4.9 Additional wine order is inquired politely from the host, when needed 4.10 Used and empty glasses are cleared according to sanitary and safety procedures.
5. Check wine for faults	5.1 Cork is inspected for any faults 5.2 Wine is examined for clarity and limpidity 5.3 Wine is smelled for any possible fault 5.4 Sensory evaluation of wine is performed, if necessary 5.5 Small amount of wine is tasted to identify other fault 5.6 Basic faults of wine are recognized and reported

RANGE OF VARIABLES

VARIABLE	RANGE
1. Wine sensory evaluation	May include: 1.1 Sight, to check the wine for clarity and brightness/intensity in terms of shade or color. 1.2 Smell or nose, for aroma and bouquet 1.3 Taste component, bitter, spicy, salty and sweet

2. Wine types	May include:
	2.1 Still / Natural Wines
	    2.1.1 Red wine
	    2.1.2 White wine
	    2.1.3 Rosé wine
	    2.1.4 Blush wine
	2.2 Sparkling wines
	2.3 Fortified wines
	2.4 Aromatized wines

3. Wine making process and storage	May include: 3.1 viticulture (vine growing) 3.2 vinification (wine making) 3.3 proper storing 3.4 proper handling
4. Compatibility of wines with different food items	May include: 4.1 White wine with white meat 4.2 Red wine for red meat 4.3 Sparkling wines with any types of Food 4.4 Fortified wines with appetizer and/or dessert 4.5 Aromatized wines with appetizer
5. Names of wines	May include: 5.1 Generic name of wines 5.2 Varietal name of wines 5.3 Branded name of wines 5.4 Place of origin wine names
6. Characteristics of wine	May include: 6.1 sweetness 6.2 dryness 6.3 bitterness 6.4 tartness 6.5 saltiness 6.6 acidity 6.7 freshness 6.8 fruitiness

VARIABLE	RANGE
	6.9 flowery 6.10 spicyness 6.11 woodiness 6.12 yeasty 6.13 crispiness 6.14 full-bodied 6.15 light-bodied
7. Multiple wine service sequence	May include: 7.1 Light before full bodied 7.2 Dry before sweet 7.3 Young before old 7.4 Dry white before red
8. Special occasion where wine could be offered	May include: 8.1 Birthday Party 8.2 Anniversary 8.3 Reception 8.4 New Year 8.5 Baptismal 8.6 Victory celebration
9. Appropriate glassware	9.1 White wine glass for white wine 9.2 Red wine glass for red wine 9.3 Champagne glass for sparkling wine 9.4 Sherry / Port wine glass for Fortified wines 9.5 All Purposed wine glass for any types of wines
10. Wine service accessories	May include: 10.1 Cork screw with foil cutter 10.2 Wine bucket with stand 10.3 Wine basket 10.4 Wine decanter / carafe 10.5 Table napkins 10.6 Wine Stopper/re-sealer
11. Wine Faults	May include: 11.1 Dried cork 11.2 Defaced wine labels 11.3 Heavy sediments/deposits 11.4 Musty or foul odor 11.5 Loose cork 11.6 Rotten cork 11.7 Vinegary 11.8 Chipped bottle

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate:
	1.1 Updated and maintained basic and relevant knowledge on wines and apply them in the workplace
	1.2 Interpreted relevant information on wine labels and terminologies.
	1.3 Recommended appropriate wine combination to a particular food item
	1.4 Answered customer queries on general information about wines
	1.5 Merchandised wine that is suitable and pleasing to the customer
	1.6 Demonstrated established standard technique in opening wine
	1.7 Demonstrated established procedures in serving wine according to types of wine
2. Required Knowledge	2.1 Structure, history, health benefits and trends related to wines
	2.2 Characteristic of wines including:
	2.2.1 Different wine types and their styles
	2.2.2 Different production methods
	2.2.3 Label terminology and interpretation
	2.2.4 Wine producing countries and regional variations
	2.2.5 Principal grape varieties used in the production of different wine types
	2.2.6 Applicable wine classifications that govern production in the old and new world wine countries
	2.3 Variations in wine production techniques include :
	2.3.1 White wine processes e.g. Fermentation without skins Additional clarification process before and after fermentation process, pressing, malolactic fermentation, oak usage, etc.
	2.3.2 Red wine processes e.g. Fermentation of with the skins, maceration techniques such as pumping over, plunging down, heading down and rotary fermenting vat
	2.3.3 Rosé wine e.g. Partial fermentation with skins
	2.3.4 Sparkling wines e.g. with second fermentation of different process, as méthode champenoise / tradicionale, transfer process, tank fermentation, carbonation/ impregnation
	2.3.5 Fortified wines e.g. Different processes applied to different types with addition of brandy before or after fermentation. Fino/Oloroso Sherry, Port and Madeira, Marsala
	2.3.6 Aromatized wine e.g. addition of aromatic herbs and spices e.g. Sweet/Dry Vermouth, Bitter, Anise
	2.4 Impact of the wine production techniques to the style and taste of wine
	2.5 Key structural components of wine including
	2.5.1 Alcohol
	2.5.2 Tannin
	2.5.3 Acid
	2.5.4 Sugar
	2.5.5 Fruit flavor

		2.6	Factors affecting the style and quality of wine
		2.7	Guidelines for successful wine and food matching including:
			2.7.1 Commonly known food and wine Marriages
			2.7.2 Using wine in cooking
			2.7.3 Interaction of primary flavors of food and wine
			2.7.4 Wines for seasons and social occasions
		2.8	Requirements of the applicable laws related to responsible service of alcohol.
		2.9	International trends in wine style and production methods
		2.10	Knowledge on wine tasting terminologies
3.	Required Skills	3.1	Indicators of wines quality, analysis and diagnosis of wine faults and impairments
		3.2	Proper opening techniques of wine bottle
		3.3	Wine service techniques including serving aged wines and processes for decanting wine
		3.4	Suggestive wine pairing and selling techniques
		3.5	Specialized wine sensory evaluation techniques
		3.6	Cork troubleshooting
		3.7	Good grooming and hygienic practices relevant to beverage service.
4.	Resource Implications		The following resources should be provided:
		4.1	Standards that would allow the candidate to demonstrate and apply knowledge on wine to meet the establishment service procedures
		4.2	Access to a wide range of wines and to information of wines
		4.3	Access to suitable facilities complete with the required equipment , tools, storage system for wine service
5.	Methods of Assessment		Competency in this unit may be assessed through:
		5.1	Direct observation of candidate providing advice to customers or colleagues on wine and its proper serving procedures
		5.2	Oral and written questioning to assess on the general knowledge of wine
		5.3	Demonstration of wine presentation and the proper opening and serving of wine using the necessary accessories to service
		5.4	Review of portfolio of evidence on relevant subjects attended and third party workplace reports of on-the-job performance by candidate
6.	Context of Assessment	6.1	Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) with current bar tools, equipment and materials / products such as different types of wines.
		6.2	Assessment activities are carried out through TESDA's accredited assessment center and certified assessors

ELECTIVE COMPETENCIES

UNIT OF COMPETENCY	**:**	**PREPARE ESPRESSO**
UNIT CODE	**:**	**TRS3113100**
UNIT DESCRIPTOR	**:**	This unit deals with the knowledge and skills of preparing the perfect shot of espresso based on the parameters provided herein.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Set up and prepare machine and equipment	1.1 Cups are pre-heated in accordance with enterprise standards. 1.2 Portafilter is wiped clean and dry before dosing. 1.3 *Grind of coffee* is checked. 1.4 Enough coffee is ground for the shot of espresso 1.5 Drip tray is cleaned and dried. 1.6 *Rags* are prepared and used properly.
2. Dose and Tamp Coffee	2.1 The *appropriate amount of ground coffee* is dosed in the portafilter. 2.2 *Appropriate amount of pressure* is applied to tamp the ground beans 2.3 Ground coffee is tamped evenly. 2.4 *Portafilter* sides and spouts are wiped and cleaned before inserting to the brew head 2.5 Spillage and wastage of ground beans are minimized during dosing and grinding.
3. Extract espresso	3.1 Group head is flushed before inserting the portafilter 3.2 Porta filter is inserted and coffee is brewed immediately 3.3 *Volume* of espresso is checked 3.4 *Extraction time* of shot is monitored. 3.5 Crema of shot is inspected. 3.6 Espresso is served or used in a beverage immediately

RANGE OF VARIABLES

VARIABLE	RANGE
1. Grind of coffee	May include: 1.1 Course 1.2 Medium 1.3 Fine 1.4 Pulverized
2. Rags	May include: 2.1 For portafilter basket 2.2 Steam wand 2.3 Drip tray 2.4 Cups
3. Appropriate amount of ground coffee	May be between 3.1 7-9 grams for single shot and 3.2 14-18 grams for a double shot
4. Appropriate amount of pressure	May be between 30-50 lbs pressure
5. Portafilter	May include: 5.1 Single spout portafilter 5.2 Double spout portafilter 5.3 Blind portafilter
6. Volume of espresso shot	Volume of a shot of espresso may be between .85- 1.2 ounce (25-35ml)
7. Extraction time	Extraction time of shots is between 20-30 seconds

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate
	1.1 Pre-heated cups before making the shot of espresso
	1.2 Wiped the portafilter clean and dry before dosing
	1.3 Dosed the correct amount and tamped coffee properly
	1.4 Wiped and cleaned portafilter sides and spouts before inserting to the brew head
	1.5 Flushed the group head before inserting the portafilter
	1.6 Inserted portafilter and brewed coffee immediately
	1.7 Checked volume of espresso
	1.8 Monitored extraction time of shot.
	1.9 Inspected the crema of the espresso.
	1.10 Served or used the espresso immediately
2. Required Knowledge	2.1 Types of coffee grind
	2.2 Types of commercially viable coffee beans
	2.3 Roast levels
	2.4 Espresso extraction
	2.5 Parts of an espresso
	2.6 Espresso machine parts
3. Required Skills	3.1 Grinder calibration
	3.2 Dosing and tamping
	3.3 Extracting a perfect shot of espresso
4. Resource Implications	The following resources should be provided:
	4.1 Commercial espresso machine
	4.2 Institutional coffee grinder
	4.3 Coffee beans
	4.4 Coffee bar tools and supplies (tamper, brush etc.)
5. Methods of Assessment	Competency in this unit may be assessed through :
	5.1 Written and/or oral questions to test candidate's knowledge on coffee beans, types of grind, espresso extraction etc
	5.2 Practical/Demonstration on extracting a perfect shot of espresso.
6. Context of Assessment	Assessment must be conducted in
	6.1 Workplace or simulated environment or
	6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY : **TEXTURE MILK**

UNIT CODE : **TRS3113101**

UNIT DESCRIPTOR : This unit covers the skills and knowledge required to steam milk which is essential in the preparation of espresso-based beverages with milk like cappuccino and latte. It covers the two stages of steaming milk: foaming and heating, at the desired temperature and consistency.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Prepare milk and equipment	1.1 Milk is chilled in accordance to appropriate temperature. 1.2 Adequate amount of milk is measured according to the kind of drink to be prepared. 1.3 Correct (size of) *steaming pitcher* is *selected* in accordance with enterprise standards 1.4 Steaming pitcher is chilled in accordance to appropriate temperature. 1.5 Steam wand is flushed to remove condensed water. 1.6 Steam wand is wiped before steaming. 1.7 Rags for the steam wand are kept clean and moist
2. Foam milk	2.1 Steam wand is positioned at the right depth of the milk. 2.2 Full steam is applied when introducing air into the milk. 2.3 The sound of air being drawn into the milk is judged/evaluated thru the hissing sound. 2.4 Milk is stretched according to the desired *volume of foam.* 2.5 Milk is converted into microfoam.
3. Steam milk	3.1 Steam wand is angled as appropriate to create a whirlpool effect. 3.2 Milk is spun to achieve the desired *consistency*. 3.3 Milk is steamed at the *ideal temperature* for immediate consumption. 3.4 Steam wand is shut off some 5 degrees before the desired temperature. 3.5 Steam wand is flushed and wiped after steaming. 3.6 Big bubbles are removed by swirling and knocking the pitcher on the counter.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Steaming pitcher	Size may include: 1.1 10 oz 1.2 12 oz 1.3 20 oz 1.4 32 oz
2. Selection factors	May include but not limited to: 2.1 Amount of milk 2.2 Steam pressure/steam capacity of machine 2.3 Steam wand tip
3. Desired volume of foam	Volume of milk would have expanded to <u>about</u> 3.1 1/3 of original volume for latte and 3.2 Doubled for cappuccino
4. Desired consistency	4.1 Silky 4.2 Velvety 4.3 Pouring consistency 4.4 Naturally sweet 4.5 Glossy 4.6 Microfoam bubbles
5. Ideal temperature	Ideal temperature for steaming milk is between 140 to 160 degrees Fahrenheit

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate. 1.1 Measured the adequate amount of milk according to the kind of drink to be prepared. 1.2 Used chilled milk. 1.3 Selected the correct size of steaming pitcher 1.4 Flushed and wiped the steam wand before and after steaming milk 1.5 Kept rags clean and moist. 1.6 Listened to the sound of air being drawn into the milk. 1.7 Stretched the milk according to the desired volume of foam. 1.8 Steamed the milk to its desired texture 1.9 Steamed the milk at the ideal temperature.
2. Required Knowledge	2.1 Milk types and Chemistry of milk 2.2 Espresso machine parts 2.3 Milk based coffee beverages
3. Required Skills	3.1 Milk texturing and steaming
4. Resource Implications	The following resources should be provided: 4.1 Commercial espresso machine 4.2 Institutional coffee grinder 4.3 Coffee beans 4.4 Coffee bar tools and supplies (tamper, steaming pitcher etc.) 4.5 Milk 4.6 Chiller/ref or ice box with ice
5. Methods of Assessment	Competency in this unit may be assessed through : 5.1 Written and/or oral questions to test candidate's knowledge on the step by step procedure of steaming milk; chemistry or composition of milk; its effect on the texture and sweetness of the steamed milk etc. 5.2 Practical/Demonstration on steaming milk
6. Context of Assessment	Assessment must be conducted in 6.1 Workplace or simulated environment or 6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY **:** **PREPARE AND SERVE COFFEE BEVERAGES**

UNIT CODE **:** **TRS3113102**

UNIT DESCRIPTOR **:** This unit covers the skills and knowledge required in the preparation of standard coffee beverages, both hot and cold using the espresso machine and the other brewing methods like syphon, pour over and French press.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Take orders of guests	1.1 Orders are taken and verified with guests or dining service crew. 1.2 Recommendations are offered to the guest on selection of coffee beverages. 1.3 ***General information about the coffee beans*** are provided to guests 1.4 ***Mise-en-place for coffee service*** is completed according to establishment's standards and procedures.
2. Prepare espresso-based beverages	2.1 ***Hot and cold espresso-based beverages*** are prepared according to standard recipes of the establishments 2.2 Only ***good/perfect shots of espresso*** are served or used in the beverages. 2.3 Appropriate ***cups/glasses*** and accessories are selected according to the beverage ordered. 2.4 Espresso beverages are served immediately.
3. Prepare and serve brewed coffee	3.1 Brewed coffee is prepared according to the ***brewing method*** desired by the guest. 3.2 Coffee is brewed according to ideal brewing time of the method 3.3 Coffee beans are weighed or measured according to brewing method. 3.4 Brewed coffee is served immediately.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Coffee beans information	May include : 1.1 Variety 1.2 Origin 1.3 Coffee Blend 1.4 Roast level 1.5 Coffee grind
2. Mis-en-place	May include: 2.1 Preparing machine or brewing equipment 2.2 Setting cups, saucers, accessories 2.3 Supplies/condiments
3. Hot and cold espresso-based beverages	May include: **Hot** 3.1 Espresso 3.2 Americano 3.3 Cappuccino 3.4 Café Latte 3.5 Café Mocha **Cold** 3.6 Mocha Frappe 3.7 Ice Café Latte 3.8 Iced Café Mocha
4. Perfect shot of espresso	4.1 Espresso shot within the parameters: 4.2 Amount of ground coffee: Between 7-9 grams 4.3 Volume: .Between 25-35 ml 4.4 Water temperature: Between 195-205 degrees F 4.5 Atm pressure: Between 9-10 bars 4.6 Extraction time: 20-30 seconds
5. Coffee cups/glasses	May include: 5.1 Espresso cups/demitasse 5.2 Cappuccino cups 5.3 Latte cups 5.4 Irish glass 5.5 Parfait glass
6. Brewing method	May include: 6.1 French Press/Plunger 6.2 Syphon 6.3 Pour over

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate 1.1 Provided general information about the coffee beans to the guest 1.2 Prepared hot and cold espresso-based beverages 1.3 Served beverages immediately 1.4 Brewed coffee with the used of the different brewing methods
2. Required Knowledge	2.1 Coffee growing countries 2.2 Coffee varieties 2.3 Basic espresso beverages 2.4 Brewing methods
3. Required Skills	3.1 Extracting espresso 3.2 Brewing coffee
4. Resource Implications	The following resources should be provided: 4.1 Commercial espresso machine 4.2 Institutional coffee grinder 4.3 Coffee beans 4.4 Coffee bar tools and supplies 4.5 Milk 4.6 Brewing equipment
5. Methods of Assessment	Competency in this unit may be assessed through : 5.1 Written and/or oral questions to test candidate's knowledge on espresso and espresso based beverages; brewing methods 5.2 Practical/Demonstration on preparing the basic espresso-based beverages and brewing coffee using the different brewing methods
6. Context of Assessment	Assessment must be conducted in 6.1 Workplace or simulated environment or 6.2 TESDA accredited assessment center/venue

SECTION 3 TRAINING STANDARDS

These guidelines are set to provide the Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **Bartending NC II**

They include information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; and trainer's qualification, among others.

3.1   CURRICULUM DESIGN

Course Title: <u>**BARTENDING**</u>   **NC Level: <u>NC II</u>**

Nominal Training Duration: **18 Hrs (Basic)**
                                              18 Hrs (Common)
                                            290 Hrs (Core)
                                            112 Hrs (Elective)

Course Description:

This course is designed to enhance the knowledge, skills and attitude of a bartender/ barkeeper in cleaning bar areas, operating bar, preparing and mixing cocktails, non alcoholic concoctions, hot drinks and provide wine service in accordance with industry standards. It covers the basic, common and core competencies.

BASIC COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information 1.2 Complete relevant work related documents 1.3 Participate in workplace meeting and discussion	Group Discussion Interaction	• Demonstration • Observation • Interviews/ Questioning
2. Work in a team environment	2.1 Describe and identify team role and responsibility in a team 2.2 Describe work as a team member	Discussion Interaction	• Demonstration • Observation • Interviews/ Questioning
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals 3.2 Set and meet work priorities 3.3 Maintain professional growth and development	Discussion Interaction	• Demonstration • Observation • Interviews/ questioning
4. Practice occupational health and safety	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness	Discussion Plant tour Symposium	• Observation • Interview

COMMON COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Develop and update industry knowledge	1.1 Seek information on the industry 1.2 Update continuously relevant industry knowledge	Lecture Group Discussion Individual/Group Assignment	Interviews/ Questioning Individual/Group Project or Report
2. Observe workplace hygiene procedures	2.1 Follow hygiene procedures 2.2 Identify and prevent hygiene risk	Lecture Demonstration Role-play	Demonstration Written Examination Interviews/ Questioning
3. Perform computer operations	3.1 Plan and prepare task to be undertaken 3.2 Input data into a computer 3.3 Assess information using computer 3.4 Produce/ output data using computer system 3.5 Maintain computer system	Lecture Group Discussion Tutorial or self-pace	Interviews/ Questioning Demonstration Observation
4. Perform workplace and safety practices	1.1 Practice workplace procedures for health, safety and security practices 1.2 Deal with emergency situations 1.3 Maintain safe personal presentation standards	Lecture Demonstration Role-play Simulation	Demonstration Interviews/ Questioning Written Examination
5. Provide effective customer service	1.1 Greet customers 1.2 Identify customer needs 1.3 Deliver service to customer 1.4 Handle queries through telephone, fax machine, internet and email 1.5 Handle complaints, evaluation and recommendations	Lecture Demonstration Role-play Simulation	Demonstration Interviews/ Questioning Observation

CORE COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Clean Bar Areas	1.1 Clean bar, equipment and Tools 1.2 Clean and maintain public areas	Demonstration Lecture Discussion Self-paced instruction Modular	Written examination Practical Demonstration Oral Examination
2. Operate bar	2.2 Prepare bar for service	Self-Pace Instruction Modular Discussion Lecture Demonstration	Written examination Practical Demonstration Oral Examination
	2.3 Take drink orders 2.4 Serve drinks 2.5 Identify and deals customer affected with alcohol	Self-paced instruction Modular Discussion Lecture Demonstration Role Playing	Written examination Practical Demonstration Oral Examination
	2.6 Maintain proper bar operation control procedures	Self-paced instruction Modular Discussion Lecture Demonstration	Written examination Practical Demonstration Oral Examination
	2.7 Close/turn over bar operations	Self-paced instruction Modular Lecture Demonstration	Written examination Practical Demonstration Oral Examination
3 Prepare and mix cocktails and non-alcoholic concoctions	3.2 Prepare and mix a range of cocktails 3.3 Prepare and mix a variety of non-alcoholic concoctions	Self-paced instruction Modular Lecture Demonstration Film viewing	Written examination Practical Demonstration Oral Examination
	3.4 Use, clean and maintain bar tools, equipment and machineries for mixing cocktails and non alcoholic concoctions	Self-paced instruction Modular Lecture Demonstration Film viewing	Written examination Practical demonstration
4 Provide basic wine service	4.2 Explain different types of wines to customer 4.3 Recommend appropriate wine and food combinations to customers	Self-paced instruction Modular Lecture Demonstration Film viewing Role Play	Written examination Practical demonstration Oral Examination
	4.4 Prepare wine glasses and accessories for service 4.5 Open and serve wine 4.6 Check wine for faults	Self-paced instruction Modular Lecture Demonstration Film viewing	Written examination Practical demonstration Oral Examination

ELECTIVE COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Prepare espresso	1.1 Set up and prepare machine and equipment 1.2 Dose and tamp coffee 1.3. Extract espresso	Lecture/ discussion Demonstration Hands-on Video viewing Picture/photos/ drawings	Written exercise/ Practical test Oral questioning Observation
2. Texture milk	2.1 Prepare milk and equipment 2.2 Foam milk 2.3 Texture milk	Lecture/ discussion Demonstration Hands-on/ Practice sessions Video viewing Picture/photos/ drawings	Practical test/simulation Observation Oral questioning Portfolio
3. Prepare and serve coffee beverages	3.1 Take orders of guests 3.2 Prepare espresso based beverages 3.3 Prepare and serve brewed coffee	Lecture/ discussion Demonstration Hands-on/ Practice sessions Video viewing Picture/photos/ drawings	Written test Practical test/simulation Observation Oral questioning Portfolio

3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are Nationally Accredited

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer just facilitates the training delivery.
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies.

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students who wish to enter training leading to these qualifications should possess the following requirements:

- can communicate in basic English either oral and written
- at least 10-year basic education graduate
- can perform basic mathematical computation

3.4 LIST OF TOOL, EQUIPMENT AND MATERIALS FOR BARTENDING NC II

Recommended list of tools, equipment and materials for the training of 25 trainees for Bartending NC II.

BAR TENDING TOOLS, MATERIALS AND EQUIPMENT					
TOOLS		**EQUIPMENT**		**MATERIALS**	
QTY		**QTY**		**QTY**	
BAR TOOLS				**ALCOHOLIC BEVERAGES**	

4 pcs	Heavy-based glass Jigger	1 unit	Ice bin	1 bot
				1 bot
				1 bot
				1 bot
				1 bot
				1 bot
				1 bot
					Whiskey- (any brand)
					Scotch Blended
					  Standard
					  Premium
					Single Malt
					Pure Malt
					American
					Canadian/
					Irish

4pcs	Double-edge stainless jigger	1 set	Speed rail / rack (Speed Wheel)	3 bots	Brandy (assorted type and brand)
4sets	Three-in-One Stainless Cocktail Shaker	2 set	Electric Blender	3 bots	Cognac (different classification any brands)
2 sets 2 pcs	Boston Shaker w/ mixing glass Tin Cans	1 set	Electric mixer	1 btl	Any brand – Armagnac
2 pcs	Fruit Juicer / Squeezer	1unit	Underbar refrigerator (optional)	3 bots	Rum (White/ Gold flavored any brands)
4 pcs	Bar spoon with relish fork at other end	1 unit	Multi-layered Refrigerator	3 bots	Vodka (local/imported/flavored any brands)
4 pcs 2 pcs	Bar Strainer (hawthorn) Basic Strainer			2 bots	Tequila (silver and gold)
4 pcs	Waiter's friend Cork Screw	1 set	Coffee maker /percolator/	2 bots	Gin (local/ imported – any brand
2 pcs	Wing type or different type of Cork Screw	1 set	Electric Glass brushes	1 bot	Local Lambanog brand
12 pcs	Speed pourer	1 set	Draft Beer dispenser (mock)	1 bot	Local Basi brand
4 pcs.	Bottle and can opener	1 set	Wash Sink with 3 compartments	1 bot	Triple Sec
2 pcs	Canulator / Canulating knife	2 units	Spill mat	1 bot	Blue Curacao
4 pcs.	Ice bucket	2 pcs.	Drainboard	1 bot	Cointreau
4 pcs	Ice scooper	1 unit	Soda Siphon	1 btl 1 bot	Grand Marnier Drambuie
4 pcs 2 pcs	Ice tong Ice Pick	1 unit	Soda Gun (for post mix) (Optional)	2 bots	Crème de Cacao (White and brown)
4 pcs	Chopping board			2 bots	Crème de Menthe (green and white)
4 pcs	Paring knife			1 bot	Crème de Bananes
2 pcs	Muddler			1 btl	Crème de Cassis
6 pcs	Juice jugs (Color coded) – 'Store and Pour'			1 btl	Kalhua

	TOOLS		EQUIPMENT		MATERIALS
QTY		**QTY**		**QTY**	
	BAR TOOLS				**ALCOHOLIC BEVERAGES**
1 sets	Garnish ~~tray~~ dispenser (7 compartments)			1 bot	Tia Maria (optional)
4 pcs.	Cocktail / Bar tray			1 bot	Gallano
1 pcs	Wine bucket (with stand)			1 bot	Amaretto
2 pcs	Wine basket			1 bot	Bailey's Irish Cream
2 pcs.	Wine stopper/resealer				
2 set	Glass-rimmer			1 bot	Malibu Rum
4 set	Measuring Cup			1 bot	Benedictine
2 pcs	Decanter			1 bot	Tequila Rose
2 pcs	1/2 liter Carafe			1 bot	Cherry Heering
4 pcs	¼ liter Carafe			1 bot	Apricot brandy
4 pcs	4 oz. Carafe			1 bot	Peach Schnapps (or any variance)
2 pcs	Funnel			1 botl	Strawberry flavored liqueur
				2 botl	Other variance of Liqueurs
2 pcs	Water Pitcher (stainless)			1 bot	Campari bitter
				1 bot	Fernet Branca
				1 bot	Underberg
1 pcs.	Bar Caddy / Organizer			1 bot	Angostura bitter
1 pc	Coffee / Tea pot			1 bot	Dry Vermouth
				1 bot.	Sweet Vermouth
6 shapes	Fruit molder			1 bot	Dubonet
I unit	Straw dispenser			1 bot	Amer Picon
				1bot	Pernod
	GLASSES			1 bot	Dry Sherry
12 pcs	Old Fashioned Glass/ rock glass (6 – 8oz.)			1 bot	Medium Sherry
				1 bot	Sweet / Cream Sherry
12 pcs	Hi Ball Glass(8–10oz)			1 bot	Port Wine
6 pcs	Collins Glass(10–12 oz)			1 bot	Champagne Standard brand
6 pcs	Zombie Glass (12 –14 oz.)			1 bot	Sparkling wine –any brand
6 pcs	Brandy Glass 12oz.			1 bot	Rose Wine
				1 bot	Blush Wine
3 pcs	Brandy Glass 16oz.			3 bots	Red Wine (assorted brand)
8 pcs	Martini or Cocktail Glass			3 bots	White Wine (assorted brand)
8 pcs	Margarita glass			6 bots	Beer (Any brand) -lager - stout - light

TOOLS		EQUIPMENT		MATERIALS	
QTY		QTY		QTY	
10 pcs	Champage Saucer glass				**NON-ALCOHOLIC**
3 pcs	Champange Tulip glass			1 bot	Grenadine syrup
6 pcs	Champagne Flute glass			6 variance	Assorted Flavored syrups
6 pcs	Cordial / pony glass			8 bots/cans	Tonic water
				3 bots/cans	Bitter Lemon
4 pcs	Poco Grande Glass			8 bots/cans	Soda Water
4 pcs	Breeze Glass			4 bots/cans	Ginger ale
3 pcs	Squall Glass			4 bots/cans	Ginger beer
2 pcs	Hurricane glass			8 bots/cans	Cola
3 pcs	Sherry / Port wine glass			6 bots/cans	7 up / Sprite
3 pcs	Sour Glass			4 gals	Fruit Juices (assorted flavors)
6 pcs	Shot Glass (1 and 2 oz.)			½ lit	Fresh milk
6 pcs	Footed beer glass (12 oz.)			12 pcs	Tea bags
6 pcs	Assorted specialty / Fancy Glass				
3 pcs	Flair Pilsner glass (12 oz.)			½ lit. 500ml	Whipped cream Yoghurt Plain)
3 pcs	Beer Mugs (12 oz.)			1 can 1 can	Coconut Cream Milk/ Cream
12 pcs	White Wine glass				**CONDIMENTS**
12 pcs	Red Wine glass				Salt and Pepper
6 pcs	All purpose wine glass				Hot sauce
3 pcs	Footed rock glass				Worcestershire Sauce
3 pcs	Footed Hi ball glass				Nutmeg Cinnamon Powder/ stick Cloves Vanilla stick
5 pcs	Water Goblet				Fresh Fruits/ (garnish**)** **-** oranges - lemon - lime - calamansi - strawberry - apple - Pineapple - mango
4 pcs	Irish Coffee Glass (different shapes)				Fresh vegetables /herbs (garnish**)** - celery stalk - Cucumber - Basil - Mint Leaves
6 sets	Coffee cups and saucers				Green olives
6 pcs	Teaspoon				Red Cherries
3pcs.	Coffee Mugs				Cocktail onions

TOOLS		EQUIPMENT		MATERIALS	
QTY		QTY		QTY	OTHERS:
3	Steaming Pitcher (3 sizes)			1 kl	Refined Sugar Ice cubes
1	Thermometer				Crushed ice
					CLEANING MATERIALS
					Rugs
					Liquid detergents
					Mop with head
					Hand Towels
					Waste dump
					Broom
					Scrubbing pad
					Sponge
					Duster
					Squeegee
					TRAINING MATERIALS
				I unit	Overhead Projector with Screen
				1 unit	LCD Projector ~~(optional)~~
				1 unit	Lap top / Desk top PC ~~(optional)~~
				1 unit	White Board with eraser
				3 pcs	Whiteboard Marker
				1set	Easel stand
					Manila paper
					Pen and pencil
					Masking Tapes
					Transparencies
					Course design / Schedule
				25 sets	Hand out materials / Course manual /work book
					Books on Bartending
					Books on Cocktail mixing Wine Books
					Trade Magazines
					Books about Tourism
					Related reading materials
					Videos / VCD's
					Comprehensive Drink List / Menu
					Comprehensive Wine List
					Product literature
					Empty bottles
				8 pcs	Flairing bottles
					4ft. x 16ft Rubber mattting
					SET-UP
				8 pcs	rectangular or round (small) table, with chairs
				2 pcs	Rectangular table for demonstration
				1 unit	Built in Bar counter with shelves (Mock bar)

3.5   TRAINING FACILITIES

BARTENDING NC II

Based on a class intake of 25 students/trainees.

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Lecture/Laboratory Area (with Bar Counter design)	(6) x 10	(60)	(60)
Wash Room	2 x 5	10	10
Tool Room/Supply Room	5 x 4	20	20
Circulation Area	5 x 5	25	25
		Total Workshop Area :	**(115)**

3.6   TRAINER'S QUALIFICATIONS FOR TOURISM SECTOR (HOTEL AND RESTAURANT)

BARTENDING NC II

TRAINER'S QUALIFICATIONS

- Must be a holder of National TVET Trainer Certificate (NTTC) Level I in Bartending NC II
- Must have at least 2 years relevant industry experience
- Must have attended relevant and competent bar service trainings and seminars

3.7   INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

As a matter of policy, graduates of programs registered with TESDA under these training regulations are required to undergo mandatory national competency assessment upon completion of the program.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1   To attain the National Qualification of **BARTENDING NC II**, the candidate must demonstrate competence in all the units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

4.2   The qualification of **BARTENDING NC II** may be attained through demonstration of competence covering all the required core units of qualification.

4.3   Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

4.4   The following are qualified to apply for assessment and certification:

        4.4.1 Graduates of formal, non-formal and informal including enterprise- based training programs
        4.4.2 Experienced workers (wage employed or self employed)

4.5   The guidelines on assessment and certification are discussed in detail in the *"Procedures Manual on Assessment and Certification"* and *"Guidelines on the Implementation of the Philippine TVET Qualification and Certification System* **(PTQCS)".**

COMPETENCY MAP - TOURISM Sector
(Hotel and Restaurant)
BARTENDING NC II

BASIC COMPETENCIES
- Receive and respond to workplace communication
- Work with others
- Demonstrate work values
- Practice housekeeping procedures (5S)
- Participate in workplace communication
- Work in team environment
- Practice career professionalism
- Practice occupational health and safety procedures
- Collect, analyze and organize information
- Promote environmental protection
- Lead workplace communication
- Lead small teams
- Develop and practice negotiation skills
- Solve problems related to work activities
- Use mathematical concepts and techniques
- Use relevant technologies
- Utilize specialized communication skills
- Develop teams and individuals
- Apply problem-solving techniques in the workplace
- Plan and organize work

COMMON COMPETENCIES
- Develop and update industry knowledge
- Observe workplace hygiene procedures
- Perform computer operations
- Perform workplace safety practices
- Provide effective customer service
- Rooster Staff
- Control and order stock
- Train small groups
- Establish & conduct business relationship

CORE COMPETENCIES
- Provide table service of alcoholic beverages
- Prepare and serve espresso coffee
- Conduct for product tasting (standard)
- Provide silver service
- Provide food and beverage service
- Provide club reception services
- Plan and monitor food and beverage table service
- Promote wine tourism information
- Plan and monitor espresso coffee service
- Prepare for wine tasting
- Provide queridon service
- Provide a link between kitchen and service areas
- Conduct night audit
- Provide food and beverage table service
- Provide specialist advice on wine
- Prepare and mix cocktails and non-alcoholic concoctions
- Clean bar areas
- Operate a computerized reservations system
- Operate bar
- Provide accommodation reception services
- Provide room service
- Plan and monitor bar operation
- Provide basic wine service
- Evaluate wines (Advance)
- Receive and process reservations
- Operate cellar systems
- Provide housekeeping services to guests
- Complete retail liquor sales
- Provide responsible service of alcohol
- Provide specialist advice on food
- Evaluate and appreciate wine
- Manage wine for a wine outlet
- Provide table service of alcoholic beverages
- Provide porter services
- Develop and update food and beverage knowledge

ELECTIVE COMPETENCIES
- Prepare espresso
- Texture milk
- Prepare and serve coffee beverages

DEFINITION OF TERMS

1. **APERITIF -** is any drink taken before meals, to improve your appetite

2. **AFTER DINNER DRINK (COCKTAIL**) - a mixed drinks that are basically sweet and/or creamy in taste and are usually served after a meal

3. **BREWING -** *a* stage in making beer in which worth is boiled with hops

4. **BUSBOY -** refers to the dining room helper and runner, title given to a Food and Beverage Service Attendant, National Certificate I

5. **BUSSED OUT -** taking out soiled plates/dishes from the dining area to dishwashing area

6. **CAPTAIN FOOD AND BEVERAGE SERVICE ATTENDANT -** refers to the supervisor of The Food and Beverage Service Attendant, also refers to Food and Beverage Service Attendant, National Certificate Level I.

7. **COCKTAIL** - is a well-mixed drink made up of base liquor, a modifying ingredient as a modifier and special flavoring of coloring agents. It is usually an aperitif taken at leisure before a meal to whet the appetite.

8. **COMMIS -** refers to the category according to the extent of difficulty and complexity of skills and knowledge required for the job.

9. **COMMUNICATION -** the transfer of ideas through verbal and non-verbal communication

10. **CORDIAL/ LIQUEUR -** a spirits that are sweetened and flavor with natural flavor's

11. **DISH OUT** - food taken from the kitchen to the dining area

12. **DISTILLATION** - a process involving continuous evaporation and condensation of liquid wherein higher alcohol content could be obtained

13. **FERMENTATION -** an action of yeast upon a sugar in solution, which breaks down the sugar into carbon dioxide and alcohol

14. **FLAMBE' -** flamed with spirit or liqueur

15. **FOOD AND BEVERAGE SERVICE ATTENDANT -** refers to the workers assigned in the service of food and beverage to the guests, also known as waiter.

16. **GARNISH -** an ingredient which decorates, accompanies or completes a dish. Many dishes are identified by the name of their garnishes

17. **HIGHBALL DRINK -** is a tall drink consisting of a shot of specified spirit with mixers such as sodas, water, etc. serve with cube ice in a highball glass

18. **LEVEL / CLASS -** refers to the category according to the extent of difficulty and complexity of skills and knowledge required of the jobs.

19. **LONG OR TALL DRINK -** is a mixed drinks that are served in tall glasses

20. **MENU -** a list in specific order of the dishes to be served at a given meal

21. **MISE EN PLACE -** French term for "put in place" having all ingredients in ready to use. Preparation before service

22. **PRE-DINNER -** short mixed drinks that are basically dry in taste and are usually served before a meal to wet the appetite

23. **SPIRITS -** are drinks obtained by distillation after fermentation from vegetables, grains, fruits, plants and other substance with sugar or starch-based

24. **SILVERWARE** - tableware made of solid silver, silver gilt or silver metal. Silver plate made from single strip of plated metal

25. **TABLE NAPKIN -** an individual piece of linen which is used to protect the clothing or wipe the mouth during a meal

Other Terms Used:

- **Captain Waiter –** Chef de Etage
- **Chef –** a person who prepares food as an occupation in restaurant, private house, hotel
- **Dining Room Attendant –** Commis de Rang (busboy)
- **Director of Service –** Chef de Service
- **Head Waiter –** Chef de Salle
- **Waiter –** Chef de Rang/Demi Chef de Rang
- **Wine Steward –** Chef de Vin/Sommelier/Wine waiter
- **Bar Keeper – Bartender, Barman**

ACKNOWLEDGEMENTS

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The Members of the TESDA Board and Secretariat

The Management and Staff of the TESDA Secretariat

- **Qualifications and Standards Office (QSO)**