**OCCUPATIONAL STANDARD**

**Bartender, Level 4**

**An occupational standard is a document** which describes the set of skills, knowledge and attitudes, i.e. competence requirements, needed to successfully accomplish duties. Occupational standards are used for compiling curricula and awarding qualifications.

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| **Occupational title** | **Level of Estonian Qualifications Framework (EQF)** |
| *Bartender, Level 4* | *4* |

**Part A**

**JOB DESCRIPTION**

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| **A.1 Description of work** |
| A bartender’s duties involve serving customers at the bar and at tables. A bartender works in an establishment that offers both catering and entertainment. A bartender’s primary job is preparing, serving and selling drinks. A bartender organises their work individually and works in a team. They are service-oriented and communicate with customers in a friendly and polite manner. They advise customers, receive and fill orders, bill customers, keep the bar in order and are responsible for stock. A bartender is guided in their work by the needs and wishes of their customers and the rules of the establishment. |
| **A.2 Tasks** |
| A.2.1 Planning and organisation of work1. Planning of work.
2. Preparation of work space.
3. Following a self-observation plan.

A.2.2 Handling of goods1. Receiving and storing goods.
2. Monitoring the amount of goods and equipment.
3. Stock-taking.

A.2.3 Service and sales of products1. Establishing contact with customers.
2. Introducing them to the food/drinks menu.
3. Resolving any problems.
4. Billing customers.
5. Ending customer contact.
6. Generating a cash register report.

A.2.4 Preparing and serving drinks1. Preparing drinks.
2. Serving drinks.

A.2.5 Maintenance of work equipment and workstation1. Cleaning and tidying.
2. Cleaning equipment.
3. Handling of garbage and packaging.
4. Using equipment.
5. Washing glasses etc.
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| **A.3 Work environment and specific nature of work** |
| A bartender must be willing to work in shifts, on weekends and public holidays, in the evening and at night. At times the job can be stressful. |
| **A.4 Work equipment** |
| Equipment for preparing hot drinks, dishwasher, ice machine, refrigerator, cash register, blender, bar items (shakers, measuring glasses, spoons, etc.), serving equipment, cleaning equipment. |
| **A.5 Required personality traits: skills and characteristics** |
| Bartending requires a willingness to serve and communicate with customers, honesty, self-discipline, accuracy, responsibility and the ability to organise your own work. It demands concentration and empathy, correctness, the ability to learn, the ability to work under pressure and physical endurance. The ability to express yourself, a knowledge of other languages and good diction are also required. |
| **A.6 Professional preparation** |
| Bartending can be learned on courses and/or at the workplace. |
| **A.7 Most common occupational titles** |
| Barman, barmaid, customer service representative, bartender, barkeeper. |

**Part B**

**COMPETENCY REQUIREMENTS**

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| **B.1. Structure of occupation** |
| Bartending comprises six mandatory competences. Mandatory competences B.2.1-B.2.5 and competence B.2.6 must be certified during the application process. |

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| **B.2 Competences** |

**MANDATORY COMPETENCES**

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| **B.2.1 Planning and organisation of work** | **EQF Level 4** |
| Performance indicators:1. plans their working hours around their work schedule;
2. prepares their workstation as instructed by supplying the required equipment and the goods necessary for their work, keeps their workstation in order;
3. fulfils the tasks assigned to them in the self-observation plan.
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| **B.2.2 Handling of goods** | **EQF Level 4** |
| Performance indicators:1. receives and stores the required goods and equipment in accordance with the rules of the establishment, checks whether the quantity and quality of the goods is in compliance with documentation;
2. monitors the use-by dates of goods, the quantity of goods and equipment and notifies the person responsible in the event of supplies running out or a shortage/surplus of supplies in accordance with the rules of the establishment;
3. establishes the quantity of goods while stock-taking.
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| **B.2.3 Service and sales of products** | **EQF Level 4** |
| Performance indicators:1. establishes positive contact with the customer, listens to their requests and clarifies what they need;
2. introduces the food/drink menu, advises customers and accommodates the customer’s needs to the extent that the establishment is able to do so;
3. independently resolves problems relating to customer service in their area of responsibility;
4. conducts cash register operations in their area of responsibility, provides proper invoices and bills customers using different payment methods (cash, cards, bills);
5. closes out the service encounter in a positive manner by asking the customer to provide their opinion on the product(s) and service(s) received and then passes on their feedback in accordance with the rules of the establishment;
6. properly compiles cash register reports and forwards them to the responsible employee.
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| **B.2.4 Preparing and serving drinks** | **EQF Level 4** |
| Performance indicators:1. prepares non-alcoholic and alcoholic mixed drinks, teas and coffees using the proper work equipment and the techniques required for each drink;
2. serves non-alcoholic and alcoholic mixed drinks, teas and coffees using suitable work equipment and techniques and taking into account the customer’s wishes.
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| **B.2.5 Maintenance of work equipment and workstation** | **EQF Level 4** |
| Performance indicators:1. plans the cleaning and tidying of the bar area and their workstation around the cleaning schedule;
2. cleans equipment and bar items as instructed in the manual;
3. handles garbage and packaging as instructed in the manual;
4. takes good care of equipment during use and notifies the person responsible in the event of a malfunction in accordance with the rules of the establishment;
5. washes glasses etc. as instructed in the manual.
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**COMPETENCES**

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| **B.2.6 Bartender, Level 4 competence** | **EQF Level 4** |
| Performance indicators:1. is guided in their work by ethical convictions, following good practice in bartending;
2. follows all occupational health and safety, environmental protection and hygiene requirements in every stage of their work;
3. follows the Alcohol Act, Consumer Protection Act and Tobacco Act;
4. acts according to the established procedure during emergencies and unusual situations, calls for professional assistance if the situation demands it and immediately notifies the employer and/or person responsible;
5. uses Estonian at the B1 level and one foreign language at the A2 level in their work (see Appendix 1 Language skills level descriptions);
6. communicates with customers in a friendly way, following good practice;
7. understands cultural diversity and is tolerant;
8. expresses themselves clearly and understandably;
9. adjusts well to the team, takes part in teamwork, takes responsibility for fulfilling duties;
10. creates a positive work environment;
11. takes part in tastings and training, keeping themselves informed about the market, new products, trends and directions;
12. uses resources responsibly and in an environmentally friendly way;
13. adapts to changes in their work, works effectively in stressful situations and keeps their emotions in check;
14. guides the work of trainees in their field.
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**Part C**

**GENERAL INFORMATION AND APPENDICES**

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| **C.1 Information concerning compilation and certification of occupational standard and reference to job classification** |
| 1. Designation of occupational standard in professional register
 | 04-26042018-5.3.1/5k |
| 1. Occupational standard compiled by:
 | Angelika Larkina, Estonian Bartender AssociationGeorgi Voomets, Club HollywoodMaret Õunpuu, Õunpuu Training Inc. |
| 1. Occupational standard approved by:
 | Service Qualification Council |
| 1. No. of decision of council
 | 14 |
| 1. Date of decision of council
 | 26.04.2018 |
| 1. Occupational standard valid until
 | 25.04.2023 |
| 1. Occupational standard version no.
 | 5 |
| 1. Reference to International Standard Classification of Occupations (ISCO 08)
 | 5132 Barmen |
| 1. Reference to European Qualifications Framework (EQF)
 | 4 |
| **C.2 Occupation title in foreign language** |
| English: Bartender, Level 4 |
| **C.3 Appendices** |
| Appendix 1 [Language skills level descriptions](https://www.kutsekoda.ee/fwk/contenthelper/10684417/10684424/Keelte%20oskustasemete%20kirjeldused_KS%20lisa_uus.pdf) |