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# OCCUPATIONAL QUALIFICATION STANDARDS

## Bartender, level 5

**Occupational qualification standards are documents** that describe the work, and a set of skills, knowledge and attitudes or competency requirements for successful performance of the work.

The occupational qualification standard of a bartender is the basis for the compilation of training programs and educational programs meeting the demands of the labor market and for assessment of the competency.

<b>Title of the occupational qualification</b>	<b>Estonian Qualifications Framework (EQF) level</b>
<i>Bartender, level 5</i>	5

## Part A

### DESCRIPTION OF WORK

#### **A.1 Description of Work**

The task of a bartender is to service customers at the bar counter and tables. A bartender works in an establishment providing catering and entertainment services; his main job is preparation, serving and selling of drinks.

Bartender communicates with customers in a friendly way and on the basis of good practice, advises customers, receives and executes orders, settles with customers and keeps the bar premises in order. A bartender supervises the bar staff, conveys the professional knowledge and skills, and is responsible for resource sharing, for organizing the work of the others and for high-quality performance. Keeps track and takes stock of the inventory, is responsible for the availability of goods and equipment. Collects and analyzes feedback throughout the entire service process. Is responsible for the smooth functioning of the work process, monitors the self-control plan and its performance. A bartender is familiar with the company's products and product development.

#### **A.2 Work units**

The work of level 5 bartender consists of five units.

##### **A.2.1 Planning and organization of work**

- 1) Planning of work;
- 2) Compilation of drink menus;
- 3) Pricing, making offers and calculations;
- 4) Ordering, receiving, storing and testing of goods and equipment;
- 5) Taking inventory.

##### **A.2.2 Provision of service**

- 1) Identification of customer wishes and counseling;
- 2) Asking for feedback and forwarding thereof;
- 3) Settling with customers.

##### **A.2.3 Preparation and serving of drinks**

- 1) Preparation of drinks;
- 2) Serving of drinks.

##### **A.2.4 Maintenance of equipment and the workplace**

- 1) Maintenance of the equipment and the devices;
- 2) Maintenance of the workplace and the auxiliary premises;
- 3) Care of the equipment.

##### **A.2.5 Management and supervision**

- 1) Identification of the consumption needs of customers;
- 2) Training and supervision of service personnel;
- 3) Management of service personnel.

#### **A.3 Working environment and the specificity of the work**

The occupational qualification of the bartender requires a willingness to work in shifts, at weekends, on public holidays, in the evenings and at night. The work can be, at times tense.

#### **A.4 Work equipment**



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Coffee brewing equipment, shakers, blenders, measuring glasses and other bar accessories, serving devices, cash registers, dishwashers, ice machines and a computer.

**A.5 Personal characteristics necessary for the work: aptitude and personality traits**

Customer service requires readiness to service and communicate, and the ability to rationally organize one's own work and the work of others, the ability to quickly and seamlessly move from one activity to another. The work of a bartender requires good concentration and empathy, a bright memory, correctness, stress tolerance and physical endurance. Needed are good expressions, language skills, and clear diction. The work requires accountability, accuracy, a sense of duty, self-discipline, leadership abilities and analytical thinking.

**A.6 Professional training**

One can learn to be a bartender in courses, at the workplace and through consistent working as a bartender. A bartender is required to have secondary education.

**A.7 The most common job titles**

Bartender, Head bartender.

## Part B

### COMPETENCY REQUIREMENTS

#### **B.1. Structure of the occupational qualification**

The occupational qualification of a bartender is formed by five competencies. On application for the occupational qualification certification of the competencies B.2.1 - B.2.5 and B.2.6 - B.2.10 (transversal competencies) are required.

#### **B.2 Competencies**

#### **MANDATORY COMPETENCIES**

<b>B.2.1 Planning and organization of work</b>	<b>ECT Level 5</b>
<p><u>Performance indicators:</u></p> <ol style="list-style-type: none"> <li>1) Draws up work schedules, plans for his own and the employees' working time on the basis of the legislation and the employer's needs;</li> <li>2) Prepares his workplace, equipping it with the necessary tools and keeps his workplace in order;</li> <li>3) Organizes and supervises the readiness of the workplaces of the team, adheres to the self-control plan, with responsibility for its implementation;</li> <li>4) Prepares a drink menu in cooperation with the line manager and the chef, based on the peculiarities of the company and, where appropriate, takes into account new products and trends;</li> <li>5) Prepares the calculation of the drink menu and forms the sales prices in accordance with the rules established by the company;</li> <li>6) Draws up offers in accordance with the wishes of the customer and the company's facilities;</li> <li>7) Is responsible for the availability of the goods and equipment, monitoring the inventory;</li> <li>8) Orders and receives the goods and equipment according to the needs and powers;</li> <li>9) Checks the quality of the goods and the compliance of the quantity with the order and stores the goods in accordance with the requirements;</li> <li>10) Makes decisions or recommendations regarding the product choices, and if necessary, communicates with suppliers;</li> <li>11) Organizes conducting an inventory in accordance with the requirements established by the company.</li> </ol>	
<p><u>The assessment method(s)</u> Written test or interview/oral interview or observation of practical work, or a combined method.</p>	

<b>B.2.2 Provision of service</b>	<b>ECT Level 5</b>
<p><u>Performance indicators:</u></p> <ol style="list-style-type: none"> <li>1) Starts positive customer contact, listens to the customer's wishes and identifies the customer's needs;</li> <li>2) Introduces the menu, and advises customers and matches the customer's needs and wishes with the company's possibilities;</li> <li>3) Is responsible for the implementation of a feedback system, asking and collecting customers' opinions on products and services and on the provision of service;</li> <li>4) Processes the customers' praises and complaints, resolving problems within his area of responsibility;</li> <li>5) Collects feedback from employees and analyzes and communicate feedback to his line manager as well as to the team;</li> </ol>	

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- 6) Performs cash operations within his area of responsibility, submits a proper invoice and settles with customers using a variety of tools and types of payment (cash, cards, invoices);
- 7) Prepares properly documented cash reports and forwards the reports to the responsible employee;
- 8) Within his area of responsibility, checks and organizes the settlements and the work of staff during checkout.

The assessment method(s) Oral interview or simulation or observation of practical work, or a combined method.

### **B.2.3 Preparation and serving of drinks**

**ECT Level 5**

Performance indicators:

- 1) Produces non-alcoholic cocktails, classic alcoholic cocktails, mixed drinks, coffee and tea drinks, using the right techniques and tools;
- 2) Supervises and checks preparation of various drinks, the use of the right techniques and tools;
- 3) Serves hot and cold soft drinks, non-alcoholic and alcoholic beverages, using the right tools and techniques;
- 4) Checks and supervises the serving of drinks.

Assessment method(s): Test assignment or monitoring of practical work or a combined method.

### **B.2.4 Maintenance of equipment and the workplace**

**ECT Level 5**

Performance indicators:

- 1) Cleans the work equipment and devices, using the right cleaning tools and techniques, if necessary, supervises cleaning of work equipment and devices;
- 2) Organizes, supervises and checks the maintenance of workplaces and the auxiliary premise and ensure the availability of the necessary cleaning equipment;
- 3) Is responsible for the prudent use and maintenance of equipment, if necessary, organizes equipment maintenance;
- 4) Monitors the need for renewal of equipment and supplies, and makes proposals for renewal.

Assessment method(s) Oral interview or monitoring of practical work, or a combined method.

### **B.2.5 Management and supervision**

**ECT Level 5**

Performance indicators:

- 1) Organizes and coordinates customer surveys to identify the consumption needs and analyzes the results, and accordingly makes for suggestions for improvement;
- 2) Participates in tastings and trainings, keeping up to date with what is happening in the market, with new products, trends and directions;
- 3) Plans supervision of the staff, identifies the knowledge and skills and training needs of the supervisees in the light of the company's goals;
- 4) Establishes contact with the supervisees and provides concrete and comprehensible instructions;
- 5) Organizes supervision according to plan and provides timely feedback to the supervisee's activities;
- 6) Organizes, supervises and monitors his own operation and the operation of the service staff, is responsible for the quality of work;
- 7) Coordinates the cooperation between different structural units, can rapidly adapt to different situations and, if necessary, re-organizes the work of the service personnel.

The assessment method(s) Written report or interview/oral interview or self-analysis or evaluation of practical work, or a combined method.

Knowledge:

- 1) Main types of alcohol;
- 2) Wines and other alcoholic beverages;
- 3) Syrups, juices, water, coffee and tea;
- 4) Basics of customer service;
- 5) Basics of management and work organization;
- 6) Equipment, tools and devices necessary for work in a bar;
- 7) Basics of serving of drinks;
- 8) Basics of pricing;
- 9) Basis of food and drink compatibility;
- 10) Cash and warehouse systems;
- 11) Food safety requirements;
- 12) Detergents and cleaning chemicals.

**TRANSVERSAL COMPETENCIES**

<b>B.2.6 Compliance with the occupational safety and hygiene requirements</b>	<b>ECT Level 5</b>
<p><u>Performance indicators:</u></p> <ol style="list-style-type: none"> <li>1) In all stages of the work process, observes and checks the occupational health, environmental protection, occupational safety and hygiene requirements;</li> <li>2) In alert and emergency situations, acts promptly, and if necessary, calls professional help and immediately informs the employer and/or the responsible person.</li> </ol>	
<p><b>B.2.7 Computer skills</b></p>	
<p><u>Performance indicators:</u></p> <ol style="list-style-type: none"> <li>1) Uses in her or his work the computer on the level AO1-AO4, AO7.</li> </ol>	
<p><b>B.2.8 Language skills</b></p>	
<p><u>Performance indicators:</u></p> <ol style="list-style-type: none"> <li>1) Knows the Estonian language at level B1;</li> <li>2) Knows the English language at level A2;</li> <li>3) Knows the Russian language at level A1.</li> </ol>	
<p><b>B.2.9 Communication skills</b></p>	
<p><u>Performance indicators:</u></p> <ol style="list-style-type: none"> <li>1) Communicates with customers in a friendly way and on the basis of good practice;</li> <li>2) Understands the diversity of cultures and is tolerant;</li> <li>3) Expresses himself clearly and understandably.</li> </ol>	
<p><b>B.2.10 Teamwork skill</b></p>	
<p><u>Performance indicators:</u></p> <ol style="list-style-type: none"> <li>1) Leads team work, showing interest and consideration for his colleagues, is open and helpful;</li> <li>2) Coordinates cooperation with the kitchen staff;</li> <li>3) Creates a positive working atmosphere.</li> </ol>	
<p><u>Assessment method(s):</u></p> <p>Transversal competencies are assessed in an integrated way in the course of the assessment of other competencies provided in the occupational standard.</p>	

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## Part C

### GENERAL INFORMATION AND ANNEXES

<b>C.1 Information of preparation and approval of the occupational standard and on the awarding body and a reference to the location of the occupational standard in the classifications</b>	
1. The marking of the occupational standard in the occupational qualification register	04-09052013-3.2/4k
2. Occupational qualification standard prepared by:	Heinar Õispuu, <i>Lendav Liblikas OÜ – BUTTERFLY LOUNGE, Estonian Bartenders Association</i> Margit Kikas, <i>Estonian Bartenders Association</i> Marge Mänd, <i>Restaurant and Hotel Cru, Estonian Bartenders Association</i> Ritta Roosaar, <i>Estonian Sommelier Association</i>
3. Occupational qualification standard approved by	Professional Council of Services
4. Professional Council Decision No.	11
5. Date of Professional Council Decision.	09.05.2013
6. Occupational standard valid until	08.05.2018
7. Occupational standard version number (1-n)	4
8. Reference to the Classification of Occupations (ISCO 08) ( <i>min 2, max 4 digits</i> )	Service and sales employees, 5132 bartender
9. Reference to the European Qualifications Framework (EQF)	EQF 5
<b>C.2 Occupational title in a foreign language</b>	
English: bartender	
<b>C.3 Annexes</b>	
Annex 1 Work units and work tasks	
Annex 2 Computer skills	
Annex 3 Language skill levels descriptions	

Work units and work tasks

	Barman	Barman
<b>Transversal competencies</b>		
Compliance with occupational safety and hygiene requirements	x	x
Computer skills	x	x
Language skills	x	x
Communication skills	x	x
Teamwork skills	x	x
<b>1. Planning and organization of work</b>		
Planning of work	x	x
Compilation of drink menus	not required	x
Pricing, making offers and calculations	not required	x
Ordering, receiving, storing and testing of goods and equipment	x	x
Taking inventory	x	x
<b>2. Provision of service</b>		
Identification of customer wishes and counseling	x	x
Asking for feedback and forwarding thereof	x	x
Settling with customers	x	x
<b>3. Preparation and serving of drinks</b>		
Preparation of drinks	x	x
Serving of drinks	x	x
<b>4. Maintenance of equipment and the workplace</b>		
Maintenance of the equipment and the devices	x	x
Maintenance of the workplace and the auxiliary premises	x	x
Care of the equipment	x	x
<b>5. Management and supervision</b>		
Identification of the consumption needs of customers	not required	x
Training and supervision of the service personnel	not required	x
Management of the service personnel	not required	x