

<b>Title</b>	<b>Serve alcoholic and other beverages in a hospitality establishment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard is for people providing a bar service in a hospitality establishment.</p> <p>People credited with this unit standard are able to: prepare for alcoholic beverage service; take customer beverage orders; serve beverages; and complete end of shift procedures, in a hospitality establishment.</p>
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<b>Classification</b>	Hospitality > Food and Beverage Service
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 Definitions
 

*Alcoholic beverage service* – covers all alcoholic beverages except cocktails.

*Establishment requirements* referred to in this unit standard may include but are not limited to the applicable procedures found in the following: establishment performance guidelines and standards; and Government and local body legislation.

*Types of alcoholic beverage* – wines, spirits, liqueurs, beers and ales, pre-mixed.
- 2 Legislation and regulations relevant to this unit standard may include but are not limited to – Health and Safety at Work Act 2015, Sale and Supply of Alcohol Act 2012, Sale and Supply of Alcohol Regulations 2013.
- 3 All tasks are to be carried out in accordance with establishment requirements.
- 4 Evidence for the practical components of this unit standard must either be gathered in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.

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## Outcomes and performance criteria

### Outcome 1

Prepare for alcoholic beverage service in a hospitality establishment.

**Performance criteria**

- 1.1 Sufficient beverages and beverage accompaniments are stored and maintained in a designated place, at the correct temperature for service.
- Range accompaniments may include but are not limited to – ice, cordials, straws, garnishes.
- 1.2 Service equipment is checked to ensure it is clean, operational, and ready for use for service.
- Range equipment may include but is not limited to – bottle openers, corkscrews, measures, glassware, knives and chopping boards, ice containers, tongs and scoops, nip pourers, coasters, bar mats, refrigeration equipment, post mix, beer dispensers, trays.
- 1.3 Beverages served in the candidate's establishment are identified and described.
- Range a minimum of two different brands for each product type provided by the establishment.

**Outcome 2**

Take customer beverage orders in a hospitality establishment.

- Range beverage orders may include but are not limited to – tap beers, bottled beers, bottled wines, spirits, liqueurs, hot beverages; evidence is required of six beverage orders.

**Performance criteria**

- 2.1 Ineligibility to be served alcohol is described and any non-compliance actioned.
- Range ineligibility may include but is not limited to – behaving in an intoxicated manner, violent and disorderly behaviour, under-age person, person under an exclusion order, person requesting service outside licensing hours.
- 2.2 Customers are provided with beverage information on request, and beverages are promoted.
- Range information may include but is not limited to – price, special promotions, ingredients, relative strength, suitable alternatives, flavours.
- 2.3 Customers' beverage requirements are identified and checked.

**Outcome 3**

Serve beverages in a hospitality establishment.

**Performance criteria**

- 3.1 Alcoholic beverages are made, where required, in accordance with customer request.
- 3.2 Alcoholic beverages are served in a careful manner, at correct temperature, using correct service equipment and accompaniments for the drink.
- 3.3 Hot beverages are served to customers in a timely manner that optimises beverage and service quality, in accordance with customers' orders.

**Outcome 4**

Complete end of shift procedures in a hospitality establishment.

**Performance criteria**

- 4.1 Establishment environment is checked and left in a clean and tidy condition.
- 4.2 Supplies are checked, and restocked where required.
- 4.3 End of shift documentation is completed.

<b>Replacement information</b>	This unit standard replaced unit standard 14421 and unit standard 14423.
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<b>Planned review date</b>	31 December 2026
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2013	31 December 2016
Revision	2	19 November 2015	31 December 2017
Revision	3	21 July 2016	31 December 2020
Review	4	25 January 2018	31 December 2023
Review	5	25 November 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact Ringa Hora Services Workforce Development Council  
[qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.