

OCCUPATIONAL/SKILLS PROFILE—BAR AND
RESTAURANT SERVICES

UNIT B

- UB1 Prepare and Clear Tables and Service Areas
- UB2 Provide a Table or Tray Service
- UB3 Take and Serve Beverage Orders
- UB4 Prepare and Serve Bottled Wines
- UB5 Clean and Store Glassware
- UB6 Prepare The Bar for Service

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BARBADOS
VOCATIONAL
TRAINING
BOARD

SKILLS TRAINING PROGRAMME

in



BAR AND RESTAURANT
SERVICES

BAR AND RESTAURANT SERVICES

The role of persons involved in the **Bar and Restaurant Services** training programme is to develop skills in the delivery of waiting services in food and beverages to patrons in any dining establishment.

The waiter or waitress's role, however is not limited to the delivery of foods and beverages. In many establishments in Barbados, some waiters and waitresses must also be able to share information on the range, preparation and taste of foods and demonstrate their knowledge of wines, by making appropriate suggestions for wine choices to match the food being served. The quality and type of bar and restaurant service therefore is enhanced when the waiter or waitress is able to highlight these skills as part of his or her repertoire.

The training course in Bar and Restaurant Services will be conducted over a period of five (5) months or twenty-one (21) weeks.

Participants must be eighteen (18) years and over to be considered eligible for the course. This stipulation is in accordance with Section 57 of the Liquor Licenses Act of Barbados.

COURSE OBJECTIVES

By the end of the training course, trainees will be able to:

1. Prepare a bar and restaurant according to the service period identified.
2. Take orders from patrons at a bar or restaurant and transfer the information accurately to relevant personnel.
3. Serve food and beverages at a bar or a restaurant according to national operating standards.
4. Apply Occupational Health and Safety Regulations to Bar and Restaurant settings
5. Develop sound interpersonal and customer relations skills
6. Acquire information on acceptable attire for bar and restaurant service delivery

The course comprises of two (2) components. The first component highlights the generic or core content of the course, which is fundamental to all persons working within the industry. This unit deals with the enhancement of interpersonal communication and customer service skills.

GENERIC/CORE CONTENT OF COURSE— BAR AND RESTAURANT SERVICES

Unit A

- UA1 Maintain a Safe and Secure Environment**
- UA2 Maintain Payment Point and Handle Cash and Non-cash Payments**
- UA3. Maintain Customer Care**
- UA4 Create and Maintain Effective Working Relationships**
- UA5 Develop and Maintain Positive Working Relationships with Customers**
- UA6 Maintain Information Systems to Support Delivery of Service**
- UA7 Contribute to the Development of Self and Others**