



System of
Vocational
Qualifications

Identity of Excellence!



Vocational Qualification

Bartender

Level CyQF/EFQ 4

Human Resource Development Authority of Cyprus (HRDA)

Vocational Qualifications Technical Committee:

Ministry of Labour and Social Insurance

Ministry of Education, Sport and Youth

Deputy Ministry of Tourism

Cyprus Employers and Industrialists Federation (OEB)

Cyprus Chamber of Commerce and Industry (CCCI)

Pancyprian Confederation of Professional Craftsmen, Traders and Shopkeepers (POVEK)

Cyprus Workers' Confederation (SEK)

Pancyprian Federation of Labour (PEO)

Democratic Labour Federation of Cyprus (DEOK)

Cyprus Hotel Association (CyHA)

Association of Cyprus Tourist Enterprises (ACTE)

Cyprus Hotel Managers' Association (CyHMA)

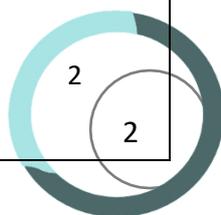
Pancyprian Association of Leisure Centre Owners (PASIKA)

Cyprus Bartenders Association (CBA)

Cyprus Chef's Association (CCA)

Cyprus Housekeepers Association (CHA)

Cyprus Life Saving Federation



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1. IDENTITY OF VOCATIONAL QUALIFICATION

1.1 Title of vocational qualification:

Bartender

1.2 Vocational qualification level (CyQF/ EQF):

4

1.3 ISCO code:

5132

1.4 Vocational qualification code:

MΠΤ4

2. DESCRIPTION OF THE VOCATIONAL QUALIFICATION

2.1 Overview:

Bartenders prepare and serve drinks as part of customer service in the bar area. They prepare, organise, clean, and maintain the workspace and equipment. They follow instructions and implement measures related to occupational health and safety, food safety, and environmental management.

2.2 Work environment:

Bartenders work both indoors and outdoors, in an environment where strict rules are applied regarding food handling and health and safety. During the performance of their duties, they interact with customers, something that makes personal appearance and hygiene very important. Additionally, due to exposure to fluctuating temperatures and continuous standing, appropriate clothing and footwear are required. Working hours are usually fixed but may include shift work.

2.3 Employment opportunities:

Bartenders may work in hotel bars, bars, pubs, entertainment centres, restaurants, cafes, cruise ships, and other venues of entertainment and mass catering.

2.4 Equipment:

Refrigerator, freezer, ice machine, draft beer dispenser, coffee machine, mixer, juicer, glasses, cups, cutlery, stirrer, wine and soft drink opener, jigger, mixing glass, ice buckets, trays, cutting boards and knives, waste bins, kettle, hot beverage dispenser, juicer, espresso machine, filtered coffee machine, blender, wine ice bucket, hot beverages dispenser, hot drinks machine, wine carafes, glass washer, fire extinguishing equipment, and first aid kit.

2.5 Relevant vocational qualifications:

1. ΥΠΜ5 - Bar supervisor
2. ΜΠΡ4 – Barista
3. ΥΠΕ5 – Restaurant supervisor
4. ΤΡΠ4 – Waiter
5. ΒΤΡ3 – Assistant waiter
6. ΔΕΚ5 – Event organiser

2.6 Relevant professional titles:

Barman, barwoman, bar waiter, bar server

2.7 Entry pathways for the specific vocational qualification based on the policy and procedures guide of the HRDA:

Pathway 1

Qualification: Certificate from a training/education programme aligned with a level 4 professional qualification

Experience: Not required

Pathway 2

Qualification: At least level 4 in a non-relevant professional field or at least level 3 in a relevant field

Experience: Minimum of 2 years at level 3 in a relevant field

Pathway 3

Qualification: At least level 3 in a non-relevant professional field or at least level 2 in a relevant field

Experience: Minimum of 3 years at level 3 in a relevant field

Pathway 4

Qualification: Not required

Experience: Minimum of 5 years at level 3 in a relevant field

2.8 Assessment Methods

- Written exam with multiple choice and true/false questions.
- Observation under real working conditions or simulated conditions.
- Oral examination.
- Case study .

3. UNITS ANALYSIS (LEARNING OUTCOMES)

3.1 Common units

| Unit Code | Unit Title |
|------------------|--|
| KT.9 | Establish and maintain effective working relationships |
| KT.10 | Applying health and safety requirements at work |
| KT.12 | Applying environmental management requirements |
| KT.14 | Applying food hygiene and safety requirements |
| KT.22 | Organising, tidying, and cleaning of the food work area, equipment, and materials |
| KT.23 | Identification of shortages, receipt, and storage of materials |
| KT.29 | Reception, information, and customer service |
| KT.31 | Sale of products and services |
| KT.32 | Handling customer complaints |
| KT.33 | Cash register operation and payment handling |

KT.9 Establish and maintain effective working relationships

Knowledge:

The individual should be able to:

1. List the various methods of communication.
2. Describe the organisation's policy and communication procedures.
3. List the basic principles of communication.
4. Explain the importance of effective communication.
5. Mention the obstacles to communication and the required actions to overcome them.
6. Describe the process of handling interpersonal relationships with colleagues and associates.
7. Mention the actions and initiatives that create and maintain a positive working environment.
8. Cite actions and initiatives for effective teamwork.
9. List the key elements necessary for the effective functioning of working groups.
10. Mention common problems that may arise in the functioning of a working group, which can affect its effectiveness and the achievement of its goals.

Skills:

The individual should be able to:

1. Apply suitable methods to create and maintain effective communication with colleagues and associates, within the framework of the organisation's policy and procedures.
2. Contribute to the resolution of problems and disputes among colleagues and associates, to establish and maintain effective working relationships.
3. Assist in improving the workplace environment by undertaking relevant actions and initiatives.
4. Collaborate with team members to create and sustain a positive work environment by taking actions and initiatives that promote effective teamwork.
5. Support the improvement of collaboration among team members by providing recommendations and undertaking relevant initiatives.
6. Contribute to improving the effectiveness and productivity of teamwork by submitting proposals and taking appropriate initiatives.
7. Assist in identifying and resolving issues related to team operations, in coordination with the department head and colleagues

KT.10 Applying health and safety requirements at work

Knowledge:

The individual should be able to:

1. Identify the health and safety hazards that may occur in the workplace.
2. Describe the procedure for reporting hazards and dangerous situations related to health and safety.
3. State the organisation's health and safety policy at the workplace.
4. Reference the current legislation and regulations related to workplace health and safety relevant to their job.
5. Describe the instructions, preventive measures, and health and safety rules that must be followed at the workplace.
6. Explain the meaning of occupational health and safety signs.
7. Describe the correct and safe use of the equipment handled during work.
8. Identify and describe emergency response and health and safety action plans for incidents in the workplace.
9. Describe the procedure for reporting accidents and illnesses.
10. List fire categories and explain the principles of fire prevention and firefighting.
11. Identify the types of fire extinguishers and other firefighting equipment.
12. Describe the proper use of fire extinguishers and other firefighting equipment.
13. List the approved materials that a first aid kit must contain.

Skills:

The individual should be able to:

1. Identify health and safety hazards in the workplace and report them to the responsible person, in accordance with the organisation's procedures.
2. Perform tasks while applying preventive measures as per the supervisor's instructions and the organisation's health and safety regulations.
3. Operate equipment in a correct and safe manner.
4. Implement the appropriate action plan in response to emergencies and urgent health and safety situations.
5. Follow the organisation's evacuation plan.
6. Use appropriate first aid materials for minor injuries and seek help from the designated workplace first aider.

KT.12 Applying environmental management requirements

Knowledge:

The individual should be able to:

1. Identify environmental hazards and environmental aspects related to products or activities in their workplace.
2. Describe the procedure for reporting environmental hazards.
3. State the organisation's environmental management policy.
4. Reference the applicable legislation and environmental management regulations relevant to their job.
5. Describe the instructions, pollution prevention measures, and environmental management rules to be followed in the workplace.
6. Describe methods and best practices for conserving water and energy.
7. Recognise recyclable materials in their workplace.
8. Describe the procedure for the collection and disposal of recyclable materials.
9. Identify and describe action plans for handling emergency incidents and situations to prevent environmental pollution.

Skills:

The individual should be able to:

1. Identify environmental hazards and aspects and report them to the responsible person in accordance with the organisation's procedures.
2. Carry out work tasks by applying pollution prevention, water, and energy conservation measures, as instructed by their supervisor and in line with environmental management rules.
3. Use eco-friendly materials and environmentally safe products as directed by their supervisor.
4. Store, use, and dispose of materials and products in a way that prevents environmental pollution, in accordance with the organisation's procedures.
5. Dispose of recyclable materials and products in the designated areas or bins, as specified by the organisation.
6. Implement the appropriate action plan to respond to emergency incidents and situations to prevent environmental pollution.

KT.14 Applying food hygiene and safety requirements

Knowledge:

The individual should be able to:

1. List the rules of personal hygiene in their workplace.
2. State the requirements for workplace clothing.
3. Identify the potential food safety hazards that may arise in the workplace.
4. Describe the procedure for reporting food safety hazards.
5. State the organisation's food safety policy.
6. Reference the current legislation and regulations on food safety relevant to their work.
7. State the instructions, rules, and requirements of the food safety system (HACCP) that must be followed in the workplace.
8. Describe food labelling requirements at all stages of processing, storage, and serving.
9. Identify and describe action plans for responding to emergency incidents and unexpected situations related to food safety in their workplace.

Skills:

The individual should be able to:

1. Apply personal hygiene and clothing rules for food safety, in accordance with current legislation and organisational regulations.
2. Perform work tasks in compliance with the instructions, rules, and requirements of the organisation's food safety system (HACCP).
3. Label food at all stages of processing, storage, and serving, in line with organisational procedures.
4. Identify food safety hazards and non-compliance encountered during work and report them to the responsible person, in accordance with the organisation's procedures.
5. Take corrective actions when results are outside acceptable limits, as outlined in the food safety system (HACCP).
6. Implement the appropriate action plan to handle emergency incidents and urgent situations regarding food safety.
7. Record information and the results of checks required by the food safety system (HACCP).

KT.22 Organising, tidying, and cleaning of the food work area, equipment, and materials

Knowledge:

The individual should be able to:

1. Explain the concepts of organising, tidying, cleaning, and disinfecting the food work area, equipment, and materials.
2. Identify the organisational actions for the workplace as defined by current legislation and workplace organisation principles.
3. Describe the tasks involved in tidying the workplace.
4. Describe the methods of cleaning and disinfecting the workplace.
5. Identify cleaning and disinfection equipment, materials, and tools.
6. State the protective measures required when using cleaning and disinfection materials.
7. State the procedures for handling workplace waste and materials.
8. List the steps for organising equipment and materials.
9. State the proper storage conditions for equipment.
10. Describe the steps involved in tidying materials in the workplace.

Skills:

The individual should be able to:

1. Organise the workplace according to current legislation, principles of workplace organisation, and the organisation's regulations.
2. Tidy the workplace according to the organisation's regulations.
3. Clean and disinfect the workplace, following the required safety measures.
4. Handle workplace waste and materials in accordance with current legislation and organisational procedures.
5. Organise equipment according to workplace organisation principles and organisational procedures.
6. Classify and store equipment under appropriate conditions, based on manufacturers' manuals, regulations, and the organisation's layout plan.
7. Organise materials according to supplier specifications, proper storage practices, and the organisation's materials storage layout.
8. Tidy and classify materials according to supplier specifications and proper storage practices.

KT.23 Identification of shortages, receipt, and storage of materials

Knowledge:

The individual should be able to:

1. Describe the methodology for identifying shortages of materials needed to meet work programme requirements.
2. Identify materials that need to be procured.
3. State the characteristics, specifications, and properties of materials to be procured.
4. Indicate the information considered when calculating the required quantities of materials for work needs.
5. Identify the necessary equipment for inspecting and receiving materials.
6. State the criteria for inspection and receipt of materials.
7. Describe the inspection and receipt procedure for materials.
8. Describe the organisation's policy and internal regulations for handling non-compliant materials.
9. Specify the corrective actions to be applied in the event of identifying non-compliant materials.
10. Describe the procedure for transporting and storing materials in the designated areas.
11. Identify the necessary equipment for transporting and storing materials.
12. Indicate the storage areas and their compliance requirements.
13. State the conditions for preservation and storage of materials.
14. Mention the rules of good storage practices.
15. Explain the concepts and importance of applying the FIFO and FEFO principles.

Skills:

The individual should be able to:

1. Check material stock levels to avoid shortages, in accordance with the work programme.
2. Calculate material supply needs, based on the work programme.
3. Ensure that the receiving and storage areas are clean, tidy, and comply with good storage practices.
4. Ensure that receiving equipment and transportation means are available and in good working condition to carry out the necessary inspections upon receipt.
5. Inspect materials upon receipt, in accordance with the organisation's receiving and acceptance criteria.

6. Handle non-compliant materials effectively, in accordance with the organisation's policy and internal regulations.
7. Transport materials to the designated areas using appropriate means of transport.
8. Store materials in the correct space and position according to good storage practices, applying FIFO and FEFO principles, as appropriate.
9. Check storage and preservation conditions according to the type and characteristics of the materials.
10. Record the results of inspections related to receipt, storage, and preservation conditions of the materials.

KT.29 Reception, information, and customer service

Knowledge:

The individual should be able to:

1. Explain the importance of professional appearance and personal hygiene in presenting a positive image to customers.
2. Describe how to welcome customers in the workplace.
3. Explain the importance of customer service.
4. State the basic principles of customer service.
5. State the basic principles of effective communication with customers.
6. Describe the customer service procedure.
7. Explain techniques for identifying customer information needs.
8. State the information provided to customers regarding the departments, layout, and operating hours of the organisation.
9. State the information provided to customers about the organisation's products, services, and offers.
10. Mention the informational and promotional materials available for the organisation's products and services.
11. Describe methods for informing customers and answering their questions.
12. Mention alternative options for the organisation's products and services.

Skills:

The individual should be able to:

1. Welcome customers in the workplace, presenting a positive image and following the organisation's regulations and basic principles of customer service.
2. Identify and confirm customers' information needs using appropriate techniques.
3. Inform customers about departments, layout, and operating hours, using basic principles of customer service and communication.
4. Inform customers about the organisation's products, services, and offers, using basic principles of customer service and communication.
5. Direct customers to the appropriate department and colleague based on their requirements and needs.

KT.31 Sale of products and services

Knowledge:

The individual should be able to:

1. Describe the principles and stages of product and service sales.
2. Describe the sales process for products and services as applied by the organisation.
3. Explain the principles of professional ethics related to their job role.
4. Explain the importance of open-ended questions in identifying customer needs.
5. Define the concept of empathy and its importance in fully identifying customer needs during the sales process.
6. Name ways to apply empathy during the sale of products and services.
7. Describe the features, properties, advantages, and other information about the products and services within their area of responsibility.
8. Identify the sources of information for the organisation's products and services.
9. Identify the types and causes of customer objections.
10. Describe the steps for handling customer objections.
11. Define the concepts of upselling and cross-selling.
12. State the principles and methods of upselling and cross-selling.
13. Explain the terms of a sale.
14. Mention the methods of closing sales based on the type of customer.

Skills:

The individual should be able to:

1. Approach customers according to the principles of product and service sales, following personal hygiene and professional appearance standards.
2. Identify customers' needs and desires for products and services, considering customer characteristics and applying the appropriate technique.
3. Clarify and confirm with customers their needs and desires for products and services.
4. Suggest product and service options to customers that align with their needs and desires, applying the principles of sales.
5. Explain to customers the features, properties, benefits, and other information about the products and services they have shown interest in.
6. Demonstrate to customers the handling and operation of the products and services they are interested in, in accordance to the specifications and guidelines of the organisation.

7. Refer customers to additional sources of information about products and services, in line with organisational practices and regulations.
8. Handle customer objections, following the organisation's procedures and the principles of product and service sales.
9. Present customers with additional products and services, applying the principles and methods of upselling and cross-selling.
10. Negotiate the terms of sale with customers according to the organisation's sales procedures.
11. Close sales according to the type of customer and by applying the appropriate closing method.

KT.32 Handling customer complaints

Knowledge:

The individual should be able to:

1. Explain the importance of maintaining a high level of customer satisfaction.
2. Explain the importance of effective and timely handling of customer complaints.
3. Identify the reasons and causes of customer complaints.
4. State the rights and obligations of the organisation and the customers, as defined by applicable legislation and the organisation's policy.
5. Describe the customer complaint handling process.
6. Describe the complaint recording methodology implemented by the organisation.
7. Indicate possible corrective actions to resolve different types of customer complaints.
8. State the procedure for confirming customer satisfaction after corrective actions have been taken.

Skills:

The individual should be able to:

1. Receive and record customer complaints by applying the organisation's complaint handling policy and procedures.
2. Investigate complaints and identify their causes by applying the organisation's complaint handling policy and procedures.
3. Apply corrective actions to resolve complaints, considering the customers' perspectives, applicable legislation, and the organisation's policy.
4. Evaluate the corrective actions based on the level of customer satisfaction.

KT.33 Cash register operation and payment handling

Knowledge:

The individual should be able to:

1. Describe the preparation of the cash register.
2. Explain how to operate the cash register and other related equipment.
3. Identify the key points to be aware of when handling and verifying credit documents and coupons provided by customers.
4. Name the documents and receipts used for payments.
5. Describe how to issue documents and receipts for payments.
6. Describe the organisation's payment collection process.
7. Explain the payment collection methods applied in the market.
8. State the key points of attention when accepting and verifying banknotes.
9. Describe the process of closing, verifying, and handing over the cash register.

Skills:

The individual should be able to:

1. Prepare the cash register according to the organisation's procedures.
2. Check the proper functioning of the cash register and other devices, following the manufacturers' instructions.
3. Handle and verify credit documents and vouchers submitted by the customer, adhering to the relevant points of attention.
4. Calculate the customer's charge based on the current price list and agreed sales terms.
5. Enter the charge into the cash register in the appropriate manner.
6. Issue documents and payment receipts either manually or electronically, according to the organisation's procedures.
7. Accept cash and provide change to customers, taking the necessary precautions when accepting and verifying banknotes.
8. Collect payments using various methods in line with the organisation's procedures and equipment usage manuals.
9. Check the cash register at closing, in accordance to the organisation's procedure.
10. Handover the cash register at closing, in accordance to the organisation's procedure.

3.2 Mandatory units

| Unit Code | Unit Title |
|------------------|--|
| МПТ4.1 | Preparation and opening of the bar |
| МПТ4.2 | Order taking |
| МПТ4.3 | Preparation and serving of simple and mixed non-alcoholic beverages |
| МПТ4.4 | Preparation and serving of coffees and other hot beverages |
| МПТ4.5 | Preparation and serving of alcoholic beverages |
| МПТ4.6 | Preparation and serving of wine |
| МПТ4.7 | Preparation and serving of cocktails |
| МПТ4.8 | Closing the bar |

МПТ4.1 Preparation and opening of the bar

Knowledge:

The individual should be able to:

1. Describe the process of preparing and organising the bar.
2. Identify the necessary equipment to prepare for the bar opening.
3. Describe the methodology for preparing, operating, and maintaining the equipment before the bar opening.
4. Explain the proper and safe use of the equipment.
5. Identify the necessary materials to be used, based on daily needs.
6. Describe the methodology for preparing the materials to be used.
7. List the checkpoints for the bar opening.

Skills:

The individual should be able to:

1. Prepare and organise the areas for the bar opening, in accordance with the organisation's procedures.
2. Prepare and set in operation the required equipment, following health and safety and food hygiene regulations.
3. Check availability and ensure necessary quantities of materials according to shift needs.
4. Prepare and keep the materials under appropriate conditions according to shift needs.
5. Verify the checkpoints for the bar opening.

MPT4.2 Order Taking

Knowledge:

The individual should be able to:

1. Name the products offered according to the bar list.
2. Describe the products, their main ingredients, and state the methods of preparation and presentation.
3. Describe the process of handling customers with allergies, intolerances, or special dietary needs.
4. State the equipment and methods for taking orders.
5. Describe the process of receiving and verifying orders.
6. State the way to forward the order to the appropriate department or person.

Skills:

The individual should be able to:

1. Provide customer service and assistance when ordering and taking the order with impeccable behaviour, politeness, and willingness, according to the organisation's policy.
2. Provide all necessary information and clarifications to customers about the offered products using the bar list.
3. Handle customers with special diets, allergies, or intolerances and assist them in ordering, according to the organisation's procedure.
4. Receive and record the order on the appropriate form or electronic system, following the organisation's order-taking procedure.
5. Confirm the accuracy of the order with the customers as defined by the relevant procedure.
6. Deliver and forward the order to the competent department or person using the organisation's delivery methods.

МПТ4.3 Preparation and serving of simple and mixed non-alcoholic beverages

Knowledge:

The individual should be able to:

1. Identify the main types and categories of non-alcoholic beverages.
2. Recognise the necessary ingredients for the preparation and serving of non-alcoholic beverages.
3. Identify the required equipment for the preparation and serving of non-alcoholic beverages.
4. Explain the proper and safe use of the required equipment.
5. Describe the methods of preparing the ingredients for making non - alcoholic beverages.
6. State the proper storage conditions of the ingredients until their use.
7. Identify the correct dosages for the preparation of non-alcoholic beverages.
8. Describe the process of preparing non-alcoholic beverages.
9. State the appropriate temperatures of serving non-alcoholic beverages.
10. Describe the final composition and decoration techniques of non-alcoholic beverages.
11. Describe the transport techniques of non-alcoholic beverages.
12. Describe the presentation and serving process of non-alcoholic beverages.

Skills:

The individual should be able to:

1. Select the necessary ingredients and equipment for the preparation and serving of non-alcoholic beverages.
2. Store the ingredients under appropriate conditions until their use.
3. Mix the ingredients for non-alcoholic beverages according to the recipe and customer preferences.
4. Decorate non-alcoholic beverages according to the recipe and customer preferences.
5. Transport the beverages using appropriate equipment and techniques.
6. Present and serve beverages to the customer, following the appropriate procedure.

MPT4.4 Preparation and serving of coffees and other hot beverages

Knowledge:

The individual should be able to:

1. Identify the main types and categories of hot beverages.
2. Identify the main types and varieties of coffee.
3. Identify the necessary ingredients for the preparation and serving of coffees and other hot beverages.
4. Identify the required equipment for the preparation and serving of coffees and other hot beverages.
5. Explain the proper and safe use of the required equipment.
6. Identify the appropriate glassware depending on the type of coffee and other hot beverages.
7. Describe the methods of preparing the ingredients for making coffees and other hot beverages.
8. State the proper storage conditions of the ingredients until their use.
9. Explain the coffee grinding process.
10. Explain how to use the espresso machine steam nozzle.
11. Identify the correct dosages for the preparation of coffees and other hot beverages.
12. Describe the process of tamping coffee and the correct application of pressure.
13. Describe the process of preparing espresso-based coffee.
14. Describe the process of preparing Cypriot and instant coffee.
15. Describe the process of preparing hot and cold milk foam.
16. Describe the process of preparing other hot beverages.
17. State the appropriate temperatures of serving coffees and other hot beverages.
18. Describe the final composition and decoration techniques of coffees and other hot beverages.
19. Describe the transport techniques of coffee and other hot beverages.
20. Describe the presentation and serving procedure of coffees and other hot beverages.

Skills:

The individual should be able to:

1. Select the necessary ingredients and equipment for the preparation and serving of coffees and other hot beverages.
2. Store the ingredients under appropriate conditions until their use.
3. Mix the ingredients for coffees and other hot beverages according to the recipe and customer preferences.
4. Select the appropriate glassware based on coffees and other hot beverages type.
5. Prepare espresso-based drinks, according to the recipe and customer preferences.
6. Prepare Cypriot and instant coffee according to the recipe and customer preferences.
7. Prepare hot and cold milk foam using the proper equipment and techniques.
8. Prepare other hot beverages according to the recipe and customer preferences.
9. Decorate coffee and other hot beverages, according to the recipe and customer preferences
10. Transport coffee and other hot beverages using appropriate equipment and techniques.
11. Present and serve coffees and other hot beverages to the customer following the appropriate procedure.

МПТ4.5 Preparation and serving of alcoholic beverages

Knowledge:

The individual should be able to:

1. Identify the main types and categories of alcoholic beverages.
2. Name the different types of beer.
3. List the characteristics of each type of beer.
4. State the legislation regarding the sale of alcoholic beverages.
5. Identify the necessary ingredients for the preparation and serving of alcoholic beverages.
6. Identify the required equipment for the preparation and serving of alcoholic beverages.
7. Explain the proper and safe use of the required equipment.
8. Describe the methods for preparing the ingredients for making alcoholic beverages.
9. State the proper storage conditions of the ingredients until their use.
10. Identify the correct dosages for the preparation of alcoholic beverage.
11. Describe the process of preparing alcoholic beverages.
12. State the appropriate temperatures for serving beer and other alcoholic beverages.
13. Describe the final composition and decoration techniques of alcoholic beverages.
14. Describe the transport techniques for beer and other alcoholic beverages.
15. Describe the presentation and serving process for beer and other alcoholic beverages.

Skills:

The individual should be able to:

1. Select the necessary ingredients and equipment for the preparation and serving of beer and other alcoholic beverages.
2. Store the ingredients under appropriate conditions until their use.
3. Mix the ingredients for alcoholic beverages according to the recipe and customer preferences.
4. Decorate alcoholic beverages according to the recipe and customer preferences.
5. Prepare beer for serving according to its type.

6. Transport beer and alcoholic beverages using the appropriate equipment and techniques.
7. Serve beer and alcoholic beverages to customers following the correct serving procedure.

MPT4.6 Preparation and Serving of Wine

Knowledge:

The individual should be able to:

1. State the varieties, types, and categories of wine.
2. Identify the required equipment for wine preparation and serving.
3. Explain the proper and safe use of the required equipment for wine preparation and serving.
4. Identify the appropriate glassware depending on the type of wine.
5. State the appropriate temperatures for serving for each type of wine.
6. Describe wine preparation techniques based on the type.
7. Describe the equipment and techniques for transporting wine to the customer.
8. Describe the techniques for opening wine bottles.
9. Identify cases of spoiled wine and the handling process.
10. Describe the presentation and serving process of wine.
11. Describe the correct conditions of keeping wine at the table.

Skills:

The individual should be able to:

1. Prepare the required equipment for wine preparation and serving.
2. Prepare the wine for serving based on its type.
3. Transport the wine using the appropriate equipment and techniques.
4. Present the wine to customers using the correct technique.
5. Open the wine using the appropriate method and equipment, according to its type.
6. Serve the wine using the proper techniques according to the wine service procedure.
7. Handle cases of spoiled wine according to the organisation's procedures.

MPT4.7 Preparation and Serving of Cocktails

Knowledge:

The individual should be able to:

1. List the main types and categories of cocktails.
2. Identify the necessary ingredients for cocktail preparation and serving.
3. Identify the required equipment for cocktail preparation and serving.
4. Explain the proper and safe use of the required equipment.
5. Describe the methods for preparing ingredients for cocktails.
6. State the proper storage conditions for the ingredients until their use.
7. Identify correct dosages for cocktail preparation.
8. Describe the preparation process for various cocktails.
9. State the appropriate temperatures for serving for cocktails.
10. Describe the final composition and decoration techniques of cocktails.
11. Describe the transport techniques for cocktails.
12. Describe the presentation and serving process for cocktails.

Skills:

The individual should be able to:

1. Select the required ingredients and equipment for cocktail preparation and serving, based on the recipe.
2. Store the ingredients under proper conditions until their use.
3. Mix cocktails according to the recipe and customer preferences.
4. Decorate cocktails according to the recipe and customer preferences.
5. Transport cocktails using the appropriate equipment and techniques.
6. Serve cocktails to customers, following the correct serving procedure .

MPPT4.8 Closing the Bar

Knowledge:

The individual should be able to:

1. Describe the process of organising materials and ingredients during the bar closing.
2. State the proper storage conditions for the ingredients.
3. Describe the process of checking and organising the equipment.
4. Identify the equipment that should be deactivated during the bar closing.
5. List the checkpoints for the bar closing.
6. Describe the procedure for the bar closing.

Skills:

The individual should be able to:

1. Organise and store materials and ingredients in appropriate locations and conditions.
2. Check and organise the equipment in the proper places.
3. Deactivate the equipment following safety, health, and food hygiene rules.
4. Check the suitability of the area for the bar closing.
5. Close the bar following the organisation's procedures.

3.3 Optional units

(choose at least 1 out of 2)

| Unit Code | Unit Title |
|------------------|-------------------------|
| МПТ4.9 | Room service |
| МПТ4.10 | Mini bar service |

МПТ4.9 Room service

Knowledge:

The individual should be able to:

1. Identify the necessary equipment for room service.
2. State the proper storage conditions for the materials.
3. Describe the procedure for preparing equipment for room service.
4. Explain the correct procedure for entering guest rooms.
5. Describe the procedure for serving a room service order.
6. Describe the procedure for handling the guest's account for room service.
7. Describe the procedure for removing dishes, equipment, and materials from guest rooms and floors.
8. Describe the procedure for cleaning, disinfecting, and storing the equipment.

Skills:

The individual should be able to:

1. Prepare the required equipment for room service.
2. Maintain materials under appropriate conditions, food hygiene and safety regulations.
3. Deliver orders to guest rooms using the appropriate equipment.
4. Enter the guest room following the proper entry procedure.
5. Serve the order to the guest in accordance with the room service procedure.
6. Handle the account the guest's request and the organisation's procedure.
7. Remove dishes, equipment, and materials from guest rooms and floors in accordance with the organisation's procedure.
8. Transport dishes, equipment, and materials to the appropriate areas.
9. Clean, disinfect, and store the equipment in the proper place, health and safety regulations.

MPPT4.10 Mini bar service

Knowledge:

The individual must be able to:

1. Identify the necessary equipment for mini bar service.
2. Explain the correct and safe use of the equipment.
3. State the products offered in the mini bar service.
4. Describe the procedure for preparing the products.
5. Describe the procedure for preparing the equipment for mini bar service.
6. Describe the procedure for transporting products to guest rooms.
7. Explain the correct procedure for entering guest rooms.
8. Describe the procedure for checking the mini bar for possible shortages of products.
9. Describe the procedure for restocking and replenishing products in the mini bar.
10. Describe the procedure for charging the guest for the mini bar service.

Skills:

The individual must be able to:

1. Prepare the required equipment for mini bar service.
2. Select products based on the mini bar service product list.
3. Transport products for mini bar replenishment using the appropriate transport equipment.
4. Enter guest rooms following the entry procedure.
5. Check the mini bar for possible product shortages based on the mini bar checklist.
6. Restock and replenish mini bar products according to identified needs.
7. Charge the guest for mini bar consumption in accordance with the organisation's procedure.

3.4 Competences (responsibility and autonomy)

The individual must be able to:

1. Organise their work independently and responsibly, assuming responsibility for the results.
2. Apply with responsibility and professionalism the knowledge and skills required for the execution of their duties.
3. Collaborate with colleagues in work teams and take an active role in encouraging and improving the efficiency and effectiveness of the team.
4. Demonstrate a professional attitude and behaviour in the workplace.
5. Show orderliness and diligence in the execution of their work.
6. Manage time effectively to complete their work.
7. Demonstrate willingness and a positive attitude in performing their duties.
8. React and adapt easily and quickly to emergencies and changes in the work environment.
9. Supervise the routine tasks of subordinates and assume, to some extent, initiative and responsibility for improving their work and performance.
10. Support and follow the instructions received from their superiors and management.
11. Adopt a positive attitude toward serving and meeting customer needs.
12. Adopt and apply current legislation, regulations, policies, procedures, and work instructions.
13. Adopt and apply the required preventive health and safety measures while performing their work.
14. Support the implementation of environmental protection measures.
15. Adopt and apply personal hygiene rules and requirements for food safety (HACCP).
16. Participate and contribute suggestions for improving processes, methods, and work techniques.
17. Apply general rules for identifying and solving problems to produce quality results.
18. Handle the equipment safely and skilfully, maintaining it in excellent working condition.

19. Demonstrate responsibility and care in selecting suitable ingredients for preparing coffees and other beverages.
20. Seek professional advancement by showing interest in their work and development.
21. Pursue further training to upgrade their knowledge and skills.

4. GLOSSARY

The following definitions are provided to clarify words and concepts used in the standard:

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| Principles of professional ethics | Rules that morally bind the performance of duties in a job position. |
| Principles of workplace organisation | Rules for arranging and organising the workspace to operate effectively and efficiently, such as the 5S philosophy (Sort, Set in order, Shine, Standardise, Sustain). |
| Knowledge | The result of assimilating information through learning. Knowledge comprises facts, principles, theories, and practices related to a field of work or study. |
| Skills | The ability to apply knowledge and utilise expertise to perform tasks and solve problems. Skills are described as mental (logical, intuitive, and creative thinking) and practical (manual dexterity and the use of methods, materials, tools, and instruments). |
| Cross-selling | A sales technique that encourages customers to purchase additional and complementary products or services beyond what they have already selected. The goal is to increase the value of the customer's order with products and services that complement the main product or service. |
| Upselling | A sales technique that encourages customers to purchase other (usually more expensive) versions or types of a product or service than those they initially intended to buy. |
| Professional qualification | The official result of an assessment and validation process, achieved when the competent authority confirms that an individual has attained learning outcomes that meet specific standards. |
| Competences | The proven ability to use knowledge, skills, and personal, social, and/or methodological abilities in work or study situations and in professional and/or personal development. In the European Qualifications Framework, competences are described in terms of responsibility and autonomy. |

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| Cocktail | A drink resulting from mixing various alcoholic and non-alcoholic beverages. It is usually characterized by bright colors, decoration, and an exotic character. |
| Learning outcomes | The recording of everything that the learner knows, understands, and can do after completing a learning process, relating to knowledge, skills, and competencies. |
| FEFO method (First Expired First Out) | The materials, products, merchandise, and other goods that expire first are the ones to be consumed or sold first. |
| FIFO method (First In, First Out) | The materials, products, merchandise, and other goods that were acquired first are the ones to be consumed or sold first. |
| Mini bar | A small refrigerator usually located in guest rooms. |
| Terms of sale | Regulations of the organisation/store and specific terms governing discounts, credit, payment methods, delivery time, delivery method, product changes, warranty, after-sales support, and other aspects of a sale. |
| Serving | Serving customers. |
| Customer complaint | The expression of a customer's dissatisfaction due to unmet expectations regarding a product. Dissatisfaction may be due to product quality or price, customer service, or the policies and procedures implemented by the organisation regarding the services and products offered. |
| Environmental aspect | An element of an organisation's activities, products, or services that interacts, or may interact, with the environment. |

| | |
|---|---|
| Sources of information for products and services | Informational material, websites, colleagues, and other information databases capable of providing additional and specialized information about products and services. |
| Information on products and services | Information provided to customers during the sales process concerning product and service characteristics, properties, advantages, use, functionality, warranty, technical support, ordering method, cost, payment method, returns, and more. |
| Food labeling | Any mentions, indications, trademarks, trade names, images, or symbols referring to a food item and placed on each package, document, sign, label, ring, or collar accompanying or referring to that food. |
| Sales stages | The main stages of a sales process: preparation for sale, investigation of customer needs, presentation and provision of information on products and services, handling objections, recognition of customer purchasing intent, upselling, and closing the sale. |
| Unit | Describes what a person is capable of doing to demonstrate that they can effectively perform part of their job, consisting of a set of individual tasks. |
| HACCP | Hazard Analysis Critical Control Points. A simple and effective system aimed at ensuring food hygiene. Using HACCP, risks and their likelihood can be anticipated at every stage of food production, thus preventing harm to consumer health. |
| Steam nozzle | Part of the coffee machine that releases steam for preparing milk foam. |
| Principles of professional ethics | Rules that ethically bind the execution of duties |

Workplace organisation principles

Rules for arranging and organising a workspace to function effectively and efficiently, such as the 5S philosophy (Sort, Set in order, Shine, Standardize, Sustain).

Hot coffees

Espresso-based coffees: Ristretto, Espresso, Doppio, Americano, Lungo, Macchiato – con Pana, Cappuccino, Café Latte, Mocha.

Cold coffees

Espresso-based cold coffees: Freddo Espresso, Freddo Macchiato, Freddo Cappuccino, Frappe.

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