

Accreditation : This Module is a Nationally Accredited Course

Title
Field Of Study : THHBFB009B – PROVIDE RESPONSIBLE SERVICE OF ALCOHOL
: Retail Food

What is this course all about?

This unit deals with the skills and knowledge required to satisfy the requirements for responsible service of alcohol under State/Territory legislation. All persons undertaking training as part of a National Certificate in the service of alcohol must complete this unit. All elements are undertaken in accordance with legal provisions of the relevant liquor legislation. Evidence of competence must include demonstrated knowledge of legislation as detailed throughout the unit and in the Evidence Guide. It must also include knowledge of the underpinning reasons for and benefits of responsible service of alcohol reforms. Those developing training to support this unit must undertake consultation with the relevant State/Territory licensing authority.

Identify customers to whom service may be refused– THHBFB009B/01

- ❑ Identify customers, to whom service may be refused in accordance with State/Territory legislation, including minors and intoxicated persons.
- ❑ Where appropriate, request and obtain acceptable proof of age prior to service.
- ❑ Refuse service in a polite manner and state reasons for the refusal.

Prepare and serve alcoholic beverages responsibly– THHBFB009B/02

- ❑ Serve alcohol in accordance with provisions of relevant State/Territory legislation, licensing requirements and responsible service of alcohol principles.
- ❑ Prepare and serve standard drinks in accordance with industry requirements.
- ❑ When requested, give accurate information to customers on alcoholic beverages in accordance with enterprise/house policy and government regulation, including:
 - Types
 - Strengths
 - Standard
- ❑ Alcoholic percentages of a range of frequently served drinks
- ❑ Identify issues regarding service of alcohol to different types of customers and

incorporate them into service

Assist customers to drink within appropriate limits – THHBFB009B/03

- ❑ Encourage customers courteously and diplomatically to drink within appropriate limits.
- ❑ Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action.
- ❑ Monitor the emotional and physical state of patrons for signs of intoxication.
- ❑ Where appropriate, offer food and non-alcoholic beverages.
- ❑ Politely decline requests for drinks to be dispensed in a manner which is irresponsible, or which encourages the rapid or excessive consumption of alcohol, and advise customers on the reasons for the refusal where appropriate.
- ❑ Refuse service to intoxicated customers in a suitable and consistent manner, minimising confrontation and arguments and pointing out signage where relevant

Assist alcohol affected customers – THHBFB009B/04

- ❑ Assess intoxication levels of customers using a number of methods including:
 - Observation of changes in behaviour
 - Observation of emotional and physical state of customers
 - Monitoring noise levels
 - Monitoring drink orders
- ❑ When assessing intoxication, take into account factors which affect individual responses to alcohol including:
 - Gender
 - Weight
 - General health
 - Rate of consumption
 - Food intake
 - Other substances taken
- ❑ Politely make offers of assistance to intoxicated customers as appropriate including:
 - Organising transport for customers wishing to leave
 - Offering non-alcoholic drinks
 - Assisting customers to leave
 - Offering alternatives to alcohol such as food
- ❑ Where appropriate, give patrons a verbal warning or ask them to leave the premises in accordance with enterprise/house requirements, the specific situation and provisions of State/Territory legislation/regulations.
- ❑ Use appropriate communication and conflict resolution skills in handling difficult situations.
- ❑ Refer difficult situations beyond the scope of individual responsibility to the appropriate person.
- ❑ Promptly identify situations, which pose a threat to safety or security of colleagues,

customers or property, and seek assistance from appropriate colleagues according to enterprise policy.

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Bar staff
- ❑ Waiters/ Waitress

What Recognition will you achieve?

Where a demonstrated competency has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on www.matrixtraininggroup.com/downloads.php In order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support.

Our website address is www.matrixtraininggroup.com

3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support