

START SOMETHING SPECTACULAR!

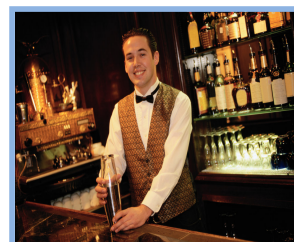
CAREERS IN HOSPITALITY – BAR ATTENDANT

Bar attendants prepare, mix and serve drinks to customers in hotels, bars, cafes, restaurants and clubs.

Duties and Tasks

A bar attendant may perform the following tasks:

- serve alcoholic and non-alcoholic drinks
- draw beer from the tap or pour from bottles
- mix ingredients to make cocktails and slice fruit to garnish drinks
- prepare and serve a variety of coffees
- refill drink and cigarette dispensers
- collect glasses from tables and place them in glass washing machines
- wipe down tables and empty ashtrays
- collect payment, operate cash registers and give change
- arrange bottles and glasses on shelves
- clean bar service area and polish glasses
- operate TAB and Keno or gaming machine terminals
- assist in the cellar
- assist in stock control
- make coffee using an espresso coffee machine or filter system
- observe workplace hygiene, occupational health and safety, and security procedures.



Bar attendants may also provide drinks to waiters or serve them to tables, depending on the type of business.

Work Conditions

Bar attendants generally do shift work, often in the evenings, weekends and public holidays. Many bar attendants are employed on a part-time or casual basis. Uniforms may be supplied by employers. The work environment can be busy and noisy, and may be hot and stuffy, especially during peak periods. While legislation can vary between states, many licensed premises permit smoking, so it can also be smokey.

Bar attendants must be at least 18 years of age, and are required to comply with legislation on the responsible service of alcohol.

Bar attendants spend long periods on their feet, and may have to deal with difficult or intoxicated customers.

Personal Requirements

- good interpersonal skills
- good memory
- efficient and speedy
- enjoy working with people
- prepared to work weekends and evenings
- good cash-handling skills
- able to stand for long periods

Education and Training

To be a qualified bar attendant, you should have a **Certificate II in Hospitality (Operations)** as a minimum, although some places will let you start with no training as they offer training on the job.

Certificate II in Hospitality (Operations) is the entry-level qualification which provides the basic skills to work as a bar attendant, the Certificate III in Hospitality (Operations) is the certificate for a qualified waiter, in both food and beverage

Certificate III in Hospitality (Operations) is the qualification for a waiter or bar attendant. You can specialise through electives in whatever best meets your job needs.

Other qualifications are available to help bar attendants to move into supervisory or more specialised roles: **The Certificate IV in Hospitality (Supervision)** is designed to provide the supervisory skills to be a head waiter, sommelier or supervisor

The **Diploma of Hospitality Management** is designed to provide the management skills as well as the operational skills and knowledge needed to be a food and beverage manager

The **Advanced Diploma of Hospitality Management** provides the advanced management skills for those who are interested in managing a restaurant, heading up a large department or owning their own business.

Bar attendants can work in hotels, bars, restaurants, cafes, clubs, recreation and convention centres, and other licensed entertainment venues. There are good job prospects. Most bar attendants are employed on a part-time or casual basis. As turnover is relatively high, there is generally a constant demand to replace those leaving the job. As the tourism and hospitality industry continues to grow, with a growing number of hotels, cafes and restaurants, there are likely to be increased employment opportunities for skilled bar staff attendants who have undertaken training or are experienced are highly regarded and sought by employers. Bar attendants with experience and additional training may progress to supervisory or management positions.

Career paths are flexible and there are many associated jobs in other areas of the hospitality industry, as well as related areas such as training, marketing and events management.

For more information

Career Gateway www.careergateway.serviceskills.com.au	Career Gateway helps parents and career advisors, employers and students with career information
Australian Job Outlook www.jobsearch.gov.au	Australian government website that provides information on job prospects, weekly earnings, type of work and other useful occupational information.
Wagenet www.wagenet.gov.au	The aim of this site is to help you find information about wages and conditions of employment.
Year 12 What Next? www.year12whatnext.gov.au	Australian government website designed to help Year 12 students plan their post school education and training
My Future www.myfuture.edu.au	Australian government website containing comprehensive career information.
My Hospitality www.myhospitality.com.au	Free Australian hospitality industry and trade directory, employment provider and information source