

Food and Beverage Person *On-the-Job Training Guide*

Food and Beverage Persons sell and serve food and beverage products and mix and prepare alcoholic and non-alcoholic beverages.

Training Requirements: 3600 hours (2 years) including:

- two work place competency credentials that must be completed in consultation with the Saskatchewan Tourism Education Council:

Food and Beverage Server national *emerit* Certification (including exam and work history verification)

Bartender national *emerit* Certification (including exam and work history verification)

Additional required training by the Saskatchewan Tourism Education Council

- Server Intervention Training (Serve it Right or equivalent)
- Food Safe or equivalent training
- Customer Service (Service Best or equivalent)
- Workplace Trainer national *emerit* Exam or Workplace Training program certificate
- WHMIS
- Standard First Aid
- CPR "A" or better

Journeyman to apprentice ratio for this trade is: 1:4

The information contained in this document serves as a guide for employers and apprentices. Apprenticeship training is mutually beneficial to both employer and apprentice. The employer's investment in training apprentice's results in skilled and certified workers. The document summarizes the tasks to be covered by the apprentice during the on-the-job portion of apprenticeship training. The hours and percentages of technical and practical training may vary according to class needs and progress.

It is the employer's or journeyman's training responsibility to supervise an apprentice's practical skills development until a satisfactory level of proficiency has been reached.

EMPLOYER TRAINING RESPONSIBILITY

- expose the apprentice to all appropriate service standards and identify "tools" of the trade
- provide guided, hands-on practice in set-up
- demonstrate the techniques for all services for food and beverage.

Employers should make every effort to expose their apprentices to work experience in as many areas of the trade as possible.

Below, in-school instruction is listed first; suggestions to help employers assist the apprentice to prepare for in-school training are listed next.

The content of the technical training components is subject to change without notice.

Food and Beverage Server national *emerit* Certification

Tourism Awareness

Tourism

The employer can assist the apprentice to achieve this objective by:

- *promoting local events and points of interest*

Professionalism

Positive attitude

Professionalism

Problems and special situations

The employer can assist the apprentice to achieve these objectives by:

- *encouraging a professional work environment*

Interpersonal Skills

Professionalism

Effective communication

Teamwork

The employer can assist the apprentice to achieve these objectives by:

- *developing communication skills among team members*
- *encouraging a professional work environment*

Food and Beverage Product Knowledge

Product knowledge

Food menu knowledge

Beverage service knowledge

The employer can assist the apprentice to achieve these objectives by:

- *demonstrating how product knowledge relates to the food and beverage served within the establishment*

Tools and Equipment

Tableware

Bar tools and equipment

The employer can assist the apprentice to achieve these objectives by:

- *demonstrating the correct setting procedures for tableware*
- *demonstrating the correct use and storage of bar tools and equipment*

Service Support/Providing Service

Organize work station

Maintain and Set Tables

Perform Other Duties

Service Knowledge

Orders

The employer can assist the apprentice to achieve these objectives by:

- *establishing guidelines for service standards within the business*
- *setting priorities for service and how it is to be conducted*
- *demonstrating courtesy to customers in all aspects of service*

Beverage Preparation and Service

Prepare glassware

Pour wine

Serve tea and coffee

The employer can assist the apprentice to achieve these objectives by:

- *establishing guidelines for service standards within the business*
- *demonstrating courtesy to customers when serving beverages*

Processing Payment

Point-of-sales systems

Handling of guest payment

The employer can assist the apprentice to achieve these objectives by:

- *demonstrating the use of point-of-sales systems as used by the business*
- *explaining the correct procedure for offering change or receipts*
- *supervising cash-out duties*

Sanitation and Safety

Food and beverage storage

Fire and emergency procedures

WHMIS

Safe practices

The employer can assist the apprentice to achieve these objectives by:

- *explaining how to keep food free of contamination*
- *encouraging a safe work environment*
- *posting emergency procedure information at serving/kitchen stations*

Legislation

Legislation affecting industry

The employer can assist the apprentice to achieve this objective by:

- *explaining legislation that affects service within their work environment*

Bartender national *emerit* Certification

Tourism Awareness

Tourism

The employer can assist the apprentice to achieve this objective by:

- *promoting local events and points of interest.*

Professionalism

Positive attitude

Professionalism

Problems and special situations

The employer can assist the apprentice to achieve these objectives by:

- *encouraging a positive work environment*
- *explaining what dress and grooming is appropriate to the business*
- *developing standards for assisting customers with problems or special situations*

Interpersonal Skills

Effective communication

Teamwork

The employer can assist the apprentice to achieve these objectives by:

- *developing communication skills among team members*
- *encouraging a professional work environment*

Food and Beverage Product Knowledge

Product knowledge

Food menu knowledge

Beverage service knowledge

The employer can assist the apprentice to achieve these objectives by:

- *demonstrating how product knowledge relates to the food and beverage served within the establishment*

Tools and Equipment

Bar tools and equipment

The employer can assist the apprentice to achieve this objective by:

- *demonstrating the correct use and storage of bar tools and equipment.*

Service Support/Providing Service

Organize work stations

Maintain and set tables

Perform other duties

Service Knowledge

Orders

The employer can assist the apprentice to achieve these objectives by:

- *explaining the correct organization of the bar and providing information regarding the available equipment*
- *explaining how to complete orders effectively.*
- *demonstrating the closing procedures*

Beverage Preparation and Service

Pour drinks

Pour wine

Serve beer

Serve tea and coffee

The employer can assist the apprentice to achieve these objectives by:

- *explaining the products used in daily service*
- *demonstrating useful techniques to enhance service*
- *explaining the importance of responsible alcohol service*

Processing Payment

Point-of-sales system

Receive guest payment

Handling payment

The employer can assist the apprentice to achieve these objectives by:

- *demonstrating the use of point-of-sales system.*
- *explaining inventory control issues*

Responsible Alcohol Service

Serve alcohol responsibly

The employer can assist the apprentice to achieve this objective by:

- *explaining the importance of responsible alcohol service*

Sanitation and Safety

Food and beverage storage

Fire and emergency procedures

WHMIS

Safe practices

The employer can assist the apprentice to achieve these objectives by:

- *providing a safe work environment*
- *posting emergency procedure information at serving/bar stations*
- *explaining the location of fire safety equipment*

Legislation and Regulations

Complying with liquor and other regulations

The employer can assist the apprentice to achieve this objective by:

- *explaining legislation that affects service within their work environment*

Consider apprenticeship training as an investment in the future of your company and in the future of your workforce. Ultimately, skilled and certified workers increase your bottom line.

Get involved in the apprenticeship training system. Your commitment to training helps to maintain the integrity of the trade.

Do you have employees who have been working in the trade for a number of years but do not have trade certification? Contact your local apprenticeship office for details on how they might obtain the certification they need.

Saskatchewan Apprenticeship & Trade Certification Commission

2140 Hamilton St. Regina, SK S4P 2E3

Tel: (306) 787-2444

Fax: (306) 787-5105

Toll Free: 1-877-363-0536

website: www.saskapprenticeship.ca

District Offices

Estevan (306) 637-4930

La Ronge (306) 425-4385

Moose Jaw (306) 694-3735

North Battleford (306) 446-7409

Prince Albert (306) 953-2632

Saskatoon (306) 933-8476

Swift Current (306) 778-8945

Yorkton (306) 786-1394