

Food and Beverage Person

A Guide to Course Content

2022

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

Training Requirements: To graduate from the apprenticeship program, an apprentice must successfully complete the required technical training and compile enough on-the-job experience to total at least 1800 hours each year. Total trade time required is 3600 hours and at least 2 years in the trade.

- At least one year of the training must be completed while registered as an apprentice delivered by industry through Tourism Saskatchewan.

The information contained in this document serves as a guide for employers and apprentices, and briefly summarizes the training delivered at each level of apprenticeship training. The hours and percentages of technical and practical training may vary according to class needs and progress.

Food and Beverage Person trade training includes:

Food and Beverage Server national *emerit* Certification
(includes examination and work history verification)

Bartender national *emerit* Certification
(includes examination and work history verification)

*These workplace competency credentials must be completed in consultation with Tourism Saskatchewan.

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

Food and Beverage Server national *emerit* Certification

Interpersonal Skills

- professionalism
- communication skills
- teamwork
- assisting special needs guests

Food and Beverage Product Knowledge

- tableware identification
- product knowledge
- food menu knowledge
- beverage service knowledge

Service Techniques

- preparation for service
- selling techniques
- serving alcohol responsibly
- tea and coffee preparation
- American/plate service
- taking and delivering orders
- serving wine
- section management
- presenting guest check
- bussing and setting tables
- closing duties

Monetary Transactions

- point-of-sales systems
- handling guest payment
- cashing out

Safety and Sanitation

- protecting food from contamination
- working safely
- following emergency procedures

Tourism Awareness

- promoting tourism

Legislation

- legislation affecting industry

Bartender national *emerit* Certification

Professionalism

- exhibiting positive attitude
- professional appearance
- professional conduct
- teamwork

Human Relations

- having a service orientation
- handling difficult situations

Safety and Sanitation

- safety guidelines
- fire safety
- storage of food and beverage products
- bar maintenance

Administration

- point-of-sales system
- monetary transaction skills
- inventory control

Service Preparation and Closing

- bar organization
- bar and equipment identification
- closing procedure

Beverage Preparation and Service

- basic bar knowledge
- tools of the trade
- beer service
- liquor products
- wine service
- beverage service
- bartending techniques
- responsible alcohol service

Bar Food Service

- food service guidelines

Legislation and Regulations

- complying with liquor and other regulations

Other Required Training

Candidates must provide documentation to the Saskatchewan Tourism Education Council that they have completed the following training:

- 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

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