



Food and Beverage Person

Guide to Course Content

2024

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STRUCTURE OF THE GUIDE TO COURSE CONTENT

To facilitate understanding of the occupation, this guide to course content contains the following sections:

Task Matrix: a chart which outlines graphically the major work activities, tasks and sub-tasks of this standard detailing the essential skills and the level of training where the content is covered. The Task Matrix is broken down into the following:

Major Work Activity: the largest division within the standard that is comprised of a distinct set of trade activities.

Task: distinct actions that describe the activities within a major work activity.

Sub-task: distinct actions that describe the activities within a task.

Training Profile Chart: a chart which outlines the model for Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) technical training.

Technical Training Course Content for Food and Beverage Persons Certification: a chart which outlines the model for SATCC technical training sequencing. For the harmonized level of training, a cross reference to the Harmonized apprenticeship technical training sequencing, at the learning outcome level, is provided.

TRAINING REQUIREMENTS FOR THE FOOD AND BEVERAGE PERSON TRADE

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.

Food and Beverage Persons go through a unique process in their journey to Journey person explained briefly below. Training is generally workplace based and is supervised and supported by the Saskatchewan Tourism Education Council.

1. Before being eligible for journey person status, you must register as an apprentice with SATCC. See point 4 below.
2. Complete five workplace competency credentials in consultation with the Saskatchewan Tourism Education Council:
 - a. Food and Beverage Server – National Emerit Certification
 - b. Bartender – National Emerit Certification
 - c. Workplace Trainer – National Emerit Certification or on-line Workplace Trainer program STEC certification
 - d. Customer Service (*Service Best or equivalent – note that “Ultimate Customer Service Workshop is not equivalent)
 - e. Server Intervention Training (Serve it Right or equivalent)
3. In addition, candidates must provide documentation to the Saskatchewan Tourism Education Council that they have completed the following courses:
 - a. WHMIS
 - b. Standard First Aid
 - c. CPR ‘A” or better
 - d. *FoodSafe or equivalent
4. Once candidates have registered 3600 hours or more, and completed the STEC requirements they are eligible for Journey person status. *note – they are not required to serve half the term of apprenticeship under contract.

Program criteria for Service Best equivalency:

1. A minimum of 6 hours of training.
2. Definition of Customer Service
3. Service Recovery Model/Process
4. Address Service Attitude
5. Rigour

Ex. “Casino Regina Customer Service” program **has** equivalency

**Serve it Right” equivalency from other jurisdictions is valid but card holders must contact Tourism Saskatchewan to challenge the SK online examination for jurisdictional difference awareness.*

** FoodSafe equivalency is **any** safe food handler’s course that has been accredited by Saskatchewan Health.*

The information contained in this document details the technical training delivered for each level of apprenticeship. An apprentice spends approximately 15% of their apprenticeship term in a technical training institute learning the technical and theoretical aspects of the trade. The hours and percentages of technical and practical training may vary according to class needs and progress.

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

Entrance Requirements for Apprenticeship Training

Your grade twelve transcripts (with no modified classes) or GED 12 is your guarantee that you meet the educational entrance requirements for apprenticeship in Saskatchewan. In fact, employers prefer and recommend apprentices who have completed high school. This ensures the individual has all of the necessary skills required to successfully complete the apprenticeship program, and receive journey person certification.

Individuals with “modified” or “general” classes in math or science do not meet our entry requirements. These individuals are required to take an entrance assessment prescribed by the SATCC.

English is the language of instruction in all apprenticeship programs and is the common language for business in Saskatchewan. Before admission, all apprentices and/or “upgraders” must be able to understand and communicate in the English language. Applicants whose first language is not English must have a minimum Canadian Language Benchmark Assessment of six (CLB6).

Note: A CLB assessment is valid for a one-year period from date of issue.

Designated Trade Name	Math Credit at the Indicated Grade Level ^❶	Science Credit at Grade Level
Food and Beverage Person	Grade 9	Grade 10
<p>^❶ - (One of the following) WA – Workplace and Apprenticeship; or F – Foundations; or P – Pre-calculus, or a Math at the indicated grade level (Modified and General Math credits are not acceptable.)</p> <p>*Applicants who have graduated in advance of 2015-2016, or who do not have access to the revised Science curricula will require a Science at the minimum grade level indicated by trade.</p> <p>For information about high school curriculum, including Math and Science course names, please see: http://www.curriculum.gov.sk.ca</p> <p>Individuals not meeting the entrance requirements will be subject to an assessment and any required training</p>		

TECHNICAL TRAINING COURSE CONTENT

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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