



Food and Beverage Person On-the-Job Training Guide

2024

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Saskatchewan
Apprenticeship and
Trade Certification
Commission

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STRUCTURE OF THE ON-THE-JOB TRAINING GUIDE

To facilitate understanding of the occupation, this on-the-job training guide 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.

Major Work Activity (MWA): 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.

On-the-Job and In-school Training Content for the Food and Beverage Persons Certification: a chart which outlines the topics of technical training with on-the-job examples for apprentices to achieve relevant experience at work.

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.

Journey person 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 apprentices, results in skilled and certified workers. The document summarizes the tasks to be covered by the apprentice during their on-the-job portion of apprenticeship training. An apprentice spends approximately 85% of their apprenticeship term training on-the-job.

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

EMPLOYER TRAINING RESPONSIBILITY

- promote a safety-conscious workplace
- provide mentored, hands-on practice in the use of tools and equipment
- demonstrate procedures relevant to the trade
- provide the opportunity for apprentices to perform full scope of services
- ensure that the apprentice can perform the services in the trade

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

The On-the-Job Training Guide is to help employers assist the apprentice to prepare for in-school training.

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

ON-THE-JOB AND IN-SCHOOL TRAINING CONTENT FOR THE FOOD AND BEVERAGE PERSON TRADE

Food and Beverage Server National *Emerit* Certification

Interpersonal Skills

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

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Food and Beverage Product Knowledge

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

Mentors can assist the apprentice to prepare for this section of technical training by:

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

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

Mentors can assist the apprentice to prepare for this section of technical training 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*
-

Monetary Transactions

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

Mentors can assist the apprentice to prepare for this section of technical training 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*
-

Safety and Sanitation

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

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Tourism Awareness

- promoting tourism

Mentors can assist the apprentice to prepare for this section of technical training by:

- *promoting local events and points of interest*
-

Legislation

- legislation affecting industry

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Bartender National *Emerit* Certification

Professionalism

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

Mentors can assist the apprentice to prepare for this section of technical training 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*
-

Human Relations

- having a service orientation
- handling difficult situations

Mentors can assist the apprentice to prepare for this section of technical training by:

- *developing communication skills among team members*
 - *encouraging a professional work environment*
 - *demonstrating courtesy to customers in all aspects of service*
-

Safety and Sanitation

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

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Administration

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

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Service Preparation and Closing

- bar organization
- bar and equipment identification
- closing procedure

Mentors can assist the apprentice to prepare for this section of technical training 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

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

Mentors can assist the apprentice to prepare for this section of technical training by:

- *demonstrating how product knowledge relates to the food and beverage served within the establishment*
 - *explaining the products used in daily service*
 - *demonstrating useful techniques to enhance service*
 - *explaining the importance of responsible alcohol service*
-

Bar Food Service

- food service guidelines

Mentors can assist the apprentice to prepare for this section of technical training by:

- *setting priorities for service and how it is to be conducted*
 - *explaining the products used in daily service*
 - *demonstrating courtesy to customers in all aspects of service*
-

Legislation and Regulations

- complying with liquor and other regulations

Mentors can assist the apprentice to prepare for this section of technical training by:

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

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

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.

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