

Supervise cellar and drink storage operations

Overview

This standard is about supervising cellar and drink stores to ensure that drinks are available for use in the best possible condition.

Maintaining an efficient and effective cellar operation is imperative. Clean lines, correct temperatures and other variables can all affect the final quality of your drinks offer and, in extreme cases, keep or lose customers!

Key to this is the ability to ensure all necessary procedures are followed correctly and by all members of the team. Good cellar management involves regular monitoring of performance, identification of potential problems and development of strategies to combat anything that could go wrong. It involves recognising recurring problems and making sure relevant people in the organisation are aware of them.

This standard covers these areas and others critical to the delivery of a good cellar management operation.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

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Performance criteria

You must be able to:

1. Ensure you and your staff follow agreed cellar and drink storage procedures to maximise the quality of drinks products and minimise wastage
2. Ensure cellar and drink storage operations comply with legal requirements, industry regulations, professional codes and organisational policies
3. Identify potential risks to the cellar and drink storage operations and implement contingency plans to minimise them
4. Lead by example and brief staff to look for and report problems when they occur and respond constructively
5. Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt cellar and drink storage operations when they occur, finding practical ways to overcome barriers
6. Control costs, make best use of available resources and proactively seek new sources of support when issues arise
7. Monitor and review cellar and drinks storage procedures to identify and suggest ways of improving their efficiency
8. Give feedback to staff to help them improve their performance where appropriate
9. Use effective methods to gather, store and retrieve information accurately
10. Complete the required records and report on performance to support the drink service according to your organisational procedures

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Knowledge and understanding

You need to know and understand:

1. How to plan effective cellar and drink storage operations

- 1.1. The health, safety and hygiene legislation and codes of practice which relate to cellar and drink storage operations
- 1.2. How to obtain and stay up-to-date with legislation and codes of practice relevant to your role
- 1.3. The organisational procedures which relate to the cellar and drink storage operation and why they are important
- 1.4. The economic impact of following or failing to follow cellar and drink storage procedures on the organisation, its employees and its customers
- 1.5. The environmental benefits of effective cellar and drink storage operations
- 1.6. How new procedures can be identified and put into practice
- 1.7. How to develop contingency plans and how they can be used to minimise negative effects

2. How to work out what resources are needed to operate effective cellar and drink storage operations

- 2.1. The types of products typically kept in cellars and drink stores and the specific products in your area of responsibility
- 2.2. The skills and knowledge required by staff to carry out cellar and drink storage operations effectively

3. How to operate effective cellar and drink storage operations

- 3.1. Procedures appropriate to the storage of typical products, including those in your area of responsibility
- 3.2. Effective methods of communicating procedures to relevant members of staff regarding cellar and drink storage operations
- 3.3. How staff can be encouraged to report problems that might occur

4. How to monitor cellar and drink storage operations

- 4.1. How cellar and drink storage operations can be monitored and how to apply this to your area of responsibility
- 4.2. The types of problems that may occur and how you can put these right
- 4.3. What the limits of your authority are in relation to dealing with drink storage problems
- 4.4. How to identify, record and report failures to implement the correct procedures and industry codes of practice and the action that you can take in response to this
- 4.5. How disruption to service can be minimised in response to problems that

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5. How to act on feedback

5.1. How to give feedback to your staff to help them improve their performance

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Behaviours

The following behaviours are provided as guidance to underpin effective performance of a hospitality supervisor

1. You demonstrate passion for high quality drinks products
2. You respond positively and creatively to setbacks
3. You agree achievable objectives for yourself and give consistent and reliable performance
4. You make appropriate information and knowledge available promptly to those who need and have a right to it
5. You recognise recurring problems and promote changes to structures, systems and processes to resolve these

Glossary

Effective methods to gather, store and retrieve information include cost-effective, time effective and ethical means.

Information includes from customers and staff.

Links to other NOS

This standard is a sector specific standard and has particular links with the following standards in the Hospitality Supervision & Leadership suite of standards:

1. HSL1-5
2. HSL11
3. HSL14
4. HSL19
5. HSL25



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