

Unit D9DW 04 (HS11) Maintain the drink service

This Unit has the following elements:

Element 1 (HS11.1)	Prepare the drink service area
Element 2 (HS11.2)	Maintain the drink service to the customer
Element 3 (HS11.3)	Monitor customer behaviour and minimise disruption to the drink service

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

Unit D9DW 04 (HS11)

Maintain the drink service

Unit Summary

Customers on licensed premises expect a friendly and efficient service in clean, relaxed and secure surroundings.

You must ensure these customer expectations are met, that the law is fully complied with, and that customer behaviour problems are dealt with promptly and correctly

The typical day-to-day activities you might carry out for this Unit include:

- ◆ supervising clearing, cleaning and stocking
- ◆ preparing drinks equipment for use
- ◆ making sure the drinks service meets the agreed standards
- ◆ making sure your staff operate within the licensing laws and other relevant legislation
- ◆ communicating with customers in a professional manner
- ◆ dealing with problems in the drink service when they occur
- ◆ dealing with customer behaviour problems

What some of the words in this Unit mean	
Breaches of legislation	when the law is broken
Contingency plans	plans that allow you to identify, and plan for things that may go wrong
Deviations	when legislation and industry specific regulations are not complied with
Industry codes of practice	guidelines drawn up by the drinks industry which show how businesses should follow the law and deliver high standards to the customer
Limits of individual authority	what you can and cannot do according to law and your organisation's policies and procedures
Relevant information	the records regarding the drinks service that you need to keep up-to-date
Relevant legislation/ industry specific legislation	all areas of law and regulations that are relevant to the drinks service, in particular the licensing laws

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Element 1 (HS11.1)

Prepare the drink service area

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure staff follow procedures for clearing, cleaning and stocking products in drink service areas	
2	Make sure that the attractiveness and comfort of the drinking areas meet customer needs and expectations	
3	Make sure that the necessary equipment is ready for use before opening	
4	Carry out your preparations in good time to allow the scheduled drink service to be provided	
5	Liaise with other relevant people and departments to ensure that they are ready for opening	
6	Comply with relevant legislation	
7	Take prompt and effective action to deal with any problems that may disrupt the customer	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i>)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Maintaining a stock of the following products, at least four required from the following:</i>						
bottled beers						
draught beers						
wines						
spirits						
soft drinks						
snacks						
sundries						
<i>Carrying out preparations for the following, at least two required from the following:</i>						
quiet times						
busy times						
to meet special requirements						
<i>Dealing with the following problems, at least one required from the following:</i>						
with supply of goods						
power failure						
with equipment						
with staffing						

Unit D9DW 04 (HS11)**Maintain the drink service****Element 1 (HS11.1)****Prepare the drink service area**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D9DW 04 (HS11)

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Element 2 (HS11.2)

Maintain the drink service to the customer

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure your staff have the necessary information on their legal responsibilities	
2	Make sure that the drinks service complies with relevant legislation	
3	Make sure you and your staff communicate with customers clearly and in a manner that promotes goodwill and understanding	
4	Make sure you maintain specified standards and procedures for the service of products	
5	Make sure cleaning and restocking procedures are carried out correctly	
6	Deal with any problems that may disrupt the provision of the drink service to the customer	

What you must cover (minimum requirement for observation/products of work in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Maintaining standards and procedures for the service of the following products, at least four required from the following:</i>						
bottled beers						
draught beers						
wines						
spirits						
cocktails						
soft drinks						
snacks						
sundries						
hot drinks						
<i>Dealing with the following problems, at least one required from the following:</i>						
supply problems						
power failures						
equipment problems						
staffing problems						

Unit D9DW 04 (HS11)**Maintain the drink service****Element 2 (HS11.2)****Maintain the drink service to the customer**

Candidate name:		Assessor initials/date
No	Activity	
1		
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Unit D9DW 04 (HS11)

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Element 3 (HS11.3)

Monitor customer behaviour and minimise disruption to the drink service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Recognise potential customer behaviour problems and take action that is likely to prevent or minimise their effect	
2	Communicate with customers in a manner appropriate to them and the situation	
3	Carry out all activities with consideration for the comfort and well-being of other customers and local residents	
4	Take appropriate action to deal with disruptive and offensive behaviour	
5	Where necessary, record information relating to problems with customers and pass this on to the appropriate people	

What you must cover (minimum requirement for observation/products of work in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Dealing with the following customers, at least two required from the following:</i>						
those who comply with licensing legislation						
those under the influence of drinks or drugs						
those acting in a violent/disorderly manner						
those under age requesting service						
those under an exclusion order						
those requesting service outside licensing hours						
those suspected of handling illegal drugs						
<i>Behaviours in the following areas, at least one required from the following:</i>						
within premises						
external areas within establishment's responsibility						

Unit D9DW 04 (HS11)**Maintain the drink service****Element 3 (HS11.3)****Monitor customer behaviour and minimise disruption to the drink service**

Candidate name:		Assessor initials/date
No	Activity	
1		
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What you must know for the Unit	
For the whole Unit	
K1	The different roles and responsibilities of people in your area of responsibility and in other parts of the organisation that are relevant to the drink service
K2	The basic legal requirements that affect the drink service in relation to: <ul style="list-style-type: none"> ◆ permitted hours ◆ drinking-up time ◆ licences ◆ residents and non-residents ◆ diners and non-diners ◆ young persons, service and employment ◆ right to eject and duty to refuse service ◆ gaming, betting and lotteries ◆ public entertainment ◆ weights and measures ◆ price lists and notices ◆ payment for drinks ◆ drugs ◆ trades descriptions and consumer protection laws
K3	How deviations from legislation and industry specific regulations can be identified and put right
K4	Your organisation's procedures and policies that are relevant to the drink service
K5	Why standards need to be maintained in order to maximise the profitability of the drink service and customer satisfaction
K6	Where information about licensing legislation can be found
Element 1 (HS11.1) Prepare the drink service area	
K7	What methods can be used to monitor the preparation of the drink service area effectively
K8	What action to take when standards of preparation are not met
K9	How to ensure the preparation of the drink service area is done in time
K10	What problems can affect the drink service and the preparation of areas
K11	How contingency plans can be developed to reduce the impact of these problems
Element 2 (HS11.2) Maintain the drink service to the customer	
K12	How you can reallocate work to different members of your staff to reduce the impact of problems on service
K13	What the effects of alcohol can be on customer behaviour and health
K14	Why effective communication with customers is important to the organisation
K15	How to communicate effectively with a range of customer groups, including those who are experiencing the effects of alcohol
K16	What restrictions may influence the information given to customers

Unit D9DW 04 (HS11)**Maintain the drink service**

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____

Date: _____