

# Bartenders and Baristas

Bartenders and baristas prepare, mix and serve alcoholic and non-alcoholic drinks, including coffee based drinks, directly to customers over a bar or counter or through waiters. Tasks include:

- taking beverage orders from serving staff or directly from patrons
- preparing and serving alcoholic and non-alcoholic drinks at a bar
- washing used glassware, cleaning and maintaining bar service areas, tea and coffee-making areas and equipment such as espresso machines
- collecting payment for sales, operating cash registers and balancing cash receipts
- tapping kegs and attaching supply lines

**Learn more about the Technical Skills & Generic Skills for this occupation in the next few pages.**

## Technical Skills

Alcoholic Beverage Preparation  
Cost Management  
Customer Acquisition and Relationship Management  
Customer Data Analysis  
Customer Service Excellence  
Data Analytics  
E-Commerce Management  
Emergency Response Management  
Emerging Technology Scanning  
Food and Beverage Equipment Maintenance  
Food and Beverage Inventory Management  
Food and Beverage Quality Audit and Compliance  
Food and Beverage Service  
Food and Beverage Visual Merchandising  
Presentation  
Food Product Marketing  
Food Safety and Hygiene  
Food Waste Disposal and Reduction  
Halal Certification Compliance for Food and Beverages Operations  
Information and Communication Technology Disaster Recovery Management  
Learning and Development  
Legislative and Regulatory Compliance  
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Non-alcoholic Beverage Preparation  
People Management  
Productivity Optimisation for Food and Beverages Operations  
Quality Assurance Management  
Service Innovation Management  
System and Work Process Improvement  
Systems Thinking Application  
Technology Application and Implementation  
Workplace Safety and Health for Food and Beverage Operations

## **Generic Skills**

Communication

Developing People

Interpersonal Skills

Leadership

Sense-Making

Service Orientation

Teamwork