

1. TITLE OF THE CERTIFICATE ⁽¹⁾

Baarmen, EKR tase 4

⁽¹⁾ in the original language

2. TRANSLATED TITLE OF THE CERTIFICATE ⁽¹⁾

Barman, EstQF level 4

⁽¹⁾ if applicable. This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCIES

A bartender's duties involve serving customers at the bar and at tables. A bartender works in an establishment that offers both catering and entertainment. A bartender's primary job is preparing, serving and selling drinks. A bartender organises their work individually and works in a team. They are service-oriented and communicate with customers in a friendly and polite manner. They advise customers, receive and fill orders, bill customers, keep the bar in order and are responsible for stock. A bartender is guided in their work by the needs and wishes of their customers and the rules of the establishment.

Areas of work

1. Planning and organisation of work

- Planning of work.
- Preparation of work space.
- Following a self-observation plan.

2. Handling of goods

- Receiving and storing goods.
- Monitoring the amount of goods and equipment.
- Stock-taking.

3. Service and sales of products

- Establishing contact with customers.
- Introducing them to the food/drinks menu.
- Resolving any problems.
- Billing customers.
- Ending customer contact.
- Generating a cash register report.

4. Preparing and serving drinks

- Preparing drinks.
- Serving drinks.

5. Maintenance of work equipment and workstation

- Cleaning and tidying.
- Cleaning equipment.

^(*) Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.europa.eu/en/home>

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- Handling of garbage and packaging.
- Using equipment.
- Washing glasses etc.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽¹⁾

Barman, barmaid, customer service representative, bartender, barkeeper.

⁽¹⁾ If applicable

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	Name and status of the national/regional authority providing accreditation/recognition of the certificate Sector Skills Council approved by a Regulation of the Government of the Republic
Level of the certificate (national or international) Estonian Qualification Framework level 4 European Qualification Framework level 4	Grading scale / Pass requirements passed/fail
Access to next level of education/training Barman, EstQF level 5	International agreements
Legal basis Occupational Qualifications Act (RT I, 10.12.2010, 12; 01.01.2011)	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

In order to obtain a occupational certificate, the applicant has to prove all his/her competencies required by the occupational standard and by the procedure for awarding of occupational qualification established by the body awarding the occupational qualification.

More information (including a description of the national qualifications system) available at:
www.kutsekoda.ee