



CATHSSETA Accredited

BAR ATTENDANT



DISTANCE LEARNING

Title:	Bar Attendant
CATHSSETA ID:	HSP/BarAtt/2/0027
NQF Level:	2
Credits:	44
Type:	Skills Programme
Duration:	9 Weeks
Enrolments:	Start anytime. Enrolments open until 11 June 2027

COURSE OVERVIEW

Learn the skills to serve, mix, and manage with confidence, in fast-paced bar environments.

This course provides learners with the knowledge, skills, and practical competencies required to work effectively as bar attendants and beverage service professionals in the hospitality industry. The programme also covers workplace safety and security practices, effective communication, customer service, teamwork, and professional conduct skills to build positive relationships with both customers and colleagues. The course includes comprehensive training in beverage and table service, including the preparation of service areas, wine service, cocktail preparation, and the delivery of high-quality drinks service in licensed premises. Throughout the programme, emphasis is placed on operational efficiency, product knowledge, customer satisfaction, and maintaining the high standards expected within the hospitality sector. Upon completion, learners will be well equipped to provide professional service that enhances the guest experience and supports business success.

COURSE PURPOSE

The Bar Attendant Skills Programme is designed to equip learners with the practical and customer service skills required to operate effectively in licensed hospitality environments. The programme covers core bar operations including preparing service areas, cleaning and storing glassware, serving bottled wines and cocktails, maintaining beverage equipment, cellars, kegs and gas cylinders, and providing efficient drinks service.

This course will help learners to grow in their careers by improving their skills, enhance employability, give better customer service, and exceed expectations within the drinks service industry.

Training bar attendants is essential to a business's success, as they play a key role in driving profitability, building customer loyalty, and managing operational risks. Through effective upselling, they help maximise revenue, while delivering high-quality service that enhances the guest experience. They also ensure that safety standards and compliance requirements are always maintained.

LEARNING OUTCOMES

The following Unit Standards (US) are covered in the course and upon completion the learner will be able to:

- Clean and store glassware (US 7735).
- Clean and restock drinks machine/equipment (US 7738).
- Prepare and clear areas for drinks service (US 7740).
- Serve bottled wines (US 7750).
- Prepare and serve cocktails (US 7753).
- Maintain kegs and gas cylinders for use (US 7756).
- Maintain cellars/beverage storeroom (US 7758).
- Provide a drinks service for licensed premises (US 7760).
- Provide customer service (US 7789).
- Process incoming and outgoing telephone calls (US 7790).
- Describe layout, services and facilities of the organisation (US 7793).
- Communicate verbally (US 7794).
- Maintain a secure working environment (US 7796).
- Maintain a safe working environment (US 7799).
- Maintain health, hygiene, and professional appearance (US 7800).
- Perform basic calculations (US 7812).
- Operate a payment point and process payments (US 7820).
- Maintain effective working relations with other members of staff (US 11235).

COURSE MODULES

Module 1: Personal Development

This module equips learners with the knowledge and skills to maintain high standards of personal health, hygiene, and professional appearance, contributing positively to the organisation's image. Learners will gain an understanding of the workplace environment, available services and facilities, and their role in providing accurate information and representing the organisation professionally. The module also develops essential numeracy skills, including basic calculations, percentages, fractions, decimals, and the accurate use of the metric system.

Module 2: Safety and Security

This module equips learners with the knowledge and skills to identify and respond to factors, faults, incidents, or damage that may increase safety and security risks for staff and customers. Learners will develop the ability to use relevant technology effectively, implement appropriate safety and security measures, and contribute to maintaining a safe and secure working environment. The module also highlights the positive impact that strong safety and security practices have on customer confidence, operational efficiency, and business revenue.

Module 3: Maintenance

This module equips learners with the knowledge and practical skills required to prepare and maintain bar service areas in a hygienic, efficient, and organised manner. Learners will develop the ability to clean and handle glassware, prepare drink machines and equipment according to operational specifications, and safely prepare and inspect kegs and gas cylinders for use. The module also covers the effective maintenance of cellars and

beverage storerooms, with an emphasis on hygiene, fault identification, prioritising tasks, and completing preparations within specified timeframes to support smooth and efficient bar operations.

Module 4: Communication

This module develops the communication and customer service skills required to operate effectively in a service-oriented environment. Learners will gain the ability to communicate clearly and professionally using both verbal and non-verbal methods, use the telephone effectively, and provide excellent customer service while handling complaints and incidents appropriately. The module also focuses on teamwork, professional conduct, confidentiality, and the importance of building positive relationships with both internal and external customers to support the smooth operation of the workplace.

Module 5: Bar Service

This module equips learners with the skills and knowledge required to deliver professional beverage and table service in a licensed hospitality environment. Learners will develop the ability to prepare service areas efficiently, hygienically, and within specified timeframes, while prioritising tasks and responding appropriately to situations within their responsibility. The module covers wine knowledge and service, cocktail preparation according to recipe specifications, and the effective provision of drinks service. Emphasis is placed on organisation, product knowledge, customer interaction, and maintaining high levels of customer satisfaction through quality service delivery.

DELIVERY METHOD

The entire course is available electronically. You will receive your course material & the supporting documents (assessment guide, learner guides, workbooks, logbook) via email. This is a self-study / distance learning course that will require workplace experience / practical. Your portfolio of evidence (POE) will also be submitted electronically via email.

- Distance learning.
- Self-study.
- Workplace practical.

WORKPLACE EXPERIENCE

You will be responsible to source an adequate workplace for your workplace practical. You will have to complete a logbook, along with your workplace supervisor/coach, to record your practical experience. For this unit standard you will have to complete a minimum of 20 days (4 weeks) of practical.

WHAT YOU'LL NEED

- Internet connection & data.
- Access to a computer / laptop with a PDF reader and Microsoft Word.
- Access to email.
- Access to printer / scanner (optional).

ENTRY REQUIREMENTS

- Able to read, write, and understand English.
- Valid identification (ID or Passport).

COMPETENCY REQUIREMENTS

The following assessments will be required to be completed by the learner:

- Assignments / workbooks (theory).
- Logbook (workplace practical).

CERTIFICATION

- CATHSSETA Skills Programme Certificate.
- Drum Beat Academy Certificate.

CAREER OPPORTUNITIES

Potential career paths after completion:

- Role at a licenced drinks establishment (bar, hotel, lodge, country club, sport club, restaurant).
- Assistant to Bar Manager.
- Supervising bar staff.
- Junior mixologist.
- Entry into event and brand marketing (promoting specific liquor/beer lines).
- Entry into private events and promotions (work with local hospitality agencies catering private events or corporate functions).

COURSE DATES

This is a distance learning course, and you can start your course at any time.

PRICE & PAYMENT OPTIONS

Once-off Payment: R7 550.00

Pay Per Module: R1 600.00 per module (x 5 modules = R8 000.00 total)

WHAT'S INCLUDED

- Training material.
- Assessments and moderation.
- Certification.
- Learner support.

REGISTRATION PROCESS

- Step 1: Complete enrolment form and submit to info@drumbeatacademy.co.za.
- Step 2: We will send you a proforma invoice (quote) for your chosen module/s.
- Step 3: Make payment via EFT / direct deposit.
- Step 4: Email proof of payment to info@drumbeatacademy.co.za.
- Step 5: Your learner guide and supporting documents will be emailed to you.
- Step 6: Study the learner guide.
- Step 7: Complete all required documents (workbooks, logbook) and email them (in PDF format) to your support facilitator/assessor. Documents can be completed in your own handwriting or electronically (unless otherwise stated).
- Step 8: Once your full portfolio of evidence has been received (per module) it will be assessed, and feedback given regarding competence.
- Please Note: Modules should be done in order. The first module must be completed before the next module will be sent to you.

SUPPORT

Support is available during office hours 08:00 – 15:00, Monday – Friday. The contact details for your support facilitator/assessor will be allocated to you for each module you enrol for. Your support facilitator/assessor will be available via phone, email, or an appointment can be made to see them in person (or via video call).

WHY STUDY WITH US?

- CATHSSETA Accredited Training Provider.
- 32 years of experience in education and training.
- Industry-experienced facilitators.
- Flexible study options.
- National footprint.
- Learner support.
- Industry-relevant training.
- Proven graduate success.

FREQUENTLY ASKED QUESTIONS

- Is the skills programme accredited? Yes, it is accredited through CATHSSETA.
- Do I need matric to do the course? No, you only need to be able to read, write, and understand English.
- Do I need to be a South African citizen to do the course? No, however, to work in South Africa, you will need a valid work permit for the industry.
- Can I study while working? Yes, this course is distance learning (self-study), and you can complete your theory work after hours.
- Is there practical training? No, however, you are required to source your own workplace where practical experience must be completed and added to your logbook.
- Do I need to attend class? No, this is a distance learning course. Your studies will be self-directed and completed within the timeframe given to you.
- How long is the course? This skills programme will take you 9 weeks to complete.
- How long does certification take? Once you've successfully completed all components of your course we will achieve you with CATHSSETA. CATHSSETA certificates take around 4 months to be issued.

QUALIFICATION ARTICULATION

This skills programme forms part of:

Title:	National Certificate: Food and Beverage Services
SAQA ID:	14113
NQF Level:	2
Credits:	133 (minimum)
Type:	Qualification

Learners who complete this skills programme may receive credit towards the National Certificate, provided they meet the entry requirements and choose to enrol.

CONTACT US

Email: info@drumbeatacademy.co.za
Phone: 012 460 9585
Website: drumbeatacademy.co.za
Address: 7 Van Wouw Street, Groenkloof, Pretoria



ALSO AVAILABLE FOR ONSITE GROUP TRAINING