

The purpose of this assessment is to determine your current core skills levels, (learning, reading, writing, speaking, listening and numeracy) and, identify any areas where further support may be beneficial to help you successfully complete the training and assessment for the course below.

You will be required to complete a series of short activities that demonstrate the core skills that are necessary for successful performance in this unit of competency.

These activities do not form part of the assessment process and shall not be counted towards your performance in this unit of competency.

The outcome of these activities shall be used to identify any possible skill gaps and develop a support plan (where necessary) to help you obtain the skills required to demonstrate the required competencies and perform successfully.

<b>Unit of competency</b>	<b>Code</b>	SITHFAB021
	<b>Title</b>	Provide responsible service of alcohol
	<b>Assessor</b>	
<b>Assessment Completed by</b>	<b>Student name</b>	
	<b>Date of birth</b>	
	<b>Student ID</b>	
	<b>Student email</b>	
	<b>Date</b>	

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**Assessment Activity 1**

If the date today was 01/10/2019, how many years old is this person?

*(in years only, no required to calculate months or days)*

**Assessment Activity 2**

A customer asks for a cocktail that contains TWO (2) x 30ml measures of vodka.

**A guide to Standard drinks**

- 100ml white or red wine = 1 standard drink
- 375ml mid-strength beer (3.5%) = 1 standard drink
- 30ml spirits (e.g. vodka) = 1 standard drink
- 150ml champagne = 1.5 standard drinks
- 330ml high-strength RTD (7%) = 2 standard drinks
- 750ml bottle of red wine = 8 standard drinks

How many standard drinks does that contain?

**Assessment Activity 3**

*You are working in a bar when a drunk and angry customer approaches you and starts shouting that you better serve her some wine or she will smash the windows.*

**Bar 101 House Policy**Section 8A: Violence Customers

If a customer threatens violence, you must take the following steps:

- Do not serve the customer any alcohol and ask them to leave the premises
- Remove yourself from the situation where possible and report the situation to the supervisor or security personnel
  - In cases of extreme violence, contact police immediately
- Supervisor or security personnel will inform the customer that they are banned from the premises where applicable and if safe to do so\*
- Document details of the situation in venue the incident register located in the main office

\*Please review banning procedure for appropriate duration

**Using the scenario and house policy provided above, please complete the following tasks:**

- Please outline the procedure you would follow to deal with this situation **AND**
- Write a short message to a colleague to inform them about what happened

**END OF ASSESSMENT**