

## WDA – Bartender Training Program

Lesson No	Day/Date	Contents
1	Monday, 30 <sup>th</sup> January 2012	<ul style="list-style-type: none"> <li>- Ice Breaking</li> <li>- Prepare bar area for service (mise en place)</li> <li>- Perform Inventory and Equipment Check</li> </ul>
2	Tuesday, 31 <sup>st</sup> January 2012	<ul style="list-style-type: none"> <li>- Identification of Glassware</li> <li>- Equipment, Glassware and Machinery</li> <li>- Safety and Security in the Work Place</li> <li>- Requisite Stock</li> </ul>
3	Wednesday, 1 <sup>st</sup> February 2012	<ul style="list-style-type: none"> <li>- Mix/Prepare drinks</li> <li>- Serve mixed drinks</li> </ul>
4	Thursday, 2 <sup>nd</sup> February 2012	<ul style="list-style-type: none"> <li>- Mix/Prepare drinks</li> <li>- Serve mixed drinks</li> <li>- Serve bottled and draught beer</li> <li>- Provide bottled service</li> </ul>
5	Friday, 3 <sup>rd</sup> February 2012	<ul style="list-style-type: none"> <li>- Prepare and Serve flambé drinks</li> <li>- Maintaining Bar Area and Performing Closing Duties</li> </ul>
6	Monday, 6 <sup>th</sup> February 2012	<ul style="list-style-type: none"> <li>- Set up and prepare non-alcoholic beverages</li> <li>- Select/Check/Store glasses for service</li> <li>- Prepare glasses/dispensers/garnishes for service Reconstitute beverage mixes</li> </ul>
7	Tuesday, 7 <sup>th</sup> February 2012	<ul style="list-style-type: none"> <li>- Beverage Mixing instructions</li> <li>- Prepare to reconstitute beverage mixes</li> <li>- Holding and Storage of mixed beverages</li> </ul>
8	Wednesday, 8 <sup>th</sup> February 2012	<ul style="list-style-type: none"> <li>- Prepare/Brew Coffee</li> <li>- Prepare/Make Tea</li> <li>- Maintain professional appearance and hygiene</li> <li>- Demonstrate and convey positive attitude and behaviour to guests</li> </ul>
9	Thursday, 9 <sup>th</sup> February 2012	<ul style="list-style-type: none"> <li>- Interact positively with guests</li> <li>- Communicate effectively with guests</li> </ul>
10	Friday, 10 <sup>th</sup> February 2012	<ul style="list-style-type: none"> <li>- Resolve problems</li> <li>- Report problems</li> </ul>

- Each lesson is 4 hours (1.30pm to 5.30pm)
- Entire program including assessment is 44 hours 20 minutes