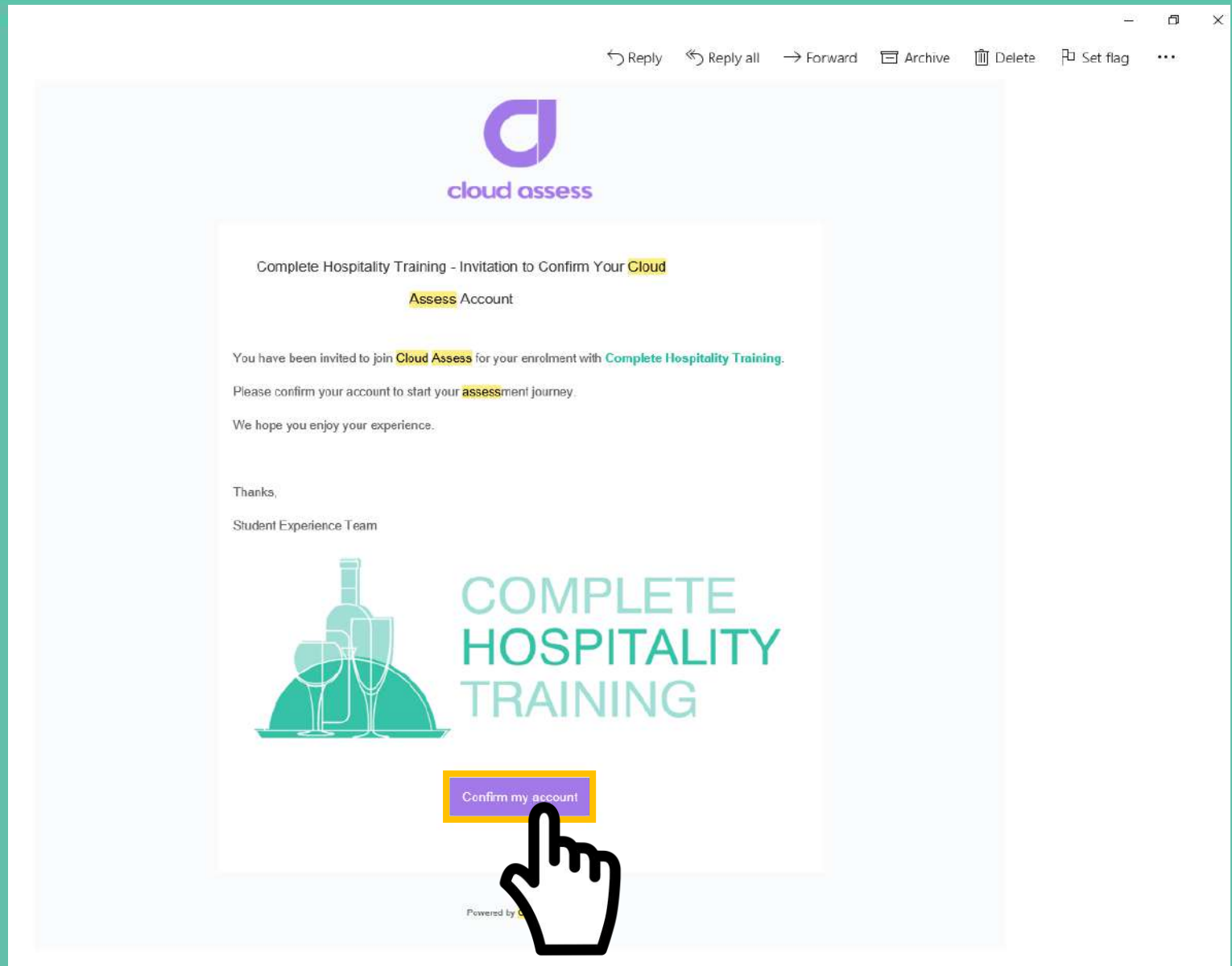


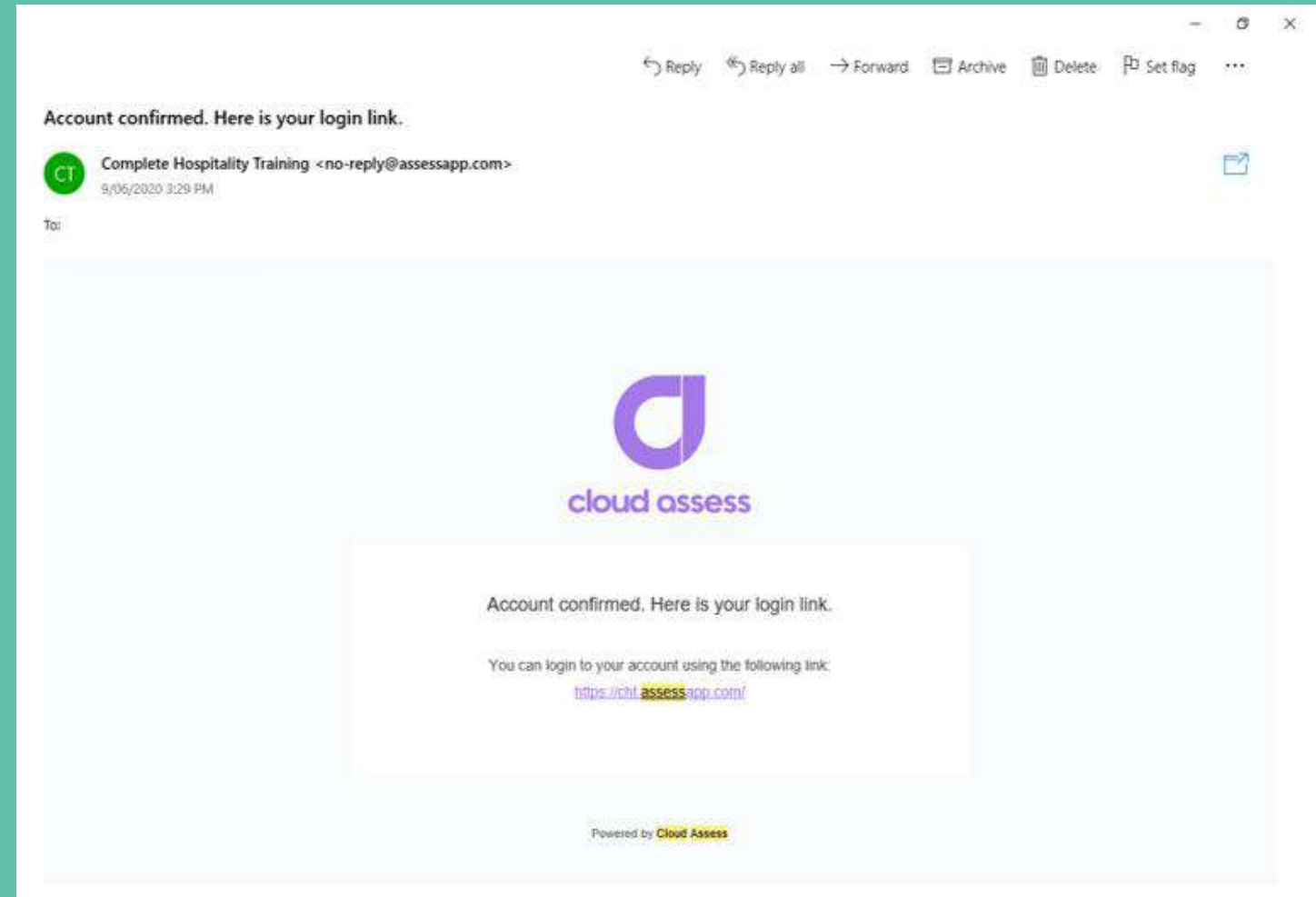
**You will receive an Email Invitation to Confirm your Cloud Assess Account**

**Click to Confirm my account**



**You will receive another email Confirming your account and a link to the Website.**

**Click onto the link <https://cht.assessapp.com/>**





COMPLETE HOSPITALITY TRAINING

cloud assess



Dashboard



To Do



Calendar



My Records



Courses



Forms



Help



Jennifer Tran



cloud assess

## 1. To Do

To Do

Assessments

15

Units

0

Forms

0

Assessments Due

Over Due

0

This Month

0

Next Month

0

Course

Certificate IV in Hospitality

Certificate IV in Hospitality



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-  
Melbourne (GMT +10:00)  
Two-Factor Authentication: **off**

Cloud Assess - Dashboard

Will show **3** Active Tiles

cloud assess

cloud assess

Dashboard

To Do

Calendar

My Records

Courses

Forms

Help

Jennifer Tran



## 2. Assessments Due

To Do

Assessments

15

Units

0

Forms

0

Assessments Due

Over Due

0

This Month

0

Next Month

0

Course

Certificate IV in Hospitality

Certificate IV in Hospitality



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Melbourne (GMT +10:00)  
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Cloud Assess - Dashboard

Will show **3** Active Tiles



COMPLETE HOSPITALITY TRAINING

cloud assess



Dashboard



To Do



Calendar



My Records



Courses



Forms



Help



Jennifer Tran



cloud assess

To Do

Assessments

15

Units

0

Forms

0

Assessments Due

Over Due

0

This Month

0

Next Month

0



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Melbourne (GMT +10:00)  
Two-Factor Authentication: **off**

### 3. Course

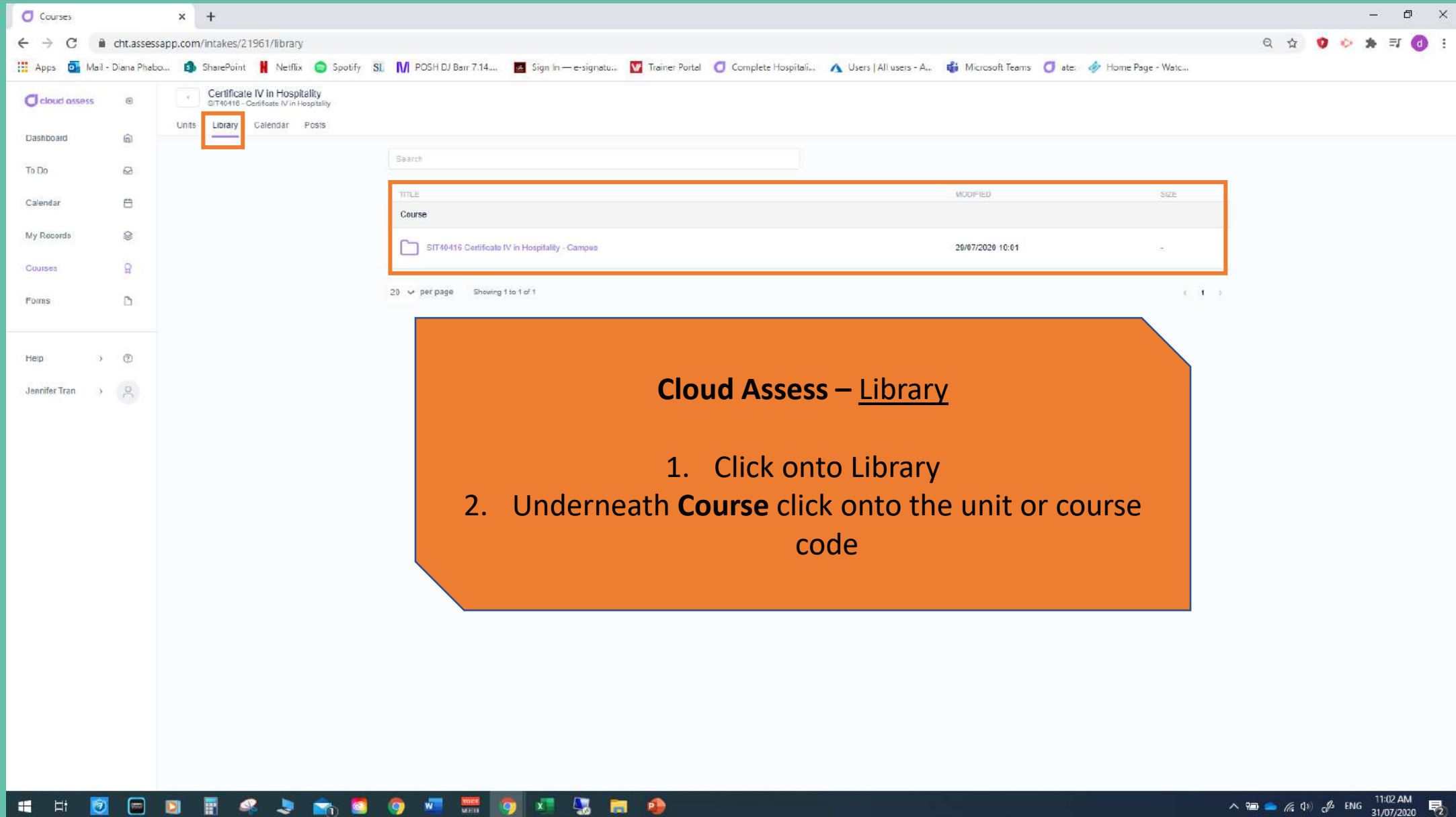
Course

Certificate IV in Hospitality


Certificate IV in Hospitality



Click on the Course!



The screenshot shows a web browser window with the URL `cht.assessapp.com/intakes/21961/library`. The page title is "Certificate IV in Hospitality" with a sub-header "SIT40416 - Certificate IV in Hospitality". A navigation menu includes "Units", "Library" (highlighted with an orange box), "Calendar", and "Posts". Below the menu is a search bar and a table with columns "TITLE", "MODIFIED", and "SIZE". The table contains one entry: "SIT40416 Certificate IV in Hospitality - Campus" with a modified date of "26/07/2020 10:01". Below the table, it says "20 per page" and "Showing 1 to 1 of 1".

TITLE	MODIFIED	SIZE
 SIT40416 Certificate IV in Hospitality - Campus	26/07/2020 10:01	-

20 per page Showing 1 to 1 of 1


## Cloud Assess – Library

1. Click onto Library
2. Underneath **Course** click onto the unit or course code



- Dashboard
- To Do
- Calendar
- My Records
- Courses
- Forms

- Help
- Jennifer Tran

TITLE	MODIFIED	SIZE
Root / SIT40416 Certificate IV in Hospitality - Campus / 711 Bar Operations /		
 711 Bartending - Learner Resource V1.pdf	29/07/2020 10:57	11.3 MB

20 per page Showing 1 to 1 of 1

< 1 >

1. Click onto the resource  
2. It will give you an option to



COMPLETE HOSPITALITY TRAINING



Open in Acrobat



COMPLETE HOSPITALITY TRAINING



## BARTENDING

Including:

- SITHFAB010 - Prepare and serve cocktails
- SITHFAB003 - Operate a bar
- SITHFAB011 - Provide advice on beers, spirits and liqueurs
- SITHFAB002 - Provide responsible service of alcohol

1. You can download the document
2. Or navigate through your tabs back to Cloud Assess







COMPLETE HOSPITALITY TRAINING

cloud assess



Dashboard



To Do



Calendar



My Records



Courses



Forms



Help



Jennifer Tran



cloud assess

## 1. To Do

To Do

Assessments

15

Units

0

Forms

0

Assessments Due

Over Due

0

This Month

0

Next Month

0

Course

Certificate IV in Hospitality

Certificate IV in Hospitality



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Two-Factor Authentication: **off**

Click on the To Do Tile!

## To Do

Assessments Units Forms

5 records

Search



RECORD

STATUS

SUBMITTED

711 - Assessment Agreement - Bar Operations  
Jennifer Tran

Not Started

711 - Knowledge - Bar Operations  
Jennifer Tran

In Progress

711 - Knowledge (RSA) - Bar Operations (RSA)  
Jennifer Tran

Not Started

711 - Observations - Bar Operations  
Jennifer Tran

Not Started

711 - Research Project - Bar Operations  
Jennifer Tran

Not Started

20 per page Showing 1 to 5 of 5

< 1 >


**Click on the Assessment Agreement**

*\*\*Assessment Agreements will need to be completed before you start a new cluster of units.*

Jennifer Tran  
Bar Operations

100% Complete

Information



### Instructions for the Learner

#### Application of the Units in this Cluster

**SITHFAB002**  
Provide responsible service of alcohol

This unit applies to all levels of personnel involved in the sale, service and promotional service of alcohol in licensed premises. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.

**SITHFAB003**  
Operate a bar

This unit applies to bar attendants who operate with some level of independence and under limited supervision.

**SITHFAB011**  
Provide advice on beers, spirits and liqueurs

This unit applies to personnel who operate independently or with limited guidance from others and who have substantial specialist knowledge of beers, spirits and liqueurs. This includes beverage sales consultants, bar specialists, commentators, and senior bar and food and beverage attendants.

**SITHFAB010**  
Prepare and serve cocktails

This unit applies to personnel who require the ability to promote, prepare and present attractive cocktails and experiment with ideas to develop new cocktail recipes.

The assessment for this cluster comprises of the following assessment tasks:

**Assessment A - Observation/Demonstration**

**Observation Task 1 - SITHFAB010 Prepare and serve cocktails**

- Promote, prepare and present cocktails.

**Observation Task 2 - SITHFAB003 Operate a bar**

- Operate a bar.

**Observation Task 3 - SITHFAB011 Provide advice on beers, spirits and liqueurs**

- Provide advice on beers, spirits and liqueurs.
- Complete tasting sheets x 4.

**Observation Task 4 - SITHFAB002 Provide responsible service of alcohol**

- Responsible service of alcohol role-play scenarios.

**Assessment B - Knowledge Question (Open book)**

Learners are required to answer **122 questions** (completed over the period of this cluster and during self-paced study time).

**Assessment C - Project work and case studies**

Learners are required to complete research to update their beverage service and answer the corresponding questions.

#### Learner Resources

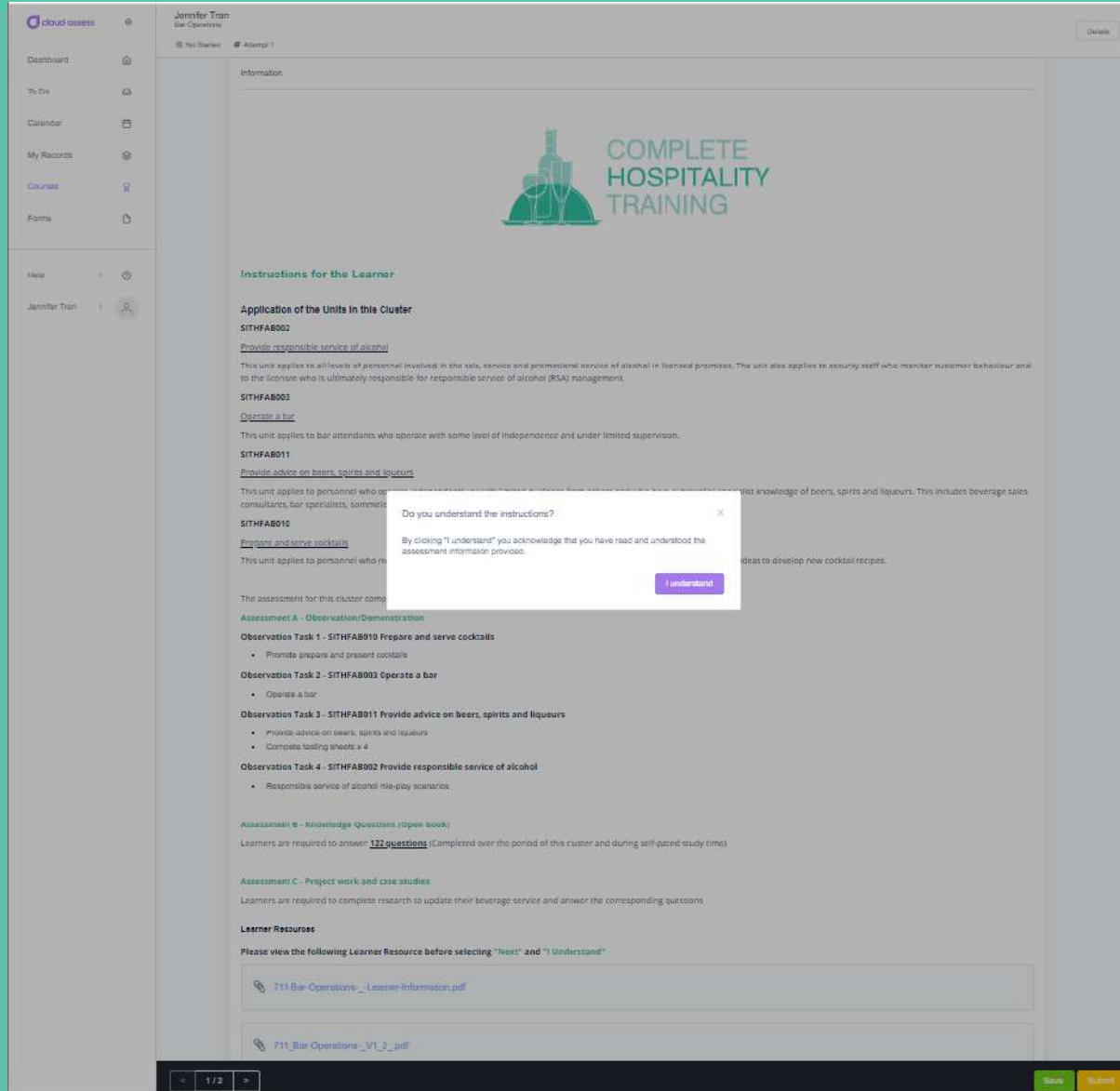
Please view the following Learner Resource before selecting "Next" and "I Understand"

- 711\_Bar-Operations\_-\_Learner-Information.pdf
- 711\_Bar-Operations\_V1\_2\_.pdf

< 1/2 >

Save Submit

Read the “instructions for the learner” and then navigate to the next page



The screenshot shows a learning management system interface. On the left is a sidebar with navigation options: Dashboard, To Do, Calendar, My Records, Courses, Forms, Help, and Jennifer Tran. The main content area is titled 'Jennifer Tran - Bar Operations' and includes a 'Details' button. Below the title is an 'Information' section with a logo and the text 'COMPLETE HOSPITALITY TRAINING'. The 'Instructions for the Learner' section contains the following text:

**Application of the Units in this Cluster**

**SITHFAB002**  
Provide responsible service of alcohol  
This unit applies to all levels of personnel involved in the sale, service and promotional service of alcohol in licensed premises. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.

**SITHFAB003**  
Operate a bar  
This unit applies to bar attendants who operate with some level of independence and under limited supervision.

**SITHFAB011**  
Provide advice on beers, spirits and liqueurs  
This unit applies to personnel who are consultants, bar specialists, sommeliers and other staff who have specialist knowledge of beers, spirits and liqueurs. This includes beverage sales and other staff who are responsible for providing advice to develop new cocktail recipes.

**SITHFAB010**  
Prepare and serve cocktails  
This unit applies to personnel who are responsible for preparing and serving cocktails.

The assessment for this cluster consists of:

**Assessment A - Observation/Demonstration**

**Observation Task 1 - SITHFAB010 Prepare and serve cocktails**

- Promote, prepare and present cocktails

**Observation Task 2 - SITHFAB003 Operate a bar**

- Operate a bar

**Observation Task 3 - SITHFAB011 Provide advice on beers, spirits and liqueurs**

- Provide advice on beers, spirits and liqueurs
- Complete tasting sheets x 4

**Observation Task 4 - SITHFAB002 Provide responsible service of alcohol**

- Responsible service of alcohol role-play scenarios

**Assessment B - Knowledge Questions (Open book)**  
Learners are required to answer **122 questions** (Completed over the period of this cluster and during self-paced study time)

**Assessment C - Project work and case studies**  
Learners are required to complete research to update their beverage service and answer the corresponding questions

**Learner Resources**  
Please view the following Learner Resource before selecting "Next" and "I Understand"

711 Bar Operations\_-\_Learner-Information.pdf  
711\_Bar-Operations\_-\_V1\_2\_.pdf

At the bottom of the page, there are navigation arrows, a page indicator '1 / 2', and 'Save' and 'Submit' buttons.

Once you have read the instructions, please confirm and click "I understand"



Jennifer Tran  
Bar Operations

In Progress # Attempts: 1

Details

Assessment Agreement

COMPLETE HOSPITALITY TRAINING

This agreement covers the total period of the assessment for the following units of competency:

Unit Code & Name	Assessment Method
SITHFAB02 - Provide responsible service of alcohol (Release 1)	1, 2, 3
SITHFAB03 - Operate a bar (Release 1)	1, 2, 3
SITHFAB11 - Provide advice on beers, spirits and liquours (Release 1)	1, 2, 3
SITHFAB10 - Prepare and serve cocktails (Release 1)	1, 2, 3

Achieving competency in these units means that you have satisfactorily completed all assessment tasks, demonstrated by using the methods stated below. Assessment methods align with the key from your agreed Training Plan:

1. Direct Observation
2. Project/Product
3. Questions (written or verbal)
4. Third Party Feedback/Logbook
5. Portfolio

Please tick the following box to confirm the following in relation to this cluster of units:

1. The purpose of the assessment has been clearly explained to me.
2. I understand what evidence is to be collected in activities that I need to complete.
3. Any specific requirements I may have for this assessment have been discussed and considered.
4. I am ready for the assessment.

Yes, I can confirm that the above statements are true and accurate.

Learner Signature \*

Click to Sign

Date \*

Assessor Signature \*

Date \*

2 / 2

Save Submit

Please tick the following tick




Jennifer Tran  
Bar Operations

In Progress # Attempts: 1

Details

Assessment Agreement



This agreement covers the total period of the assessment for the following units of competency:

Unit Code & Name	Assessment Method
SITHFAB002 - Provide responsible service of alcohol (Release 1)	1, 2, 3
SITHFAB003 - Operate a bar (Release 1)	1, 2, 3
SITHFAB011 - Provide advice on beers, spirits and liquours (Release 1)	1, 2, 3
SITHFAB010 - Prepare and serve cocktails (Release 1)	1, 2, 3

Achieving competency in these units means that you have satisfactorily completed all assessment tasks, demonstrated by using the methods stated below. Assessment methods align with the key from your agreed Training Plan:

1. Direct Observation
2. Project/Product
3. Questions (written or verbal)
4. Third Party Feedback/Logbook
5. Portfolio

Please tick the following box to confirm the following in relation to this cluster of units:

1. The purpose of the assessment has been clearly explained to me.
2. I understand what evidence is to be collected in activities that I need to complete.
3. Any specific requirements I may have for this assessment have been discussed and considered.
4. I am ready for this assessment.

Yes, I can confirm that the above statements are true and accurate.

Learner Signature \*

[Click to Sign](#)

Date \*

Assessor Signature \*

Date \*

2 / 2

Save Submit

Click to sign



Jennifer Tran  
Bar Operations

In Progress # Attempts: 1

Assessment Agreement

COMPLETE HOSPITALITY TRAINING

This agreement covers the total period of the assessment for the following units of competency:

Unit Code & Name	Assessment Method
SITHFAB002 - Provide responsible service of alcohol (Release 1)	1, 2, 3
SITHFAB003 - Operate a bar (Release 1)	1, 2, 3
SITHFAB011 - Provide advice on beers, spirits and liquours (Release 1)	1, 2, 3
SITHFAB010 - Prepare and serve cocktails (Release 1)	1, 2, 3

Achieving competency in these units means that you have satisfactorily completed all assessment tasks, demonstrated by using the methods stated below. Assessment methods align with the key from your agreed Training Plan:

1. Direct Observation
2. Project/Product
3. Questions (written or verbal)
4. Third Party Feedback/Logbook
5. Portfolio

Please tick the following box to confirm the following in relation to this cluster of units:

1. The purpose of the assessment has been clearly explained to me.
2. I understand what evidence is to be collected in activities that I need to complete.
3. Any specific requirements I may have for this assessment have been discussed and considered.
4. I am ready for this assessment.

Yes, I can confirm that the above statements are true and accurate.

Learner Signature \*

Click to Sign

Date \*

Assessor Signature \*

Date \*

2 / 2

Save Submit

Using your mouse and sign and click submit.



Jennifer Tran  
Bar Operations

In Progress # Attempts: 1

Assessment Agreement

COMPLETE HOSPITALITY TRAINING

This agreement covers the total period of the assessment for the following units of competency:

Unit Code & Name	Assessment Method
SITHFAB02 - Provide responsible service of alcohol (Release 1)	1, 2, 3
SITHFAB03 - Operate a bar (Release 1)	1, 2, 3
SITHFAB11 - Provide advice on beers, spirits and liquours (Release 1)	1, 2, 3
SITHFAB10 - Prepare and serve cocktails (Release 1)	1, 2, 3

Achieving competency in these units means that you have satisfactorily completed all assessment tasks, demonstrated by using the methods stated below. Assessment methods align with the key from your agreed Training Plan:

1. Direct Observation
2. Project/Product
3. Questions (written or verbal)
4. Third Party Feedback/Logbook
5. Portfolio

Please tick the following box to confirm the following in relation to this cluster of units:

1. The purpose of the assessment has been clearly explained to me.
2. I understand what evidence is to be collected in activities that I need to complete.
3. Any specific requirements I may have for this assessment have been discussed and considered.
4. I am ready for this assessment.

Yes, I can confirm that the above statements are true and accurate.

Learner Signature \*

Click to Sign

Date \*

Assessor Signature \*

Date \*

2 / 2

Read only

Your file will become a  
“Read Only” once you click  
submit




cloud assess

- Dashboard
- To Do
- Calendar
- My Records
- Courses
- Forms
- Help
- Jennifer Tran

### To Do

Assessments Units Forms

5 records

Search 

RECORD	STATUS	SUBMITTED
711 - Assessment Agreement - Bar Operations Jennifer Tran	Not Started	
711 - Knowledge - Bar Operations Jennifer Tran	In Progress	
711 - Knowledge (RSA) - Bar Operations (RSA) Jennifer Tran	Not Started	
711 - Observations - Bar Operations Jennifer Tran	Not Started	
711 - Research Project - Bar Operations Jennifer Tran	Not Started	

20 per page Showing 1 to 5 of 5 < 1 >

**Another example is 711 – Knowledge – Bar Operations**



Jennifer Tran  
Star Operations

11 Progress 1 Attempt 1 0 1 12

Details

## COMPLETE HOSPITALITY TRAINING

### ASSESSMENT B KNOWLEDGE QUESTIONS

**Purpose of the task**  
The purpose of this task is to assess your knowledge of the following cluster of units:

- SITHFAB02 Provide responsible service of alcohol (Q1 – 30)
- SITHFAB03 Operate a bar (Q31 – 122)
- SITHFAB08 Prepare and serve cocktails (Q51 – 122)
- SITHFAB01 Provide advice on beers, spirits and liquors (Q51 – Q22)

It requires the ability to explain specific bar skills, knowledge and procedures and to provide a range of alcoholic and nonalcoholic beverages to customers using responsible service techniques.

**Task description**  
You are required to answer knowledge-based questions.  
This assessment consists of 122 short answer questions. These are a mixture of multiple choice and short answer questions.

**Instructions for learner**

- Read through each question carefully. Each question must be answered correctly to gain competency in this unit.
- If a question asks for a specific number of responses, the learner must provide all the required responses.
- **Resources:** You may use reference material to assist you, such as your workbook, workplace documents (if available), and the Internet but you must list your sources.

**Assessment conditions**  
This task will be completed in a classroom, as self-paced study or in the workplace environment.

- **Due date:** Your Assessor will advise you on when the assessment will be undertaken.
- **Duration:** This assessment will be completed in 122 parts throughout the cluster. This assessment should take approximately 4 hours to complete.
- **Assistance:** If you need assistance with a question or do not understand your assessment your Assessor will provide you with support.

**Resources and equipment**  
To complete this assessment, you will need:

- Your copy of the Workbook.

**Diet considerations**  
As this assessment is theory-based, there are no OHS considerations for this assessment.

**Learner Resources**  
Please view the following resource before selecting "Next" and "I Understand"

[SIT40416\\_CL1\\_Bartending\\_-\\_Learner\\_Resources.pdf](#)

1 / 16

Save Submit

Read then navigate to the next page



Jennifer Tran  
Bar Operations

In Progress # Attempt 1 ✓ 0 ✗ 1 ? 62

Details

### Learner Declaration



Please tick the following box to confirm the following in relation to this cluster of units:

1. The purpose of the assessment has been clearly explained to me
  2. I understand what evidence is to be collected or activities that I need to complete
  3. Any specific requirements I may have for this assessment have been discussed and considered
  4. I am ready for this assessment
- Yes, I can confirm that the above statements are true and accurate.


**Make sure that you click and confirm the above statements are true and accurate.**



Jennifer Tran  
Bar Operations

In Progress Attempt 1 0 1 7/62

Knowledge Questions 51-59 0 1 8



Q51.

What does the term 'neat' mean with regards to a customer's preference of drink style? What alcohol is used, which glass is it served in, and what ingredients are omitted?

'Neat' refers to:	<input type="text" value="Test Answer"/>
Alcohol used:	<input type="text" value="Test Answer"/>
Glass used:	<input type="text" value="Test Answer"/>
Ingredients omitted:	<input type="text" value="Test Answer"/>

None  Satisfactory  Not Satisfactory

Assessor Comments

Please review Q51. Ingredients omitted:Test Answer  
What other ingredients can omitted?

Q52.

What does the term 'on the rocks' mean with regards to a customer's preference of drink style? What alcohol is used, which glass is it served in, and what ingredient is added?

< 3 / 15 >

Save Submit

Place your answers into the text boxes provided



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Bar Operations

Details

In Progress Attempt 1 0 1 7/62

Knowledge Questions 51-59

0 1 7/8



Q51.

What does the term 'neat' mean with regards to a customer's preference of drink style? What alcohol is used, which glass is it served in, and what ingredients are omitted?

'Neat' refers to:	<input type="text" value="Test Answer"/>
Alcohol used:	<input type="text" value="Test Answer"/>
Glass used:	<input type="text" value="Test Answer"/>
Ingredients omitted:	<input type="text" value="Test Answer"/>

**Your assessor will mark Satisfactory or Not Satisfactory and leave a comment if it is Not satisfactory**

Assessor Comments

Please review Q51. Ingredients omitted:Test Answer  
What other ingredients can omitted?


Q52.

What does the term 'on the rocks' mean with regards to a customer's preference of drink style? What alcohol is used, which glass is it served in, and what ingredient is added?

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In Progress Attempt 1 0 1 7/62

Knowledge Questions 51-59 0 1 7/8



Q51.

What does the term 'neat' mean with regards to a customer's preference of drink style? What alcohol is used, which glass is it served in, and what ingredients are omitted?

'Neat' refers to:	Test Answer
Alcohol used:	Test Answer
Glass used:	Test Answer
Ingredients omitted:	Test Answer

None Satisfactory Not Satisfactory

Assessor Comments

Please review Q51. Ingredients omitted:Test Answer  
What other ingredients can omitted?

Q52.

What does the term 'on the rocks' mean with regards to a customer's preference of drink style? What alcohol is used, which glass is it served in, and what ingredient is added?

< 3 / 15 >

Save Submit

Please Click "SAVE" as you progress. If you click Submit it will turn into a READ ONLY Document. You will only have 3 attempts to complete 1 assessment.



## 1. To Do

To Do

Assessments

15

Units

0

Forms

0

Assessments Due

Over Due

0

This Month

0

Next Month

0

Course

Certificate IV in Hospitality

Certificate IV in Hospitality



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Melbourne (GMT +10:00)  
Two-Factor Authentication: **off**

**If your Assessor has marked your Assessment Not Satisfactory it will be returned to you. Back into the To Do Tile.**

Dashboard

To Do

Calendar

My Records

Courses

Forms

Help

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