



KAYLA OSBORN  
CULINARY SCHOOL

## Course Prospectus

# Bar Service & Beverage Fundamentals

Powered by Thirst | Delivered at Kayla-Ann  
Osborn Culinary School

This program helps learners master the art of beverage service, building confidence, skill, and professionalism behind the bar - whether serving mocktails, cocktails, or coffee. Learners gain industry-relevant competencies aligned with QCTO standards.

## COURSE HIGHLIGHTS

- **Mixology Basics:** Prepare and present popular drinks with flair.
- **Responsible Service:** Understand alcohol laws, safety, and customer wellbeing.
- **Customer Interaction:** Build confidence, upsell effectively, and handle complaints.
- **Bar Setup & Hygiene:** Maintain a clean, efficient, and compliant workspace.
- **Stock Control:** Track inventory, reduce waste, and support smooth operations.

## CONTACT

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 Pennington

## WHO SHOULD ATTEND

- Aspiring chefs and hospitality professionals
- Learners completing beverage modules or workplace exposure
- Anyone eager to enhance their bar service and customer interaction skills

## WHAT'S INCLUDED

- Branded learner workbook and visual aids
- Milestone tracker for Portfolio of Evidence (PoE)
- Certificate of Completion (aligned with QCTO standards)
- Real-world practice and feedback from industry professionals



## DURATION & STRUCTURE

1 Week | Approximately 42–60 Hours of Guided Learning

Breakdown Of Estimated Hours	
Orientation & Workplace Readiness	4-6 hours
Hygiene, Safety & Legal Compliance	6-8 hours
Beverage Knowledge & Service	12-16 hours
Customer Interaction & Communication	8-10 hours
Stock Control & Operational Efficiency	6-8 hours
Portfolio of Evidence & Assessment	6-12 hours

## FINAL ASSESSMENT

**Theory:** Written questionnaire covering all modules

**Practical:** Workplace observation and service simulation

**Submission:** Complete PoE for review and moderation



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