Front of House & Bar Staff Safety Training Online Course

Overview

This online course is designed to help front-of-house and bar employees work safely in hospitality settings, including hotels, pubs, clubs, restaurants and cafés. It explains common hazards in customer service and bar areas, and practical steps staff can take to prevent injuries and protect colleagues and customers.

The course has been developed to form part of a new staff induction program. It can be customised to suit an organisation's venue, equipment, procedures and risk profile. It complements the Commercial Kitchen Safety Training course.

Objectives

On completion, learners should be able to:

- Identify and reduce slips, trips and falls, including wet floors and crowded service areas.
- Respond safely to broken glass and prevent cuts when handling bottles and glassware.
- Use safe manual handling methods for stock, crates, furniture and beer kegs.
- Recognise risks from gas cylinders, beer dispensing systems and bar equipment.
- Respond appropriately to intoxicated, aggressive or threatening customers without putting themselves at risk.
- Apply basic principles of responsible service, food hygiene, emergency response and incident reporting.
- Recognise workplace fatigue, stress, harassment and other psychosocial hazards.

Course Outline

- Slips, Trips and Falls
- Broken Glass, Cuts and Glassware Safety
- Manual Handling and Safe Keg Changing
- Beer Systems, CO_2 and Bar Equipment
- Fire, Electrical and Chemical Safety
- Responsible Service of Alcohol and Dealing with Intoxicated Customers
- Managing Aggression, Violence and Harassment
- Food Hygiene, Personal Safety and Wellbeing
- Emergencies, First Aid and Incident Reporting

Who should complete this course?

Bar attendants, waitstaff, food and beverage attendants, hosts, café employees, function staff, supervisors and other workers who serve or interact with customers in hospitality venues.

Important: RSA and Food Safety Training

This is a general workplace safety induction course. It does not replace required Responsible Service of Alcohol (RSA) training or food-safety training. In Victoria, workers should check the current requirements for their role and venue, including any relevant RSA certification and food-handler training.

Victorian RSA information – Victorian Gambling and Casino Control Commission

Food safety information – Department of Health Victoria

DoFoodSafely – free Victorian food-handler learning resource

Course Delivery

Format: Self-paced online learning, suitable for workplace induction and refresher training.

Estimated duration: Approximately 30 minutes

Customisation: Venue-specific policies, reporting contacts, procedures, branding and examples can be incorporated.

Cost

Course fee: $22 per person, excluding GST

Please enquire about group enrolments, discounts for larger organisations and customisation options.

Getting Started

Enrolment link: https://safetyinduct.com.au/course/view.php?id=183

Self-enrolment: Learners will need a SafetyInduct user account. If self-enrolment and online payment are enabled for this course, they can create an account, select the course and follow the payment instructions.

Manual enrolment: For group registrations, invoicing or assistance, email ohsandhr@gmail.com.

Visit SafetyInduct

Further Information

OHS & HR Management Systems Pty Ltd | ohsandhr@gmail.com

Website: https://ohsmanagementsystems.com.au/