

UNIT TITLE: PROVIDE GUERIDON SERVICE		NOMINAL HOURS: 25
UNIT NUMBER: D1.HBS.CL5.11		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to promote, prepare for and provide gueridon service in a fine dining environment		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Promote gueridon service to guests</p> <p>1.1 Identify the <i>range of menu items</i> that may be offered via gueridon service</p> <p>1.2 Describe and <i>promote a range of gueridon menu items</i> to guests and potential guests</p> <p>1.3 Describe the <i>procedures involved in the provision of gueridon service</i> to guests</p> <p>1.4 Identify, describe and explain the role of ingredients used in gueridon service of menu items</p> <p>1.5 Select and use appropriate materials on gueridon trolley to assist in the promotion of gueridon service</p> <p>Element 2: Prepare gueridon equipment for service</p> <p>2.1 Clean and maintain <i>gueridon trolleys, equipment and utensils</i></p> <p>2.2 <i>Prepare trolleys and service area</i> for service with equipment, utensils and linen</p> <p>2.3 Select food and non-food items for service to match menu items</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to food and beverage provision in dining outlets that offer fine dining within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Food and Beverage Service 2. Food Production <p><i>Range of menu items</i> may include:</p> <ul style="list-style-type: none"> • Appetisers, hors d'oeuvres and entrees, including pre-prepared and prepared/finished at table • Main dishes from a variety of raw materials, including but not limited to meats, chicken/poultry, seafood, pasta, vegetables, fruits and salads • Hot and cold dishes, including salads • Hot and cold desserts, including pre-prepared and prepared/finished at table, such as crepes and fruits • Signature dishes • Hot and cold beverages, including alcoholic and non-alcoholic choices, coffees and teas • Sauces, accompaniments and garnishes. 	

2.4 Verify the quality and condition of food and non-food items prior to use

2.5 Position gueridon trolleys for maximum impact on sales potential

Element 3: Prepare and serve menu items

3.1 Prepare and serve a range of food menu items using the gueridon

3.2 Prepare and serve a range of beverage menu items using the gueridon

3.3 Prepare accompaniments to accompany a range of menu items using the gueridon

3.4 *Involve and entertain guests* as part of the gueridon service experience

3.5 *Present finished menu items* for service in a professional and attractive manner

3.6 Clear and clean trolleys and other gueridon equipment and utensils on completion of the provision of gueridon service

Promote a range of gueridon menu items may include:

- Physically supporting the point-of-sale displays
- The attractive use and presentation of trolleys and gueridon equipment
- Menus, wine lists, drink lists
- Point-of-sale advertising materials such as tent cards, recipe sheets, fliers and brochures.

Procedures involved in the provision of gueridon service may include:

- Portioning of ingredients
- Trimming, peeling, skinning and slicing
- Cooking using various techniques appropriate to a variety of different menu items
- Mixing, whisking, combining
- Separating eggs
- Carving and filleting
- Silver service and/or plate service techniques, including lifting, folding, transferring, placement of food, serving
- Pouring alcohol and flaming.

Gueridon trolleys, equipment and utensils may include:

- Flambé trolleys
- Hot carving trolleys
- Hors d'oeuvres trolleys
- Sweets trolleys
- Liqueur and liquor trolleys
- Cigar humidors
- Burners/cooking lamps and their fuel source/s

- Suzette pans
- Silver service gear, ladles, crockery items, silverware, sauce boats
- Glassware
- Linen and napkins.

Prepare trolleys and service area for service may include:

- Stocking of trolleys and waiter stations
- Preparation of basic food items to support service
- Filling and preparation of condiments and proprietary sauces
- Stocking of alcoholic and non-alcoholic beverages
- Provision of basic maintenance to trolleys and burners.

Involve and entertain guests as part of the service experience may include:

- Explaining the preparation and cooking process, culinary terms, cooking styles and service options
- Telling of the history of the dish being prepared
- Advising guests of the alternatives available within the recipe for the dish being prepared
- Seeking guest preferences and making suggestions for dish variations
- Allowing guests to sample products
- Provision of showmanship.

Present finished menu items must involve:

- Hygienic presentation of completed items
- Neatness, balance, equal serve sizes when serving more than one person
- Use of correct service wear, cutlery and glassware
- Use of patron service and interpersonal skills.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Safety of all people including the worker, other staff, patrons and the premises
- Safe and hygienic food handling practices
- Personal hygiene and personal practices
- Necessary prerequisites for the provision of gueridon service
- Advantages and limitations to gueridon service
- Practical ability to efficiently and effectively use gueridon trolleys and equipment to produce a nominated range of food and beverage items
- Ability to promote gueridon service through verbal and non-verbal techniques.

Linkages To Other Units

- Comply with workplace hygiene procedures
- Promote hospitality products and services
- Apply basic techniques of commercial cookery
- Provide a link between kitchen and service area
- Provide advice to patrons on food and beverage services
- Provide silver service
- Take food orders and provide courteous table service
- Develop and maintain food and beverage product knowledge.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to use gueridon equipment, utensils and techniques to prepare, produce and serve a range of nominated food and beverage menu items of a saleable quality
- Demonstrated ability to prepare gueridon trolleys are associated service areas for trade prior to service

- Demonstrated ability to clean and sanitise gueridon trolleys, equipment and utensils
- Demonstrated ability to apply safe food handling practices
- Demonstrated ability to adhere to correct personal hygiene practices and personal presentation standards
- Development of a display or other promotional tool to encourage the use of gueridon service by guests in a dining area.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace demonstration of gueridon preparation, production and presentation techniques for a range of food and beverage items
- Application of safe food handling protocols
- Demonstration of suitable promotional, inter-personal, communication and selling skills and techniques.

Resource Implications

Training and assessment must include the use of real food and beverages (including spirits for flaming), equipment, trolleys, utensils, service gear, linen and other materials necessary to produce the nominated range of food and beverage items

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Taste testing of finished products
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Read menus and recipe cards; assemble ingredients for service
Communicating ideas and information	2	Promote gueridon service via use of inter-personal, communication and selling skills at table
Planning and organising activities	2	Coordinate the preparation, cooking and service of gueridon meals with other menu items produced in the kitchen
Working with others and in teams	2	Liaise with other waiting staff and kitchen personnel
Using mathematical ideas and techniques	2	Calculate ingredients required and portion sizes
Solving problems	2	Address individual patron preferences for ingredients, cooking times/style and presentation
Using technology	2	Use trolleys and cooking lamps