

<b>UNIT TITLE:</b> PROVIDE SILVER SERVICE		<b>NOMINAL HOURS:</b> 35
<b>UNIT NUMBER:</b> D1.HBS.CL5.14		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to prepare for, and provide, complete silver service in a fine dining environment		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Prepare for silver service</b></p> <p>1.1 Identify the <i>range of menu items</i> that may be offered via silver service</p> <p>1.2 Identify the <i>equipment and utensils</i> used in the delivery of silver service</p> <p>1.3 Differentiate between full silver service and semi-silver service</p> <p>1.4 Ready the dining area for silver service</p> <p>1.5 Set tables to silver service standard</p> <p><b>Element 2: Liaise with other staff</b></p> <p>2.1 Work cooperatively with <i>other waiting staff</i> to deliver timely silver service</p> <p>2.2 <i>Coordinate with kitchen staff</i> to deliver timely silver service in accordance with identified guests needs and preferences</p> <p>2.3 Communicate with cashier to ensure correct charges are levied for silver service menu items</p>	<p><b>Unit Variables</b></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"> <li>1. Food and Beverage Service</li> <li>2. Food Production</li> </ol> <p><i>Range of menu items</i> may include:</p> <ul style="list-style-type: none"> <li>• Appetisers, hors d'oeuvres and entrees, including pre-prepared and gueridon items</li> <li>• Soups</li> <li>• Main dishes created from a variety of raw materials, including but not limited to meats, chicken/poultry, seafood, pasta, vegetables, fruits and salads</li> <li>• Hot and cold dishes, including fruits and salads</li> <li>• Hot and cold desserts, including pre-prepared and gueridon items</li> <li>• Cheese platters</li> <li>• Signature, specialty dishes and specialist cuisines</li> <li>• Sauces, condiments, accompaniments and garnishes</li> <li>• Beverages including wine, tea and coffee service</li> </ul>	

**Element 3: Serve meals**

- 3.1 *Adjust covers* in-line with the orders that have been taken
- 3.2 Select required silver service equipment and utensils to enable service of the orders that have been taken
- 3.3 *Collect and verify food items from kitchen* in accordance with the orders that have been taken
- 3.4 *Transport items from kitchen to table* and present to guests
- 3.5 *Serve food items* to guest
- 3.6 *Serve beverage items* to guests
- 3.7 *Communicate with guests* during and after the delivery of silver service to achieve a positive guest experience

*Equipment and utensils* may include:

- White gloves, table linen and napkins/waiter's cloths, service cloths
- Suitable crockery including use of under-liners
- Silver service gear, such as spoon and fork, service spoons, fish knives, lifters
- Service trays and platters, water and other jugs, sauce boats
- Trolleys
- Wine baskets, 'waiter's friend', candle, decanters and carafes
- Items to remove table crumbs
- Table decorations, bud vases, flower arrangements, display tables and other static displays

*Other waiting staff* may include:

- Runners and busboys
- Food waiters
- Drink waiters and sommeliers
- Dining room host/supervisor

*Coordinate with kitchen staff* should include:

- Communication of individualisation of dishes to match guest preferences
- Timing of service provision
- Quantities required
- Verifying availability of menu items and variations in dishes that can be accommodated

*Adjust covers* may relate to:

- Changing existing table set up
- Adding items to existing table lay up
- Removing items from existing table lay up

*Collect and verify food items from kitchen* should include:

- Verifying food presented by kitchen matches the order placed
- Visually confirming quality and quantity of food items
- Verifying service items provided by kitchen
- Checking temperature, presentation and balance of food items

*Transport items from kitchen to table* may involve:

- Trolleys and platters
- Coordination with and use of other waiting staff

*Serve food items* must include:

- Safety and hygiene considerations and requirements
- Appropriate timing of service delivery and coordination with other staff and services
- Portioning of food items during service
- Placement of items on dishes taking into account color balance, cleanliness and neatness, equality of portion size between all dishes served
- Placement of dishes on table to ensure food items are in the correct position and dish logos are correctly positioned
- Use of silver service gear, such as spoon and fork, service spoons, lifters, fish knives, ladles, spoons and service cloths as appropriate to the menu items being served
- Provision of full silver service delivery and semi-silver service delivery
- Service of bread rolls, soup, entrees, main courses, vegetables, hot and cold desserts, cheeses, large items and soft/delicate items
- Service of accompaniments, including sauces, garnishes, condiments, the use of sauce boats, mills and the coating of sliced meats and other items with sauces

*Serve beverage items* must include:

- Adjusting glasses to suit the wine ordered
- Appropriate timing of service delivery and coordination with other staff and services

- Service of wine, including presentation of wine, uncorking of wine, decanting of wine and use of wine basket to pour wine
- Service of tea and coffee, including liqueur/spirit coffees

*Communicate with guests* must include:

- Use of appropriate interpersonal, communication and selling skills
- Identification and resolution of food and beverage-related problems

### **Assessment Guide**

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

- Safe and hygienic food handling practices
- Personal hygiene and personal practices
- Necessary pre-requisites for the provision of full and semi-silver service delivery
- Advantages and limitations to full silver service
- Practical ability to efficiently and effectively use silver service techniques to serve a nominated range of food and beverage items

### **Linkages To Other Units**

- Provide gueridon service
- Comply with workplace hygiene procedures
- Provide a link between kitchen and service area
- Provide advice to patrons on food and beverage services
- Take food orders and provide courteous table service
- Develop and maintain food & beverage product knowledge

### **Critical Aspects of Assessment**

Evidence of the following is essential:

- Demonstrated ability to prepare the dining area, tables and equipment/utensils for silver service delivery
- Demonstrated ability to liaise and work cooperatively with other waiting and kitchen staff to

enable effective and timely delivery of silver service for food and beverages

- Demonstrated ability to use silver service techniques to serve a range of nominated menu items which must include bread rolls, soup, entrées, main courses and vegetables, hot and cold desserts, salads, vegetables, cheeses, large items and soft/delicate items
- Demonstrated ability to use silver service techniques to serve a range of beverages which must include wine, tea, coffee and liqueur/spirit coffees

#### **Context of Assessment**

Assessment must ensure:

- Actual or simulated workplace demonstration of silver service techniques for both food and beverage items, both hot and cold
- Application of safe food handling protocols
- Demonstration of suitable communication and inter-personal skills and techniques

#### **Resource Implications**

Training and assessment must include the use of real food and beverages, equipment, trolleys, utensils, service gear, linen and other materials necessary to serve 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
- 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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	1	Read menus and recipe cards; assemble ingredients for service
Communicating ideas and information	2	Take guest orders and provide advice on menu items; communicate orders and guest preferences to kitchen
Planning and organising activities	2	Prepare for silver service delivery; adjust covers
Working with others and in teams	3	Liaise with kitchen and other service staff to ensure timely service delivery
Using mathematical ideas and techniques	1	Determine portion control of items for service
Solving problems	2	Deal with guest requests and complaints; handle spills and accidents
Using technology	-	