

UNIT TITLE: TAKE FOOD ORDERS AND PROVIDE TABLE SERVICE	NOMINAL HOURS: 80
UNIT NUMBER: D1.HBS.CL5.16	
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to take food orders and provide table service in a range of settings within the food and beverage service labour division of the hotel and travel industries	
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
<p>Element 1: Prepare food and/or food and beverage outlet for service</p> <p>1.1 Check food service area and customer facilities for cleanliness prior to service, in accordance with enterprise procedures, and where required, take corrective action/s</p> <p>1.2 Check and prepare <i>equipment</i> for service</p> <p>1.3 Check cleanliness and condition of tables and all <i>table items</i>, prior to service and take necessary corrective action</p> <p>Element 2: Take and process orders</p> <p>2.1 Provide a helpful and attentive approach to customers</p> <p>2.2 Take and <i>record orders</i> accurately and legibly</p> <p>2.3 <i>Convey orders</i> promptly to the kitchen and/or bar</p> <p>2.4 Give customers advice on <i>product</i> selections, if required</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 all industry sectors that seek to take food orders and provide table service in a range of food and beverage outlets within the food and beverage service labour division of the hotel and travel industries</p> <p>1. Food and Beverage Service</p> <p><i>Food and/or food and beverage outlet may relate to:</i></p> <ul style="list-style-type: none"> • Café • Bistro • Bar • Cafeteria • Canteen • Kiosk • Coffee shop • Fast food shop • Function room/s.

Element 3: Prepare and pack take away food and beverages

- 3.1 Present and pack food and beverage items in accordance with enterprise procedures and relevant health regulations
- 3.2 Apply *safe food handling practices* in accordance with enterprise procedures and relevant health regulations
- 3.3 Dispose of spoiled products in accordance with enterprise procedures and relevant health regulations
- 3.4 Comply with correct food handling and food safety procedures

Element 4: Provide table service

- 4.1 Receive customer orders
- 4.2 Check product and/or brand preferences with customer in a courteous manner
- 4.3 Provide clear and helpful *recommendations or information* to customers on selection of food or drinks, if required
- 4.4 Serve food and drink according to enterprise requirements and *personal hygiene standards*

Element 5: Store and handle foods safely

- 5.1 Comply with personal hygiene standards
- 5.2 Handle food according to food safety program
- 5.3 Maintain the workplace in a clean and tidy order

Equipment may include:

- Cash register
- Refrigeration equipment
- Cooking equipment
- Microwave
- Kitchen utensils
- Bain marie
- Coffee machines.

Table items may include:

- Sauces
- Mustards
- Napkins
- Salt and pepper shakers
- Menus
- Cutlery
- Crockery
- Glassware
- Cruets.

Record orders may relate to:

- Written orders
- Verbal orders
- Electronic equipment to record orders

<p>5.4 Comply with workplace measures to prevent pests entering the premises</p> <p>5.5 Identify and report indicators of pest presence</p> <p>Element 6: Handle payment and carry out cash control procedures</p> <p>6.1 Receive and accurately check cash float</p> <p>6.2 Open and close cash register using manufacturer specifications</p> <p>6.3 Use cash register according to standard enterprise procedures</p> <p>6.4 Issue receipts according to standard enterprise procedures</p> <p>6.5 Carry out reconciliation of takings accurately and report errors to supervisor</p> <p>Element 7: Close down food service area</p> <p>7.1 Store and/or prepare equipment for the next service, in accordance with enterprise procedures</p> <p>7.2 Clear, clean or dismantle area in accordance with enterprise procedures and safety requirements</p> <p>7.3 Set up area correctly for the next service, in accordance with enterprise procedures and requirements</p> <p>7.4 Review and evaluate services with colleagues, where appropriate, identifying possible improvements</p>	<p><i>Convey orders may include</i></p> <ul style="list-style-type: none"> • Orders for food • Orders for beverages • Take away orders • Ingredients <p><i>Cooking Product may include:</i></p> <ul style="list-style-type: none"> • Fresh food items • Pre-packed food items • Beverages • Sandwiches • Pies • Snack food • Cakes • Dish of the day • Blackboard menu methods. <p><i>Safe food handling practices may include:</i></p> <ul style="list-style-type: none"> • Cleaning, sanitising • Taking and recording food temperatures • Monitoring self-service food bars • Monitoring and recording temperature of cool rooms and bain maries • Protecting foods from contamination • Covering foods
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7.5 Provide handover to incoming colleagues and share any relevant information

- Using appropriate utensils
- No bare hand contact.

Recommendations or information may include:

- Price
- Special promotions
- Ingredients
- Relative strength
- Suitable alternatives
- Flavours
- Value for money.

Personal hygiene standards may include:

- Reporting health conditions and/or illness
- Wearing appropriate clothing and footwear.

Assessment Guide

Assessment must confirm knowledge and skills:

- Knowledge of the relevant food handling laws
- Knowledge of hygiene issues of specific relevance to food and beverage service
- Ability to perform typical food ordering and use table service equipment
- Knowledge of a variety of food and beverage products
- Ability to apply preparation and serving techniques for a range of standard food and drink.

Linkages To Other Units

- Apply standard safety procedures for handling foodstuffs
- Comply with workplace hygiene procedures

- Process a financial sale transaction
- Work effectively with colleagues and customers.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to take food and/or food and beverage orders
- Demonstrated ability to set up and operate food and/or food and beverage service area of outlet
- Demonstrated ability to offer customers assistance appropriate to situation and level of responsibility
- Demonstrated ability to prepare and serve drinks in accordance with enterprise procedures and accepted timelines
- Demonstrated ability to process financial transactions
- Demonstrated ability to maintain workplace records and in particular those records relating to food safety and cash transactions
- Demonstrated ability to handle food and beverage products in accordance with enterprise and/or legal requirements e.g. Responsible service of alcohol (RSA), food safety.

Context of Assessment

This unit may be assessed on or off the job

- Assessment should include practical demonstration of the ability to take food and/or food and beverage orders and provide table service either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area, job role and area of responsibility
- Assessment must include project or work activities that allow the candidate to respond to multiple and varying customer service and communication situations that require the candidate to take food and/or food and beverage orders and provide table service.

Resource Implications

Training and assessment to include access to a real or food and beverage outlet; and access to workplace customer service standards, procedures, policies, guidelines, tools and equipment and in particular those procedures, policies and guidelines that guide effective work practices such as the food safety program of the enterprise.

Assessment Methods

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

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Portfolio evidence
- Problem solving
- Role plays
- 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	Take food and/or beverage orders
	Communicating ideas and information	2	Use positive communication and customer service skills to provide table service to customers
	Planning and organising activities	2	Undertake dining area set up prior to service
	Working with others and in teams	2	Share relevant information to staff when handover to incoming staff is executed
	Using mathematical ideas and techniques	2	Complete financial transactions
	Solving problems	2	Identify the presence of pests and eradicate same
	Using technology	1	Use cash register and/or electronic terminals