

<b>UNIT TITLE:</b> CLEAN AND TIDY BEVERAGE AND FOOD SERVICE AREAS		<b>NOMINAL HOURS:</b> 20
<b>UNIT NUMBER:</b> D1.HBS.CL5.01		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to clean and tidy service and public areas in beverage and food service areas/outlets, and to provide elementary levels of support to other staff in service provision: the competencies contained in this unit may be applied by support personnel or incorporated into the overall duties of bar and/or waiting staff		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Clean and tidy food and beverage service areas</b></p> <p><b>1.1</b> Identify <i>food and beverage service areas</i> and <i>food and beverage service equipment</i> that may need to be cleaned</p> <p><b>1.2</b> Identify <i>factors that may impact</i> on the delivery of cleaning in food and beverage service areas</p> <p><b>1.3</b> Apply <i>cleaning and tidying techniques</i> to identified cleaning needs in beverage service areas</p> <p><b>1.4</b> Apply cleaning and tidying techniques to identified cleaning needs in food service areas</p> <p><b>1.5</b> Identify equipment and items requiring maintenance and report to the appropriate person</p> <p><b>1.6</b> Identify <i>unusual, suspicious or unruly behaviour</i> and report to the appropriate person</p> <p><b>1.7</b> Use <i>appropriate interpersonal skills</i> when cleaning and tidying to optimise guest experience</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 all industry sectors that operate beverage and food service areas and have internal responsibility for cleaning those areas during service sessions within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food and Beverage Service</p> <p><i>Food and beverage service areas</i> may include:</p> <ul style="list-style-type: none"> <li>• Bars</li> <li>• Dining areas, food courts, restaurants</li> <li>• Gaming areas</li> <li>• Function and entertainment areas</li> <li>• Back-of-house and front-of-house areas</li> <li>• Outside areas including sporting and pool areas.</li> </ul>	

<p><b>Element 2: Provide support to staff</b></p> <p><b>2.1</b> Deliver <i>assistance to food service staff</i></p> <p><b>2.2</b> Deliver <i>assistance to beverage service staff</i></p> <p><b>2.3</b> Deliver <i>assistance to other staff, as required</i></p> <p><b>Element 3: Clean and tidy public areas</b></p> <p><b>3.1</b> Identify <i>public areas and equipment/items</i> that may need to be cleaned</p> <p><b>3.2</b> Identify factors that may impact on the delivery of cleaning in public areas</p> <p><b>3.3</b> Apply cleaning and tidying techniques to identified cleaning needs in public areas</p> <p><b>3.4</b> Identify equipment and items requiring maintenance and report to the appropriate person</p> <p><b>3.5</b> Identify unusual, suspicious or unruly behaviour and report to the appropriate person</p> <p><b>3.6</b> Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience</p>	<p><i>Food and beverage service equipment</i> may include:</p> <ul style="list-style-type: none"> <li>• Service counters, cash registers, promotional displays, counter/bar fronts, mirrors, shelves, racks, flower displays</li> <li>• Service equipment, including beverage service equipment, such as but not limited to draught beer, post-mix, coffee/espresso coffee machines, glass washers, glassware, trays, trolleys, refrigeration and display units; and food service equipment, such as but not limited to trays, trolleys, gueridon equipment, waiter’s stations, crockery and cutlery.</li> </ul> <p><i>Factors that may impact may include:</i></p> <ul style="list-style-type: none"> <li>• Internal standards, policies and procedures of the host enterprise</li> <li>• Need to cause minimum disruption to patrons and bar operations</li> <li>• Timeliness of cleaning and tidying duties</li> <li>• Need to consult with operational staff before commencing cleaning and tidying duties.</li> </ul> <p><i>Cleaning and tidying techniques</i> may include:</p> <ul style="list-style-type: none"> <li>• Sweeping and mopping</li> <li>• Wiping down and polishing</li> <li>• Washing with detergent and sanitising</li> <li>• Dry and wet cleaning activities</li> <li>• Removing rubbish, including clearing dirty glasses, empty bottles and cans, wiping tables, emptying ash trays, clearing papers and other rubbish</li> <li>• Replacing and replenishing items, such as coasters, tables and chairs, table accoutrements (accessories), promotional materials, products, give-a-ways, light globes</li> <li>• External cleaning equipment, motorised sweepers, burnishers, polishers, scrubbers.</li> </ul>
---	---

*Unusual, suspicious or unruly behaviour* can include:

- Patrons discovered in areas they have no right/permission to be in
- Drunken and disorderly people
- Loiterers
- Barred customers
- Under-age people
- Known vagrants or other undesirables
- Intimidating or anti-social behaviour by people.

*Appropriate interpersonal skills* may include:

- Greeting and fare welling guests
- Product and premises knowledge
- Selling skills, including recommending products and services
- Directing guests to internal locations and local destinations
- Making bookings for guests, as required
- Assisting with luggage
- Arranging for supplementary assistance from other staff.

*Assistance to food service staff* may relate to:

- Fetching and carrying service ware, crockery, cutlery and trays, as required
- Clearing and cleaning tables, emptying ash trays
- Re-supplying hot boxes and waiter stations
- Re-setting tables
- Providing general busboy/runner duties

- Supplying linen, as required
  - Moving and re-stocking service trolleys, such as roast trolleys, hors d'oeuvres trolleys, gueridon trolleys, desserts trolleys
  - Washing crockery and cutlery to support immediate short-term service needs
  - Cleaning up in-service spills and accidents.
- Assistance to beverage service staff may relate to:*
- Fetching and carrying bottles, glassware, carafes, wine baskets and trays, as required
  - Clearing and cleaning tables, emptying ash trays
  - Re-supplying beverage stocks behind bar and in on-floor displays
  - Re-laying glassware on tables
  - Moving and re-stocking service trolleys, such as liqueur trolleys and cigar humidors
  - Washing glassware and other beverage service accoutrements, to support immediate short-term service needs
  - Cleaning up in-service spills and accidents
  - Taking beverage orders, accepting payment and giving change
  - Supplying linen, as required.
- Assistance to other staff may relate to:*
- Responding to requests from in-house staff, who may include bar staff, waiting staff, kitchen staff, reception staff, housekeeping staff, room service staff, concierge, cellar staff
  - Assisting with luggage
  - Re-laying messages
  - Providing general assistance to guests, as required
  - Back-filling staff in different departments, as required

- Supplying change to departments
- Moving stock
- Receiving deliveries.

*Public areas and equipment/items may include:*

- Foyer and reception areas, including tables and chairs, carpets, pianos, displays, doors, windows, plants and flower displays, walls
  - Spot cleaning, vacuuming, sweeping, mopping, removing litter, clearing glasses, crockery and cutlery
- Shops and telephone areas, such as doors, windows, telephones and booths and floors
  - Spot cleaning, vacuuming, sweeping, mopping
- Outside areas, including car parks, footpaths, walkways, gardens and displays, pool and recreation areas
  - Removing litter, sweeping, hosing, clearing glasses, crockery and cutlery.

#### **Assessment Guide**

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

- The enterprise's policies and procedures in regard to cleaning, establishment presentation, responsible service of alcohol and customer service
- Overview of host country legislation and enterprise food safety plan/program in relation to food handling, personal hygiene, general premises, food hygiene and safety
- Cleaning and sanitising, including the chemicals used, techniques and protocols
- Occupational health and safety requirements, including manual handling, chemical handling
- Customer interaction skills, including communication, product knowledge, providing general assistance
- Overview of host country legislation in relation to the service and provision of alcohol.

### **Linkages To Other Units**

- Comply with workplace hygiene procedures
- Manage responsible service of alcohol
- Operate a bar facility
- Process liquor sales at a bar facility
- Provide advice to patrons on food and beverage services
- Provide food and beverage services
- Provide room service
- Provide a link between kitchen and service area
- Develop and update hospitality industry knowledge.

### **Critical Aspects of Assessment**

Evidence of the following is essential:

- Demonstrated ability to clean and tidy bar and food service areas
- Demonstrated ability to provide support services to bar and food service staff
- Demonstrated ability to clean and tidy public areas
- Demonstrated ability to provide customer service
- Understanding and implementation of host country legislation in relation to safe food handling, the service and provision of liquor.

### **Context of Assessment**

This unit may be assessed on or off the job:

- Assessment should include practical demonstration 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 or area of responsibility.

**Resource Implications**

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

**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	Gaining product and venue knowledge; identifying service and support provision needs
Communicating ideas and information	1	Interacting with customers; liaising with staff and management
Planning and organising activities	1	Prioritising workplace needs in consultation with other staff
Working with others and in teams	1	Providing support services as required, or as emerging incidents or levels of trade dictate

	Using mathematical ideas and techniques	1	Calculating quantities of chemicals required for cleaning; determining portions/quantities required when providing support for food and beverage staff
	Solving problems	1	Resolving operational issues such as complaints, spills, shortages and service delays
	Using technology	1	Operating cleaning and bar/food equipment