

UNIT TITLE: PROVIDE FOOD AND BEVERAGE SERVICES		NOMINAL HOURS: 120
UNIT NUMBER: D1.HBS.CL5.12		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to deliver food and beverage service to in houseguests within the dining areas of the establishment		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Prepare food and beverage environment for service</p> <p>1.1 Check <i>requirements for the upcoming service session</i></p> <p>1.2 Check cleanliness of the facility and conduct <i>spot and makeup cleaning</i> as required</p> <p>1.3 <i>Set up dining area</i> for trading session</p> <p>1.4 Process incoming reservations to the establishment</p> <p>Element 2: Set tables</p> <p>2.1 Match <i>table setting</i> to menu for the session</p> <p>2.2 <i>Set tables</i> and dress where appropriate</p> <p>2.3 Complete <i>final inspection of room and table set ups</i></p> <p>1.5 Identify and report recurring problems with set up to the appropriate person to prevent recurrence</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 the provision of table service of food and beverages in a food establishment 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>Requirements for the upcoming service session</i> may include:</p> <ul style="list-style-type: none"> • Checking reservations, including names, group sizes, special requests, time of arrival • Checking menu for the session, including explanation of the menu by kitchen staff, identification of items that are short/off the menu, items that the kitchen wants to clear, and potential service problems the kitchen has anticipated • Checking internal requirements for the session, such as special service protocols, arrival and treatment of VIPs, priorities and/or limitations for service <p><i>Spot and makeup cleaning</i> may include:</p> <ul style="list-style-type: none"> • Internal areas, such as dining area, toilets, public areas and entrances, bars, waiting areas 	

<p>Element 3: Meet and greet guests</p> <p>3.1 <i>Welcome guests</i> on arrival</p> <p>3.2 <i>Seat guests</i> at nominated or designated tables</p> <p>3.3 Offer <i>pre-meal services</i></p> <p>3.4 Present menus and wine/drink lists</p> <p>3.5 Provide <i>service advice and information</i> to guests</p> <p>Element 4: Take food and beverage orders</p> <p>4.1 Take <i>beverage orders and food orders</i></p> <p>4.2 <i>Sell menu items and drinks</i> proactively</p> <p>4.3 <i>Recommend wines and drinks</i> to accompany selected foods</p> <p>4.4 Respond to guest queries regarding menu items and drink choices</p> <p>4.5 <i>Transfer orders</i> to service and preparation points</p> <p>4.6 <i>Adjust settings/covers</i> to reflect menu items selected</p> <p>4.7 <i>Liaise with other staff</i> regarding intended service delivery</p> <p>Element 5: Serve food</p> <p>5.1 <i>Serve bread rolls</i> at table</p> <p>5.2 <i>Serve dishes</i> as ordered by guests</p> <p>5.3 Check guest satisfaction as part of service delivery</p>	<ul style="list-style-type: none"> • External areas, such as car parks, gardens, walkways and footpaths • Furniture and equipment • Walls, floors, ceilings, light fittings, curtains, doors and windows • Tables, chairs and waiting stations <p><i>Set up dining area</i> may include:</p> <ul style="list-style-type: none"> • Positioning tables and chairs in line with bookings • Creation of seating plans • Allocation of waiting stations to staff • Preparing butter for service in line with house standards, • Adjustments to environmental factors, including air conditioning, lighting, music systems • Compliance with enterprise standards and legislated requirements of the host country in relation to patron safety and/or comfort • Ensuring safety of all items to be used • Checking readiness of cash registers , electronic ordering systems and other items and enterprise-specific equipment for service <p><i>Table settings</i> must include crockery, cutlery, glassware, linen and condiment compatibility with:</p> <p>table d'hôte menus</p> <ul style="list-style-type: none"> • A la carte menus • Function and banquet menus • House specials • Service session, that is, to accommodate differences between breakfast, lunch, dinner and supper • Service style, including matching set up to silver service, semi-silver service, gueridon, plated, or self-service style
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<p>5.4 Take remedial action in the event of guest dissatisfaction</p> <p>5.5 <i>Clear table</i> at appropriate times throughout meal and on completion of meal</p> <p>Element 6: Serve drinks</p> <p>6.1 <i>Serve pre-dinner drinks</i> to table</p> <p>6.2 <i>Serve wines</i> to table</p> <p>6.3 <i>Serve after-meal drinks</i> to table</p> <p>6.4 Coordinate timing of beverage service to match courses/menu items being served</p> <p>6.5 <i>Clear glasses</i> and beverage items</p> <p>Element 7: Present account to guest</p> <p>7.1 Compile guest account ready for presentation</p> <p>7.2 Present account to guest</p> <p>7.3 Accept payment for account</p> <p>7.4 Process payment of account</p> <p>Element 8: Provide departure services</p> <p>8.1 Assist guest in leaving table</p> <p>8.2 Provide <i>end-of-service assistance</i>, as required</p> <p>8.3 <i>Farewell guests</i></p> <p>Element 9: Conduct shut down activities</p> <p>9.1 Turn off electrical and service-related equipment, where appropriate</p> <p>9.2 Remove used linen items for laundering</p>	<ul style="list-style-type: none"> • <i>Set tables</i> should relate to: • Positioning tables and chairs according to pre-prepared seating plans • Laying cloths • Folding napkins • Setting crockery, cutlery, glassware, linen, condiments and table dressings to match menus and house standards • Dressing tables for a variety of special occasions and functions, including meeting internal service standards and advertised/promised appearances as well as meeting special requests from guests <p><i>Final inspection of room and table set ups</i> should include:</p> <ul style="list-style-type: none"> • Replacing unclean, inappropriate, or otherwise unsatisfactory items • Adding missing items • Cleaning and polishing, as required • Final confirmation of bookings, special requests, seating plan and station allocations <p><i>Welcome guests</i> may include:</p> <ul style="list-style-type: none"> • Greeting guests by name, where known • Checking for and confirming reservations, where applicable • Application of house standards for welcoming guests, including use of appropriate terms, phrases and greetings <p><i>Seat guests</i> should include:</p> <ul style="list-style-type: none"> • Escorting guests to table • Interacting with guests • Withdrawing chairs and seating guests • Unfolding and lapping napkins
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<p>9.3 <i>Store, stock and replenish, where necessary, for next service session</i></p> <p>9.4 <i>Dispose of waste</i></p> <p>9.5 <i>Clear and clean service area and service items</i></p> <p>9.6 <i>Conduct session de-briefing</i></p> <p>9.7 <i>Conduct handover to incoming shift, where appropriate</i></p>	<p><i>Service advice and information</i> should include:</p> <ul style="list-style-type: none"> • Explaining and describing menu items, including preparation time, ingredients, cooking style and other unique features of dishes • Actively promoting and selling menu items, as nominated by management or the kitchen, with special emphasis on-selling 'extras' • Making food and beverage recommendations • Interacting with guests • Providing local advice, information about the region/country and venue-specific details, advice and information • Finding out information not known and passing same on to guests <p><i>Beverage and food orders</i> must include:</p> <ul style="list-style-type: none"> • Accurate recording of guest orders, including details of preferences and/or special requests • Use of positive customer service and interpersonal skills • Use of selling skills • Demonstration of tact, courtesy and professionalism • Use of enterprise standard procedures for recording guest order • Recording food order for nominated courses, including appetizer, entrée, soup, main course and dessert • Minimal disruption to guest experience, enjoyment and conversation • Thanking guests and complimenting them on their selection <p><i>Sell menu items and drinks</i> may include:</p> <ul style="list-style-type: none"> • Use of suggestive selling techniques • Use of up-selling and add-on-selling • Selling the benefits not just the features
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- Alignment of sales endeavours with kitchen and management priorities
- Adherence to enterprise policies and procedures regarding implementation of selling techniques
- Honesty, accuracy and professional ethics in the use of sales technique

Recommend wines and drinks should include:

- Matching suggestion to identified guest needs and/or preferences
- Honesty, accuracy and professional ethics
- Adherence to the liquor service laws of the host country
- Alignment of sales endeavours with bar and management priorities

Transfer orders will include:

- Informing bar of drink orders, including specific requirements for glassware, garnishes, preparation techniques, individual guests' special requests and timing requirements for service delivery
- Informing kitchen of food orders, including special requests, dietary requirements, cultural requirements and timing needs
- Informing cashier, where appropriate, of food and drink orders taken by waiter and including table number, guest name and time of order
- Operating in house ordering and table tracking systems in accordance with house policies and manufacturer instructions
- Pricing orders and preparing/generating guest account, where applicable

Adjust settings/covers must include:

- Removing and adding cutlery to match the food orders placed by, and the dining needs of, individual guests
- Changing or adding glassware to match the beverage/wine orders that have been placed by each table

- Removing chairs and settings no longer needed by each table
- Preparing and readying service wear to accompany the provision of silver service, semi-silver service or gueridon service

Liaise with other staff will include:

- Notifying bar and kitchen staff of timing requirements that apply to each table to enable delivery of timely and coordinated food and beverage/wine service
- Arranging for assistance in the service of food and beverages to large groups
- Organizing support staff to assist in the delivery of silver service, semi-silver service, gueridon service and plated service as the need dictates
- Coordinating with cashier to ensure guest account is created, updated and made ready for presentation
- Notifying security or management where guests are presenting in an anti-social, argumentative, aggressive, intimidating, harassing, or otherwise unacceptable manner
- Assisting other staff, as required, in service delivery to their tables

Serve bread rolls will include:

- Using silver service gear, or tongs in line with house standards
- Serving butter

Serve dishes must include:

- Collecting ordered dishes from kitchen, including checking for compliance with order placed by guest, checking temperature, appearance, equality and completeness
- Carrying plates/dishes to table using trays
- Carrying plates/dishes using standard plate-carrying techniques
- Serving appetizer, entrée, soup, main course and dessert to guest in accordance with order placed
- Liaising and cooperating with other staff where silver service, semi-silver service and gueridon service is required

- Adhering to in house, or industry standards regarding food service, placement of dishes on table, timing of service, and coordination of wine and beverage service
- Implementing customer service skills, communicating skills and interpersonal skills
- Implementing appropriate safe food handling skills

Clear table must include:

- Enquiring to ensure guests have finished their course
- Reading non-verbal cues regarding meal/course completion
- Using accepted industry standard plate and cutlery clearing techniques
- Implementing crumbing down procedures
- Removing tableware, condiments, table dressings, butter, progressively during the meal
- Implementing customer service skills, communicating skills and interpersonal skills
- Using trays and trolleys to assist in the clearing process

Serve pre-dinner drinks must include:

- Collecting ordered dishes from bar, including checking for compliance with order placed by guest, checking temperature, appearance, garnish, correct glassware, equality and completeness
- Carrying drinks to table using trays
- Serving of drinks to guests in accordance with order placed; drinks may include aperitifs and cocktails, beers, mixed drinks, non-alcoholic drinks and house specialty drinks
- Liaising and cooperating with other staff where silver service, semi-silver service and gueridon service is required
- Adhering to in house or industry standards regarding food service, placement of dishes on table, timing of service, and coordination of wine and beverage service
- Implementing customer service skills, communicating skills and interpersonal skills
- Implementing appropriate safe food handling skills

Serve wines must include:

- Collecting and checking selected wine from bar
- Adjusting glassware to match selected wine
- Implementing the wine ritual in the service of wine, including presenting and announcing wine, bottle opening and cork presentation, where applicable, allowing host to taste and approve the wine, filling guest glasses and host glass, placement of bottle on table, using napkin to assist in service
- Implementing correct pouring techniques to avoid drips
- Using wine baskets, ice buckets and wine stands
- Decanting wines that throw a crust

Serve after-meal drinks must include:

- Serving fortified wines, including port, tokay, Frontignac, Madeira:
 - Serving liqueurs
 - Serving spirit or liqueur coffees
 - Using correct glassware
 - Using drinks trolley to actively promote after-dinner drinks

Clear glasses must include:

- Monitoring state of intoxication of guests and implementing responsible service of alcohol
- Selling additional drinks and changing glassware to accommodate new products that are ordered
- Removing glasses, bottles and cans from table
- Removing corks that have been offered for presentation, wine baskets, ice buckets and wine stands

End-of-service assistance may include:

- Obtaining a taxi or other transport for guests
- Retrieving items that have been placed into safe keeping
- Offering umbrellas
- Accompanying guests to cars
- Making reservations on their behalf

Farewell guests must include:

- Thanking guests for their business
- Wishing guests well, including respecting and valuing guests
- Implementing high levels of customer service, interpersonal skills and communication skills

Store, stock and replenish should include:

- Putting away stock items that will not be required until the next service session
- Implementing safe food handling techniques
- Ordering and/or requisitioning stock

Clear and clean service area must include:

- Spot cleaning of spills, mess and rubbish
- Washing service items, including use of detergent and sanitizers, polishing items
- Putting items in the correct location ready for use in the next session
- Advising management of any items that require service, repair or replacement
- Setting up service area for the next service session, including partial or full set-up

Session de-briefings should include:

- Evaluating flow of service, speed of service and levels of guest satisfaction
- Evaluating the extent to which financial or other service targets were attained, including discussion of how poor situations in future may be addressed/retrieved, discussion of how positive results can be extended and applied to future service sessions
- Discussing and resolving service problems, including interpersonal problems, physical issues, support levels provided, guest complaints
- Pre-empting issues and service sessions arising

Handover to incoming shift must include:

- Identification of problems, difficult guests and shortages of food/beverages
- Sharing of general service advice and providing details of status of service for each table/guest
- Identifying guest accounts yet to be paid
- Allocating staff duties

Assessment Guide

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

- Understanding and application of safe food handling practices as required by legislation of the host country and the host enterprise
- Appropriate personal presentation
- Excellent levels of product knowledge for food and beverage items
- Selling skills, interpersonal skills, negotiation skills, conflict resolution and complaint management skills
- Ability to work cooperatively with other staff
- Ability to describe and differentiate between standard service styles, menu options, table set ups, dining room layouts and service areas
- Ability to describe and differentiate between a nominated range of service wear, crockery, cutlery, glassware, table accoutrements, dining furniture and equipment

Linkages To Other Units

- Provide a link between kitchen and service area
- Provide advice to patrons on food and beverage services
- Comply with workplace hygiene procedures
- Promote hospitality products and services
- Receive and resolve customer complaints
- Maintain quality customer/guest service
- Take food orders and provide courteous table service
- Prepare and serve non alcoholic beverages
- Manage responsible service of alcohol
- Provide silver service
- Serve a range of wine products
- Process transactions for purchase of goods and services
- Develop and update local knowledge
- Develop and maintain food and beverage product knowledge
- Prepare and serve cocktails

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to deliver food and beverage services for a nominated variety of menu styles, dining options and service sessions
- Demonstrated ability to implement and comply with enterprise policies and procedures relating to the selling and serving of food and beverages, responsible service of alcohol, cash control and billing procedures, and customer/guest service

- Demonstrated ability to monitor guest service throughout service sessions and take appropriate remedial action to address issues arising during service
- Demonstrated ability to effectively interact with guests to enable optimal selling, resolution of conflict, settlement of complaints and maximizing positive guest experience

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of food and beverage service which must include:
 - Setting up dining areas ready for service
 - Greeting and seating guests
 - Taking food and beverage orders
 - Serving food and beverages
 - Presenting accounts and processing payment
 - Fare welling guests
 - Conducting end-of-shift duties

Resource Implications

Training and assessment must include the use of real or simulated menu items and beverages, service items, utensils, equipment, cash and guests.

Assessment Methods

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

- Observation of practical candidate performance
- Feedback from guests who have been served
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work

<p>Key Competencies in this Unit</p> <p><i>Level 1 = competence to undertake tasks effectively</i></p> <p><i>Level 2 = competence to manage tasks</i></p> <p><i>Level 3 = competence to use concepts for evaluating</i></p>		
Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Gain product knowledge and menu knowledge; prepare seating plan on the basis of bookings received
Communicating ideas and information	1	Recommend dishes and drinks to guests
Planning and organising activities	1	Liaise with other staff to enable timely service delivery
Working with others and in teams	1	Cooperate with other staff to provide service
Using mathematical ideas and techniques	1	Calculate and price guest accounts
Solving problems	2	Resolve service issues and complaints from guests
Using technology	2	Use in house ordering systems and cash register/point of sale systems