

UNIT TITLE: PROVIDE A LINK BETWEEN KITCHEN AND SERVICE AREA		NOMINAL HOURS: 15
UNIT NUMBER: D1.HBS.CL5.09		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to provide a link between kitchen and service area in a range of settings within the hotel industry workplace context		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Liaise between kitchen and service areas</p> <p>1.1 Relay information in a clear and concise manner using <i>appropriate communication techniques</i></p> <p>1.2 Monitor and attend kitchen <i>service points</i> to ensure prompt pick up of food</p> <p>1.3 <i>Check food</i> in accordance with enterprise standards</p> <p>1.4 Transfer food to the appropriate service points in accordance with enterprise procedures</p> <p>1.5 Advise appropriate colleagues on readiness of items for service</p> <p>1.6 Identify <i>additional items</i> required from the kitchen by monitoring services areas and consulting with other service colleagues</p> <p>1.7 Make requests to kitchen staff based on identified needs</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 require to provide a link between the kitchen and service areas within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Food and Beverage Service</p> <p><i>Appropriate communication techniques</i> may include:</p> <ul style="list-style-type: none"> • The use of both open and closed questions • Speaking clearly and concisely • Using appropriate language and tone of voice • Being attentive. <p><i>Service points</i> may include:</p> <ul style="list-style-type: none"> • Waiting stations • Buffet areas • Kitchen service area • Room service collection. 	

<p>Element 2: Clean and clear food service areas</p> <p>2.1 Remove used items from service areas and safely transferred to the <i>appropriate location</i> for cleaning</p> <p>2.2 Handle food scraps in accordance with hygiene regulations and enterprise procedures</p> <p>2.3 Clean and store equipment in accordance with hygiene regulations and enterprise procedures</p> <p>Element 3: Maintain effective relationships with colleagues</p> <p>3.1 Meet needs and expectations of colleagues in accordance with organisation standards, policies and procedures and within acceptable time frames</p> <p>3.2 Assist to resolve workplace <i>conflict</i> and manage difficulties to achieve positive outcomes</p> <p>3.3 Seek <i>informal feedback</i> to identify and implement improvements to products, services, processes or outcomes for colleagues</p> <p>3.4 Handle complaints positively, sensitively and politely in consultation with the person/s making the complaint</p> <p>3.5 Use <i>non-discriminatory attitudes and language</i> consistently when interacting with staff and management</p>	<p><i>Check food</i> may include checking for:</p> <ul style="list-style-type: none"> • Marks • Spills • Drips • Garnish • Against the food order. <p><i>Additional items</i> may include:</p> <ul style="list-style-type: none"> • Variations to menu items, such as additions or exclusion of ingredients • Small serve • Entrée serve as a main course. <p><i>Appropriate location</i> may relate to:</p> <ul style="list-style-type: none"> • Still room • Pot wash • Silver room • Store room. <p><i>Conflict</i> may include:</p> <ul style="list-style-type: none"> • Group conflict • Conflict with individuals • Conflict with co-workers. <p><i>Informal feedback</i> may include:</p> <ul style="list-style-type: none"> • Critical incident reviews • Impromptu questioning of customers to obtain view of products and/or service provided
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- Chance discussions with customers
- Coaching and mentoring
- Seeking the opinions of others.

Non-discriminatory attitudes and language may include:

- Language in relation to race and ethnicity
- Not making assumptions about physical or intellectual abilities
- The use of non-discriminatory language in relation to the portrayal of people with disabilities
- Using non-sexist and gender inclusive language.

Assessment Guide

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

- Knowledge of the importance of maintaining a flow of service within a food and beverage service environment
- Knowledge of ordering and service procedures
- Demonstrated ability to apply the principles of effective communication skills
- Demonstrated ability to use active listening, feedback techniques and team building techniques to build and maintain interpersonal relationships within a designated work group or team
- Demonstrated ability to identify the need(s) and concerns of others
- Demonstrated ability to communicate effectively with a range of people relevant to position and role.

Linkages To Other Units

- Comply with workplace hygiene procedures
- Provide food and beverage services.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to use effective communication skills to build and maintain interpersonal relationships within a designated work group or team
- Demonstrated ability to deal with colleagues from diverse backgrounds and cross-cultural misunderstandings
- Demonstrated ability to maintain service flow within a food and beverage service environment
- Demonstrated understanding of the roles of all those who contribute to the service process
- Demonstrated ability to follow established enterprise procedures for maintaining standards of service and hygiene while handling food and food service equipment.

Context of Assessment

This unit may be assessed on or off the job

- Assessment should include practical demonstration of the ability to work with colleagues and provide an effective link between kitchen and service areas 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 situations relevant to work area, job role and area of responsibility and providing a link between kitchen and service areas.

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:

- 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	-	
Communicating ideas and information	2	Use positive communication techniques to build interpersonal relationships
Planning and organising activities	2	Identify the most appropriate way to identify and respond to feedback
Working with others and in teams	2	Respond to the requests from colleagues

	Using mathematical ideas and techniques	-	
	Solving problems	2	Apply conflict resolution and communication skills to resolve conflict and/or misunderstandings
	Using technology	-	