

SERVE FOOD AND BEVERAGE ORDERS

UNIT CODE: HOS/OS/FB/CR/02/3

UNIT DESCRIPTION

This unit cover the competencies required to serve food and beverage orders. It involves welcoming guests, taking guests orders, serving, billing and clearing the table.

ELEMENTS AND PERFORMANCE CRITERIA

| ELEMENT | PERFORMANCE CRITERIA |
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| <p>These describe the key outcomes which make up workplace function.</p> | <p>These are assessable statements which specify the required level of performance for each of the elements.</p> <p><i>Bold and italicized terms are elaborated in the Range.</i></p> |
| <p>1. Welcome the guests</p> | <p>1.1 Guests are greeted according to SOP. 1.2 <i>Interpersonal skills</i> are used to prioritize guests' needs. 1.3 Guests' urgent needs are addressed as per SOP. 1.4 Enquiry of guests' details is made as per SOP. 1.5 Guests are escorted and seated as per SOPs. 1.6 Guest napkins are unfolded and lapped on guests as per SOPs. 1.7 Hot towels are provided as per SOPs.</p> |
| <p>2. Take food and beverage orders</p> | <p>2.1 Guests are presented with the <i>menu</i> according to SOPs. 2.2 Orders are taken in accordance with SOPs. 2.3 <i>Special requests</i> and requirements are noted and communicated accordingly, as per SOPs. 2.4 Orders are clarified as per SOPs. 2.5 Guest orders are communicated accordingly, as per SOPs.</p> |
| <p>3. Serve guest orders</p> | <p>3.1 <i>Tableware</i> and <i>cutlery</i> are adjusted and provided based on menu choice, in accordance with SOPs. 3.2 Beverage is served as per SOPs. 3.3 Food is served as per SOPs. 3.4 Special requests and food and beverage quality are ascertained as per workplace policy. 3.5 Satisfaction of the guest is ascertained as per SOPs. 3.6 Guest is billed as per SOPs. 3.7 Guest is bid farewell as per SOPs.</p> |

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| 4. Clear food service areas | 4.1 Used items are promptly cleared from guest table as per SOPs. 4.2 Used items are transferred for cleaning as per SOP. 4.3 Guest table is wiped in accordance with hygiene regulations and SOPs. 4.4 Used item are cleaned and stored in accordance with hygiene regulations and SOPs. |
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RANGE OF VARIABLES

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

| VARIABLE | RANGE |
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| 1. Menu | May include but not limited to: 1.1 A la carte 1.2 Table d’hote 1.3 Carte du jour |
| 2. Interpersonal skills | May include but not limited to: 2.1 interactive communication 2.2 public relation 2.3 good working attitude 2.4 sincerity 2.5 pleasant disposition 2.6 effective communication skills |
| 3. Special requests | 3.1 Cakes 3.2 Decoration 3.3 Entertainment 3.4 Special seating arrangement 3.5 Bar 3.6 Security 3.7 Allergens |
| 4. Tableware | 4.1 Dinnerware. 4.2 Flatware. 4.3 Drink ware. 4.4 Serving ware. |
| 5. Cutlery | 5.1 Spoons 5.2 Knives 5.3 Forks |

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REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Communication skills
- Time management
- Work culture
- Conflict resolution skills
- Negotiation skills
- Analytical skills
- Problem solving
- Critical thinking
- Cleaning
- Table set-up
- Napkin folding
- Skirting buffet/display tables
- Banquet set-ups
- Taking food and beverage order
- Skill in Technology knowledge (e.g. POS, electronic order tablet),

Required knowledge

The individual needs to demonstrate knowledge of:

- Welcoming and greeting guests' procedures
- Seating guests' procedures
- Sequence of Food Service
- Basic Menu types
- Order taking procedures
- Principles of promotion and selling
- Suggestive selling techniques
- Product and service knowledge

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

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| 1. Critical aspects of competency | Assessment requires evidences that the candidate: 1 .1 Welcomed guests courteously 1 .2 Greeted guests 1 .3 Identified guests needs accurately. |
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| | <ul style="list-style-type: none"> 1 .4Attended to guests’ needs promptly 1 .5Established and maintained rapport with guest 1 .6Escorted and seated guests. 1 .7Unfolded napkins, lapped guests and provided hand towels. 1 .8Presented menu and took orders. 1 .9Noted special requests and communicated accordingly. 1 .10 Presented menus. 1 .11 Provided and adjusted tableware and cutlery based on menu choice. 1 .12 Served food and beverage and ascertained quality. 1 .13 Ascertained that guest is done with the meal and promptly cleared table. 1 .14 Wiped guest table. 1 .15 Cleaned and stored used items. |
| 2. Resource Implications | <p>The following resources must be provided:</p> <ul style="list-style-type: none"> 2.1 Functional restaurant |
| 3. Methods of Assessment | <p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written tests 3.2 interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report |
| 4. Context for Assessment | <p>Assessment must be conducted in</p> <ul style="list-style-type: none"> 4.1 Workplace or simulated work environment or CDACC accredited assessment center/venue |
| 5. Guidance information for assessment | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p> |