CORE UNITS OF COMPETENCY

SET-UP RESTAURANT FOR FOOD AND BEVERAGE SERVICE

UNIT CODE: HOS/OS/FB/BC/01/3

UNIT DESCRIPTION

This unit covers the competencies required to set-up a restaurant for service. It involves performing restaurant opening duties, mis én place, mis en scene and sideboard arrangement. It also entails laying table linen/mats, cutlery, crockery and glassware.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. **Bold and italicized terms are elaborated in the Range.**
1. Perform restaurant opening duties	1.1 Restaurant cleaning is done as per workplace policy. 1.2 *Electronic point of sale* system is checked for functionality as per SOPs. 1.3 Reservations diary is checked as per workplace policy. 1.4 Sideboards, tables and chairs are cleaned as per SOPS. 1.5 Liaison is done with the kitchen for missing items and daily special as per SOPs. 1.6 Food tags are prepared and place as per SOPs. 1.7 *FF&E* are checked for functionality as per SOPs. 1.8 Lighting is adjusted according to time of the day and workplace policy. 1.9 Music is played where applicable as per workplace policy 1.10 Air-condition or cooling units are adjusted to the comfort of the guests.
2. Perform mis 'en scene activities	2.1 Surfaces are dusted, cleaned and polished as per SOPs. 2.2 Restaurant is aired as per SOPs.
3. Perform mis 'en place activities	3.1 Cutlery, glassware and crockery are cleaned, polished and racked as per SOPs. 3.2 **Ménages/** Condiments are cleaned and replenished as per SOPs. 3.3 Mats are cleaned and stacked as per SOPs. 3.4 Napkins are folded based on selected pattern/design.

	3.5 Table numbers, menus and bill folders are cleaned as per SOPs.
4. Set-up restaurant for service	4.1 Restaurant furniture is arranged and stabilized as per SOPs. 4.2 Linen/mats are laid on the table as per SOPs and workplace policy. 4.3 Crockery, cutlery and glassware are arranged based on menu, as per SOPs. 4.4 Ménages/condiments are arranged based on menu, as per SOPs. 4.5 Table numbers and reservation tags are place on the table as per SOPs. 4.6 *Decorations* are set-up according to theme or concept of the restaurant. 4.7 Buffet food tags are placed accordingly as per SOPs. 4.8 Menu cards and *promotional cards* are placed as per workplace policy.
5. Perform closing duties	5.1 Restaurant cleaning is done as per workplace policy. 5.2 Electronic point of sale system is checked for any unsettled bills as per SOPs. 5.3 Reservations diary is checked for next service cycle as per workplace policy. 5.4 Sideboards are restocked to the par level based on workplace policy and SOPs. 5.5 Tables are cleared, cleaned and re-arranged as per SOPs. 5.6 Chairs are cleaned and re-arranged/stacked as per SOPs. 5.7 Unnecessary *electrical appliances* are switched off based on workplace policy. 5.8 Food tags, menu cards and table numbers are removed, cleaned and stored as per SOPs. 5.9 FF&E are stored as per workplace policy. 5.10 Lighting is switched off and main door closed as per workplace policy.

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
1. Decorations	1.1 Wall hangings 1.2 Wall murals 1.3 Art works 1.4 Flowers 1.5 Paintings 1.6 Lighting
2. FF&E	2.1 Tables 2.2 Chairs 2.3 Sideboards 2.4 Shelves 2.5 Trolley 2.6 Trays 2.7 Wine cellar
3. Promotional cards	3.1 Flyers 3.2 Brochures 3.3 Tent cards 3.4 Special menus
4. Electronic point of sale	4.1 Micros 4.2 Computers 4.3 Tablets 4.4 Phone/m-pesa
5. Ménages	5.1 Salt shaker 5.2 Pepper mill/shaker 5.3 Sugar bowl 5.4 Tooth picks holder
6. electrical appliances	6.1 Fridges 6.2 Tea urns 6.3 Ice makers 6.4 Coffee brewers 6.5 Air conditioners 6.6 Music systems 6.7 Heaters 6.8 AV equipment

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

Required knowledge

The individual needs to demonstrate knowledge of:

- Food service operations
- Types of table set up
- Types of table arrangements
- Banquet set-up styles
- Basic types of tableware
  - Dinnerware
  - Beverage ware/glassware
  - Silverware/cutlery
- General rules in laying covers
- Different napkin folding styles
- Station mis-en-place and mis-en-scene
- Telephone ethics
- Table skirting styles

EVIDENCE GUIDE

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

1. Critical aspects of competency	Assessment requires evidence that the candidate
	1.1 Cleaned the restaurant and FF&E
	1.2 Checked the functionality electronic point of sale system
	1.3 Checked reservations diary effectively
	1.4 Liaised with the kitchen for missing items and daily special
	1.5 Prepared and placed food tags
	1.6 Cleaned and checked **FF&E** functionality
	1.7 Adjusted lighting, music, air-conditioner or cooling units accordingly
	1.8 Cleaned, polished, racked and arranged cutlery, glassware and crockery and place table numbers, menu cards, promotional cards and reservation tags
	1.9 Checked for any unsettled bills in the electronic point of sale system
	1.10 Restocked sideboards to par level
	1.11 Switched off unnecessary **electrical appliances**
	1.12 Switched off lighting and closed main door
2. Resource Implications	The following resources MUST be provided: 2.1 A functional restaurant
3. Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report

4. Context of Assessment	4.1 Assessment must be conducted in workplace or simulated environment or CDACC accredited assessment center/venue
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.