

# FOOD AND BEVERAGE SERVICE SET UP

**UNIT CODE:** HOS/CU/FB/CR/01/3/A

## Relationship to Occupational Standards

This unit addresses the Unit of Competency: Set-up for food and beverage service

**Duration of Unit:** 50 hours

## Unit Description

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

## Summary of Learning Outcomes

1. Perform restaurant opening duties
2. Perform mis 'en place activities
3. Perform mis 'en scene activities
4. Setup restaurant for service
5. Perform closing duties

## Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Perform restaurant opening duties	<ul style="list-style-type: none"><li>• Food service systems</li><li>• Restaurant opening procedures</li><li>• Cleanliness and hygiene SOPs</li><li>• F&amp;B Sales and service software</li><li>• Restaurant FF&amp;E</li><li>• Record keeping in the restaurant</li><li>• Restaurants communication</li><li>• Food labelling</li><li>• Food safety</li><li>• Safety and security in the restaurant</li><li>• Time management</li></ul>	<ul style="list-style-type: none"><li>• Written tests</li><li>• Observation</li><li>• Oral questioning</li><li>• Third party report</li></ul>

<b>Learning Outcome</b>	<b>Content</b>	<b>Methods of Assessment</b>
2. Perform mis-en-scene activities	<ul style="list-style-type: none"> <li>• Types of surfaces</li> <li>• Surface cleaning methods and procedures</li> <li>• Cleaning agents</li> <li>• Cleaning tools and equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Observation</li> <li>• Oral questioning</li> <li>• Third party report</li> </ul>
3. Perform mis 'en place activities	<ul style="list-style-type: none"> <li>• Cutlery, glassware and crockery cleaning procedures</li> <li>• Cutlery, glassware and crockery polishing and racking procedures</li> <li>• Ménages/Condiments in the restaurant</li> <li>• Care and maintenance of table linen and mats</li> <li>• Table napkins preparation</li> <li>• Preparation for restaurant layout</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Observation</li> <li>• Oral questions</li> <li>• Third party report</li> </ul>
4. Setup restaurant for service	<ul style="list-style-type: none"> <li>• Restaurant layout types</li> <li>• Restaurant furniture</li> <li>• Restaurant Linen</li> <li>• Cutlery, crockery and glassware</li> <li>• Menus types and styles</li> <li>• Menu courses</li> <li>• Table layout</li> <li>• Restaurant ménages/condiments</li> <li>• Table identification and reservation</li> <li>• Restaurant theme and décor</li> <li>• Buffet food tagging</li> <li>• Menu cards</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Observation</li> <li>• Oral questioning</li> <li>• Third party report</li> </ul>
5. Perform closing duties	<ul style="list-style-type: none"> <li>• Restaurant closing procedures</li> <li>• Restaurant cleaning procedure</li> <li>• Cleanliness and hygiene SOPs</li> </ul>	<ul style="list-style-type: none"> <li>• Written tests</li> <li>• Observation</li> </ul>

Learning Outcome	Content	Methods of Assessment
	<ul style="list-style-type: none"> <li>• Closing F&amp;B Sales and service software</li> <li>• Handling restaurant FF&amp;E</li> <li>• FF&amp;E care and storage</li> <li>• Record keeping in the restaurant</li> <li>• Restaurants communication</li> <li>• Restaurant par levels</li> <li>• Safety and security in the restaurant</li> <li>Time management</li> </ul>	<ul style="list-style-type: none"> <li>• Oral questioning</li> <li>• Third party report</li> </ul>

**Suggested Methods of Instruction:**

- Direct instruction
- Project
- Case studies
- Field trips
- Discussions
- Demonstration by trainer
- Practice by the trainee

**List of Recommended Resources:**

Computers, stationery, POS system, manual checks, materials controls (MC) system, in-house guest list, reservation diary, captain orders, micros card, telephones, safety manuals, cleaning materials, trays, trollies, Cutlery, crockery, glassware, sideboard, Ff&E, linen, menus, tags, cleaning reagents, openers/cock screw, match box, service cloth,