

FOOD AND BEVERAGE SERVICE

UNIT CODE: HOS/CU/FB/CR/02/3/A

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Serve food and beverage orders

Duration of Unit: 60 hours

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.

Summary of Learning Outcomes

1. Welcome the guests
2. Take food and beverage orders
3. Serve guest orders
4. Clear food service areas

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Welcome the guests	<ul style="list-style-type: none">• Attributes of F&B sales and service staff• Welcome phraseology• Welcoming procedures• Interactive communication• Non-verbal communication• Seating and lapping guests• Restaurant standard hygiene• Assessing customers' needs• Work values and ethics	<ul style="list-style-type: none">• Written tests• Observation• Oral questioning• Third party report
2. Take food and beverage orders	<ul style="list-style-type: none">• Culinary arts• Production of alcoholic and non-alcoholic beverages	<ul style="list-style-type: none">• Written tests• Observation

Learning Outcome	Content	Methods of Assessment
	<ul style="list-style-type: none"> • Approaching guest tables • Personal hygiene and grooming • Menu cards and their presentation • Marketing restaurant products • Guests orders • Pairing food and drink orders • Special requests and requirements Guest orders clarification • Communicating guest orders 	<ul style="list-style-type: none"> • Oral questions • Third party report
3.Serve guest orders	<ul style="list-style-type: none"> • Selection and adjustment of tableware and cutlery • Styles of service • Sequence of service • Beverage service procedure • Food service procedure • Special service requests • Showmanship • Guests' billing procedures 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questioning • Third party report
4.Clear food service areas	<ul style="list-style-type: none"> • Approaching guest table • Methods of ascertaining guest satisfaction • Sequence of table clearance • Transferring used items • Guest table wiping • Cleaning, re-arranging and resetting guest tables 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questioning • Third party report

Suggested Methods of Instruction:

- Direct instruction
- Role play
- Case studies

- Field trips
- Discussions
- Demonstration by trainer
- Practice by the trainee

List of Recommended Resources:

stationery, POS system, manual checks, 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,

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