|  |  |
| --- | --- |
| Title | **Serve food and beverages** |
| Level | **2** | **Credits** | **20** |

|  |  |
| --- | --- |
| Purpose | The aim of the module is to develop the skill knowledge and understanding regarding services of food and beverage |

|  |  |
| --- | --- |
| Classification ISCED | 1013 Hotel, restaurants and catering |

|  |  |
| --- | --- |
| Available grade | Competent / Not yet competent |

|  |  |
| --- | --- |
| Modification history | N/A |

|  |  |  |
| --- | --- | --- |
| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **D1: Greet guests and take orders**This Competency Standard is about greeting and assisting customers when they arrive, giving them accurate information about dishes and taking their orders. | P1: Greet guests, identify their requirements and check any booking records as appropriate to the service operationP2: Provide guests with assistance when they arriveP3: Make sure customers have access to the correct menuP4: Give accurate information on individual dishes according to customers' requirementsP5: Take the opportunity to maximize the order using appropriate sales techniquesP6: Assist guests to make a choice where appropriateP7: Identify, record and deal with their order promptlyP8: Take guest’s orders, including choosing the right time to take the order (not too soon or too late), checking | K1: Know the types of guest, including individuals, business people, families, the elderly, disabled people (including wheel- chair users, partially sighted or blind people, hard of hearing, other physical disabilities), children and young people, foreignersK2: Identifying guests with or without a reservation and following appropriate procedures, including checking reservation details, time, number of guests, confirming if guests without reservations can be accommodated, any delay in providing serviceK3: Know about types of assistance that guests may need on arrival, including making or confirming booking / reservation, assistance with hanging coats / outdoor clothing, knowing where to go, and dealing with these, including checking booking records, taking and hanging coats, checking any special requirementsK4: The knowledge of menus before use, to ensure correct menu is being used, to provide a good impression, to ensure availability of dishes, to be aware of any special offersK5: Understanding different dishes, including ingredients, composition, methods of cooking, flavor, use of herbs and spices, pricing of dishesK6: The types of unexpected situations that may occur when greeting guests and dealing with their orders, including unexpected bookings, insufficient table space, insufficient staffing, |

|  |  |  |
| --- | --- | --- |
|  | guests are ready to order, standing by the host, being patient with indecisive guests or those who change their minds, recording number of dishes required, any special requirements or changes to normal dishes; manual/paper or electronic systems for taking orders, including first orders (starters and main courses), returning for second/third order (sweets and coffee/tea/other drinks) | and dealing with these, including recording reservation information, informing the guest about options (waiting for a table, choosing another food outlet), informing Captain about staffing issues |
| **D2: Use appropriate methods and equipment to serve cold beverage to customers**This Competency Standard is about serving customer orders, providing customers with items such as cutlery and condiments and keeping the customer area clean and tidy during service.The Standard also includes preparing basic equipment such as small dispensing machines, kettles, urns and coffee and tea pots. You will be able to prepare and serve hot drinks such as coffee, tea, and hot chocolate. | P1: Use appropriate methods and equipment to serve food and accompaniments to guests in different settingsP2: Prepare and serve drinks to guests in different settingsP3: Maintain the food and beverage service throughout the shiftP4: Demonstrate safe and hygienic working practices when serving food, accompaniments and beverage to guestsP5: Store food and equipment safely in line with organizational requirementsP6: Dispose of waste in line with organizational requirementsP7: Deal with unexpected situations in line with organizational guidelines | K1: Define methods of food service, including plate, family, solver, table theatre (cooking, carving, filleting, dressing), trayK2: Explain food service equipment and materials, including service cutlery as required, service cloths, cutlery/silverware, glassware, service dishes/flats, plate rings, sauce boats, soup tureens, hot plates/plate warmers (stocked as required for service), refrigerated units, hot/cold beverage service containers, trays/trolleys; correct service equipment for different menu itemsK3: Knowledge of menu items, food ingredients and approximate quantities of the food dishes available on the menu, hot and cold beverage, in order to meet guests‟ needs accuratelyK4: Give reasons why food and beverage should be arranged and presented in line with the menu specifications, to meet organizational standards, to meet guest needs and to present a good impression of the organizationK5: Understand the importance of taking care to serve food and beverage hygienically, in order to ensure high standards of food safety are maintained, to minimize the risk of food poisoning (particularly to babies and young children, pregnant women and nursing mothers, the elderly and infirm, those already suffering |

|  |  |  |
| --- | --- | --- |
|  | P8: Work under pressure, including planning, prioritizing, communicating with guests or associates, teamwork, remaining polite and courteousP9: Holding hot and cold food for service, including using hot-cases for storing food above 63 degrees, not holding hot food at temperatures less than 63 degrees for more than 2 hours (disposing of such food after this period), holding cold food at less than 8 degrees (ideally less than 5 degrees), not holding cold food at temperatures at more than 8 degrees for more than 4 hours (disposing of such food after this period)P10: Maintain professional service throughout the shift, clearing tables in line with organizational requirements, including waiting till all guests have finished, using appropriate clearing techniques, clearing to sideboard or waiter’s pantry, tidying the table, adjusting covers | from illness or a medical condition)K6: knowledge of sequence of service in line with organizational requirements, including collecting food from the service point, carrying dishes safely, serving cold food before hot, ladies, gentlemen, children, the host, serving all guests at the same timeK7: Knowledge of types of drinks, including hot drinks (teas – black, green, fruit; coffee – instant, filter, specialty; chocolate), cold drinks (water, fruit drinks, soft drinks; milk; yoghurt-based); canned, bottledK8: Accompaniments for drinks, including sugar, milk, cream, sugar, ice, lemon, dustingsK9: Equipment for drinks, including crockery, silverware, hot drinks machines, coffee and espresso machines, still sets, filter machines, urns, blenders, steamers, cream whippers, kettles and boilers, cafetières, vacuum flasksK10: The need for drink, supplies and accompaniments and drinks equipment to be available and ready for immediate use, in order to meet guests‟ needs promptlyK11: Elaborate need for guest and service areas to be kept tidy and free from rubbish and food and beverage debris, to comply with organizational requirements and to present a good image of the organization to the guest Handling and disposing of waste correctly, following organizational requirements and taking appropriate steps to reduce waste The need for a constant stock of linen, table items and accompaniments, in order to re-lay tables promptly ready for next guest |
| **D3: Provide a outlet counter and takeaway** | P1: Give guests information that meets their needs, and promotes your | K1: Explain the menu items, food ingredients and approximate quantities of the food stuff available on the menu |

|  |  |  |
| --- | --- | --- |
| **service**This Competency Standard is about taking guests' orders and serving food and drink on a counter or takeaway basis. It also covers maintaining the counter and service areas, with items such as trays and utensils, and displaying food and drink items in the correct manner. | organization’s products and servicesP2: Find out what guests require, and if necessary tell them about any waiting timeP3: Process the order promptlyP4: Serve food and drink items at the recommended temperature, using clean, hygienic and undamaged service equipment of the appropriate typeP5: Make sure there are appropriate condiments and accompaniments available for your customersP6: Keep your work area tidy, hygienic and free from rubbish and food debris during serviceP7: Maintain enough stocks of clean service items and restock with food and drink items when necessaryP8: Display and store food and drink items in line as requiredP9: Clear the work area of used and un- required service items at the appropriate timesP10: Dispose of rubbish, used disposable items and food waste as required | in order to provide information to guests about products and their availabilityK2: Identify the importance of using separate serving equipment for each food item, in order to serve food efficiently and in an appealing way for the guest, to avoid mixing foods and flavors, to meet guests‟ needs (particularly in relation to religious requirements)K3: Knowledge of the need to control portions when serving guests, in order to manage costs effectively and to avoid favoring some guestsK4: The importance of serving food in the correct order, in order to ensure guests‟ needs are metK5: Identify the importance of serving food and drink items at the correct temperature, in order to ensure that it is safe to eat and drink and that it meets guest requirementsK6: Explain the importance of maintaining food at the correct temperature, in order to ensure food safety, including switching equipment on in good time before service, checking the temperature of food and counter equipment, advising the Captain of any problemsK7: Packaging take-away items correctly following organizational guidelines, including following hygienic work practices (using tongs and other service equipment, disposable gloves), using appropriate packaging materials, maintaining food at the optimum temperature, packing hot and cold food and drinks separately, avoiding spillage of food or drinks |

|  |  |  |
| --- | --- | --- |
| **D4: Secure payment from guests for food and beverage using appropriate method**This Competency Standard is about maintaining a payment point such as a till. It also covers taking payments from the customer, operating the till correctly and keeping payments safe and secure. | P1: Maintain clean and orderly checkout areas.P2: Count float money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.P3: Prepare all the necessary items for making checks before the shifts starts and restock materials if requiredP4: Keep guest check ready at all times by posting food items as soon as possibleP5: Before handing over the check to your guest, re-check your postings for the last time.P6: Present the check to the guest according to your organization’s proceduresP7: Receive payment by cash, check, credit cards, vouchers, or automatic debits and validate it if necessaryP8: Carry out transactions without delay and give relevant confirmation to the customerP9: Give correct change for cash transactions | K1: Describe the organization’s security procedures for cash and other types of paymentsK2: Define setting up the point of sale (POS), including collecting the float, preparing the cash till.K3: Know the methods of payment, including cash, cheque, credit cards, vouchers, automatic debits or ledger payments, foreign currency, complimentaryK4: Understand the correct procedures for handling payments/cash, including preparing guest’s bill, counting the money received from guest counting out change returned to guest, processing payments using credit/debit cards or other forms of payment, never leaving payment point unattended, not allowing access to payment point by unauthorized people, keeping keys safe, being alert to security issues, managing the payment point during load-shedding or power failureK5: Explain particular methods of payment for counter and/or take-away food and beverage service, including payment on receipt of food, payment at point of exitK6: Identify the Procedures for dealing with hand held (POS) payment devices, including taking them to the guest to ensure that debit or credit card remains in their sightK7: Practice the procedure to follow when a payment has been declined, including informing the guest, informing the Captain if required, politely requesting alternative method of paymentK8: Explain the importance of telling the guest about any delays, in order to avoid complaints, to provide assistance, and possible courses of action, including speaking to them promptly, advising Captain in case further support is needed |

|  |  |  |
| --- | --- | --- |
|  | P10: Make the payment point contents available for authorized collection when asked toP11: Look out for and report suspicious items or lost propertyP12: Able to document the stocks and materials needed to set up and maintain the payment point, including print rolls, blank guest bills, reservations lists, menus and drinks lists, promotional information, pens, comment cards, cash summary sheets, error slipsP13: Able to practice the procedures for closing the payment point, including completing payment point documentation, collecting the contents of the payment point (POS) and who to hand payments over toP14: Able to Report suspicious items and lost property, including bags or packages left by guests, to Captain or supervisor Knowledge of Compliance with relevant regulations and standards (see Introduction) | k12: Know the types of problems that might happen with the payment point(POS) (including lack of or insufficient float, lack of stationery, equipment not working properly) and dealing with these problems (including collecting additional float or stationery, reporting equipment faults, seeking support from other associates, consulting with Captain)K9: Describe the types of problems that may happen when taking payments (including queries on bills, guests unwilling to pay, malfunction of electronic equipment) and dealing with these problems (including checking details, seeking support from other associates, reporting to Captain) |

|  |  |  |
| --- | --- | --- |
| **D5: Support captain of food outlet**This Competency Standard is about providing the Captain with support to ensure that the food and beverage service outlet runs smoothly. | P1: Attend the briefing and support captain and associates in understanding the requirements of the shiftP2: Maintain good rapport with the captain to make the workplace positive for customers and associatesP3: Support the captain in greeting and seating the customers and enhancing the customer experienceP4: Support the captain in implementing policies and procedures of the company to provide excellent customer servicesP5: Coordinate with captain during operations to ensure smooth operation of the food and beverage outlet | K1: Understand roles and responsibilities of Captain and associates and the importance of the restaurant hierarchy, in order to ensure that all associates understand their roles and lines of reporting and responsibilityK2: Knowledge of the importance of attending promptly for duty, in order to ensure that preparation for service of food is efficient and effectiveK3: Explain purpose of the briefing (to inform associates of the level of business for the shift and any special requirements or issues) and how to support the Captain, food outlet and other associates to implement the requirements of the day, including good team working, anticipating where other associates may need help, directing support as required |
| **D6: Maintain food safety for food outlet when storing, holding and serving food**This Competency Standard is about ensuring that proper food safety procedures are followed when storing, holding and cooking food. | P1: Ensure that personal presentation and hygiene meet organizational requirements, including wearing waiter’s uniform, keeping hair, skin and nails clean and hygienic, following the recommended procedures for washing hands at all appropriate times, avoiding unsafe behaviour that could contaminate the food being servedP2: Make sure food outlet surfaces and equipment are clean and in good condition, including carrying out additional cleaning if required. | K1: Know to Keep necessary records up-to-date, including storage records, delivery records and open and closing inventoriesK2: Know Organization’s procedures for items that may cause allergic reactionsK3: Know Compliance with relevant regulations and standards |

|  |  |  |
| --- | --- | --- |
|  | P3: Use only clean and suitable cloths and equipment for wiping and cleaning between tasks, in order to maintain hygiene and prevent the risk of cross- contamination Able to Remove any used food outlet equipment that is damaged or has loose parts, reporting it to the CaptainP4: Able to Identify, take appropriate action and report to the Captain any damage to food outlet surfaces, walls, floors, ceilings, furniture and fixtures, or signs of pestsP5: Disposing of food outlet waste material, including types of waste material generated in the food outlet work area, disposable or recyclable wasteP6: Protecting food from hazards, including biological, chemical and physical hazards, by safe and hygienic handling and storageP7: Check that food is safe for service, including properly prepared, holding at the appropriate temperature (about 63 degrees for hot food and below 5 degrees for cold food) using appropriate equipment, including hot plates, refrigerated display unitsP8: Prepare food for storage and putting |  |

|  |  |  |
| --- | --- | --- |
|  | it in the correct food outlet storage area (including dry stores, refrigerators at 1 – 5 degrees, freezers at –18 to –20 degrees) as quickly as necessary, in order to maintain its safety |  |