

## SERVE FOOD AND BEVERAGE

UNIT CODE: 1013 451 08A

TVET CDACC UNIT CODE: HOS/OS/FBS/CR/01/3/MA

### UNIT DESCRIPTION:

This unit describes competencies required to serve food and beverage. It involves performing mis-en-scene, mis-en-place and carrying out food and beverage service'

The unit is applicable in the hospitality industry

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes which make up workplace function.	<b>PERFORMANCE CRITERIA</b> These are assessable statements which specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Perform Mis-en-scene	2.1 <i><b>PPEs</b></i> are donned as per service /work procedure. 2.2 Hygiene and safety measures are observed as per service /work procedure 2.3 <i><b>Mis-en-scene tasks</b></i> are carried out as per service procedures. 2.4 Service resources are conserved as per service /work procedure 2.5 <i><b>Cleaning materials and equipment</b></i> are selected and assembled as per service procedures. 2.6 Cleaning procedures are carried out as per service /work procedure 2.7 Floors cleaned as per the <i><b>floor type</b></i> 2.8 Furniture is arranged as per work procedure.
2. Perform mis-en-place	3.1 <i><b>Service equipment and materials</b></i> are collected and assembled as per menu. 3.2 Service equipment are polished as per service /work procedure. 3.3 Sideboards are stocked as per service method.

	<p>2.4 <b>Linen</b> is laid as per service procedures.</p> <p>2.5 <b>Table accompaniments</b> are prepared and set as per service procedures.</p> <p>2.6 <b>Menu</b> is presented as per service procedures.</p> <p>2.7 <b>Covers</b> are set as per the menu.</p>
3. Carry out food and beverage service	<p>4.1. Menu and beverage list are presented and order taken as per service procedure.</p> <p>4.2. <b>Beverage</b> is ordered and served as per service procedure.</p> <p>4.3. Food is ordered and served as per <b>method of Service</b>.</p> <p>4.4. Clearance is carried out as per service procedures.</p> <p>4.5. <b>Billing</b> is carried out as per service /work procedure.</p> <p>4.6. Guest's feedback is sought and 'seen off' as per work procedure.</p> <p>4.7. Post food and beverage service tasks are carried out as per work procedure</p>

## RANGE

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

Variable	Range
1. <b>PPEs</b> may include but is not limited to:	<ul style="list-style-type: none"> <li>• Black leather low-heeled shoes</li> <li>• Black trouser/Skirt</li> <li>• White shirt/blouse</li> <li>• Bowtie</li> <li>• Half coat</li> <li>• Waiter's cloth</li> </ul>
2. <b>Mis-en-scene tasks</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Lighting the room</li> <li>• High dusting</li> <li>• Low dusting</li> <li>• Wiping surfaces</li> <li>• Cleaning windows and doors</li> <li>• Cleaning furniture</li> <li>• Cleaning floor</li> </ul>

3. <b>Resources</b> in service may include but not limited to:	<ul style="list-style-type: none"> <li>• Fuel</li> <li>• Water</li> <li>• Energy</li> <li>• Food commodities</li> <li>• Time</li> <li>• Big five e.g. lighter, opener ,notebook and pen,</li> </ul>
4. <b>Cleaning materials and equipment</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Detergent</li> <li>• Mops</li> <li>• Mop buckets</li> <li>• Dust pan</li> <li>• Broom</li> <li>• Sanitizers</li> <li>• Wipes</li> <li>• Cleaning cloths</li> <li>• Cobweb broom</li> </ul>
5. <b>Floor types</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Wooden floor</li> <li>• Tiled floor</li> <li>• Terrazzo floor</li> <li>• Floor with floor covering</li> <li>• Concrete floor</li> </ul>
6. <b>Service equipment</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Cutlery</li> <li>• Crockery</li> <li>• Flatware</li> <li>• Hollowware</li> <li>• Glassware</li> </ul>
7. <b>Table accompaniment</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Cruets-salt shakers , pepper shakers</li> <li>• Table numbers</li> <li>• Menu cards</li> <li>• Flower vase</li> <li>• Tooth pick</li> <li>• Condiments</li> </ul>
8.. <b>Menu</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Ala carte menu</li> <li>• Table d'hôtel menu</li> <li>• Cyclic menu</li> <li>• Children menu</li> </ul>
9. <b>Covers</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Standard cover</li> <li>• Ala carte cover</li> <li>• Table d'hôtel cover.</li> </ul>
10. <b>Beverages</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Alcoholic</li> <li>• Non-alcoholic</li> <li>• Hot</li> <li>• Cold</li> </ul>

11. <b>Methods of service</b> may include but not limited to:	<ul style="list-style-type: none"><li>• Silver service</li><li>• Plate service</li><li>• Gueridon service</li><li>• Buffet service</li><li>• Cafeteria</li><li>• Specialized service</li></ul>
12. <b>Billing</b> may include but	<ul style="list-style-type: none"><li>• Bill with order</li></ul>

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not limited to:	<ul style="list-style-type: none"> <li>• Bill as check</li> <li>• Voucher</li> <li>• Deferred account</li> <li>• No charge</li> <li>• Separate bill</li> <li>• Prepaid</li> </ul>
13. <b>Order</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Special check</li> <li>• Duplicate</li> <li>• Triplicate</li> </ul>
14. <b>Linens</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Table cloth</li> <li>• Slip cloths</li> <li>• Naperon</li> <li>• Molton</li> <li>• Table napkins</li> <li>• Skirting cloth</li> <li>• Glass cloth</li> <li>• Tray cloth/ Waiter's cloth</li> </ul>
15. <b>Waste</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Liquid</li> <li>• Solid</li> <li>• Bio degradable</li> <li>• Non bio degradable</li> </ul>

## REQUIRED KNOWLEDGE AND SKILLS

### Required knowledge

The individual needs to demonstrate knowledge of:

- Food and beverage matching
- Safety
- Menu knowledge
- Service Equipment
- Hygiene and sanitation
- Sales and promotion knowledge
- Food science and nutrition

### Required Skills

The individual needs to apply the following skills:

- Time Management skills
- Service technical Skills
- Communication skills
- Interpersonal skills
- Sales techniques

## EVIDENCE GUIDE

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

Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Donned PPE's as per work procedure.</li> <li>1.2 Hygiene and safety measures are observed as per work procedure</li> <li>1.3 Conserved <i>resources</i> as per work procedure</li> <li>1.4 Selected cleaning materials and equipment as per work procedure</li> <li>1.5 Carried out mis en scene as per work procedure</li> <li>1.6 Carried out mis en place as per work procedure</li> <li>1.7 Demonstrated service techniques as per the service</li> <li>1.8 Prepared job requirement documentations based on job opportunity.</li> <li>1.9 Carried out beverage service as per service procedure</li> <li>1.10 Carried out room service as per work procedure</li> <li>1.11 Carried out food and beverage service as per service procedure</li> <li>1.12 Performed post service task as per work procedure</li> </ul>
Resource implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>2.1 Appropriately simulated environment where assessment can take place</li> <li>2.2 Access to relevant work environment</li> <li>2.3 Resources relevant to the proposed activities or tasks</li> </ul>
Methods of assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1 Practical</li> <li>3.2 Written test</li> <li>3.3 Portfolio of evidence</li> <li>3.4 Oral test.</li> <li>3.5 Projects</li> </ul>
Context of assessment	<p>4.1. This competency may be assessed in a training institutional, workplace or a simulated workplace.</p>
Guidance information for assessment	<p>5.1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.</p>