

## PERFORM FOOD AND BEVERAGE SERVICE TECHNIQUES

UNIT CODE: 1013 451 09A

TVET CDACC UNIT CODE: HOS/OS/FBS/CR/02/3/MA

### UNIT DESCRIPTION:

This unit describes competencies required to perform food and beverage service techniques. It involves performing food and beverage service technical skills, carrying out table service, carrying out self-service and carrying out assisted service.

The unit is applicable in the hospitality industry

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key Out comes 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 food and beverage technical skills	1.1. <i><b>Service equipment</b></i> and materials are collected and assembled as per <i><b>food and beverage service technical skills</b></i> . 1.2 Service equipment are polished as per service /work procedure. 1.3 Sideboards are stocked as per food and beverage service technical skill 1.4 Service spoon and fork and other service equipment are held as per the food and beverage technical skill. 1.5 <i><b>Plates</b></i> are carried as per the food and beverage service technical skill 1.6 Plates are cleared as per the food and beverage service technical skill 1.7 Silver salver is carried as per the service method 1.8 Service plate is used as per the service task 1.9 <i><b>Glasses</b></i> are carried as per the service method 1.10 Large trays are carried and used as per the service technique.
2. Carry out specialized service	5.1 Hygiene and safety measures in <i><b>specialized service</b></i> are observed as per work procedure 5.2 Service resources are conserved as per work procedure 5.3 Service tools, equipment and materials are collected and assembled as per work procedure. 5.4 Service tools and equipment are polished as per work procedure

	<p>5.5 Food and drink orders are taken as per service /work procedure.</p> <p>5.6 Orders are served as per service /workprocedure.</p> <p>5.7 Billing is carried out as per service /workprocedure.</p> <p>5.8 Guest’s feedback is sought as per service /workprocedure.</p> <p>5.9 Post service activities are carried out as per service /work procedure</p>
3. Carry out breakfast service and afternoon tea	<p>6.1 <b>Breakfast and afternoon tea</b> set up is done as per the work procedure.</p> <p>6.2 Guest are received and seated as per work place procedure.</p> <p>6.3 <b>Breakfast and afternoon tea menu</b> are presented and order taken as per service procedure.</p> <p>6.4 Breakfast and afternoon tea is served as per method of Service.</p> <p>6.5 Clearance is carried out as per service procedures.</p> <p>6.6 Billing is carried out as per service /work procedure.</p> <p>6.7 Guest’s feedback is sought and ‘seen off’ as per work procedure.</p> <p>6.8 Post food and beverage service tasks are carried out as per work procedure</p>

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#### 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>Service equipment and materials</b> may include but is 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>
2. <b>Food and beverage service technical skills.</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Holding a service spoon and fork</li> <li>• Using a service plate</li> <li>• Carrying trays</li> <li>• Carrying plates</li> <li>• Using a service salver</li> <li>• Carrying glasses</li> <li>• Napkin folds</li> </ul>

	<ul style="list-style-type: none"> <li>• Table skirting</li> <li>• Table setting</li> </ul>
3. <b>Plates</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Service plate</li> </ul>
4. <b>Glasses</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Wine glasses</li> <li>• Water glasses</li> <li>• Juice glasses</li> <li>• Cocktail glasses</li> <li>• Beer glasses</li> </ul>
5. <b>Specialized service</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Floor/room service</li> <li>• Lounge service</li> <li>• Hospital/tray service</li> <li>• Home delivery</li> <li>• Airline tray service</li> <li>• Rail service</li> <li>• Gueridon service</li> </ul>
6. <b>Breakfast</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Full breakfast</li> <li>• Continental breakfast</li> </ul>
7. <b>Afternoon tea</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Full afternoon tea</li> <li>• High tea</li> <li>• Reception/ buffet tea</li> </ul>
8. <b>Breakfast menu</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Classic American breakfast menu</li> <li>• Continental breakfast menu</li> <li>• English breakfast menu</li> <li>• Brunch menu</li> <li>• Buffet breakfast menu</li> </ul>
9. <b>Afternoon tea menu</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Royal afternoon tea menu</li> <li>• Themed afternoon tea menu</li> <li>• Cocktail tea menu</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.

<p>Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> <li>1.1 Collected and assembled service equipment and materials are as per food and beverage service technical skills.</li> <li>1.2 Polished service equipment as per service /work procedure.</li> <li>1.3 Stocked sideboards as per food and beverage service technical skill</li> <li>1.4 Held service spoon and fork and other service equipment as per the food and beverage technical skill.</li> <li>1.5 Carried plates as per the food and beverage service technical skill</li> <li>1.6 Cleared plates as per the food and beverage service technical skill</li> <li>1.7 Carried silver salver as per the service method</li> <li>1.8 Used service plate as per the service task</li> <li>1.9 Carried glasses as per the service method</li> <li>1.10 Carried large trays and used as per the service technique.</li> <li>1.11 Observed hygiene and safety measures in specialized service as per work procedure</li> <li>1.12 Conserved service resources as per work procedure</li> <li>1.13 Took food and drink orders as per service /work procedure.</li> <li>1.14 Served food and drink orders as per service /work procedure.</li> <li>1.15 Set up breakfast and afternoon tea as per the work procedure.</li> <li>1.16 Received and seated guest as per work place procedure.</li> <li>1.17 Presented breakfast and afternoon tea menu order as per service procedure.</li> <li>1.18 Served breakfast and afternoon tea as per method of service.</li> <li>1.19 Carried out clearance is as per service procedures.</li> <li>1.20 Carried out billing out as per service /work procedure.</li> </ol>
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	<p>1.21 Sought guest’s feedback as per service /work procedure.</p> <p>1.22 Carried out post service activities as per service /work procedure</p>
Resource implications	<p>The following resources should be provided:</p> <p>2.4 Appropriately simulated environment where assessment can take place</p> <p>2.5 Access to relevant work environment</p> <p>2.6 Resources relevant to the proposed activities or tasks</p>
Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.4 Practical</p> <p>3.5 Written test</p> <p>3.6 Portfolio of evidence</p> <p>6.9 Oral test.</p> <p>6.10 Projects</p>
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>