

	Unit ID: 295
Domain	FOOD AND BEVERAGE SERVICE
Title:	Serve food and beverages to guests in a hospitality establishment
Level: 3	Credits: 10

Purpose

This unit standard specifies the competency required to serve food and beverages to guests in a hospitality establishment. People credited with this unit standard are able to: prepare dining or restaurant area for service; welcome and seat guests in a food and beverage service establishment; take and process food and beverage orders; serve food and drink orders and clear table; and maintain, clear and close down dining area.

Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the end user in the assessment activity may be the assessor, there must be documented evidence of multiple occasions where the candidate has provided services for 'guests' who have the expectations of a paying guest.

3. Where training and assessment is being carried out in a real workplace, persons undertaking this unit standard must comply with the minimum age requirements for the service of alcohol as specified in the Liquor Act 6 of 1998. Service of alcoholic beverages is restricted to licensed premises in line with the Liquor Act 6 of 1998.

4. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield. Of significant relevance are:

- Unit 51 *Demonstrate general cleaning techniques for premises and equipment in a hospitality establishment and*
 - Unit 60 *Set tables in a hospitality establishment and identify, clean and store cutlery, crockery, glassware and table linen.*
5. The establishment's policies and procedures relating to lost and found property must be adhered to.
 6. Glossary of terms
 - *EFTPOS* (Electronic Funds Transfer at Point Of Sale) refers to the use of a card as method of payment for goods or services without the customer having to carry cash.
 - The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
 - *Safe working practices*' include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 - *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
 7. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - Financial Intelligence Act No 3 of 2007
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Prepare dining or restaurant area for service

Range

Dining environment may include but is not limited to lighting, room temperature, music, floral and other decorations, privacy, background noise.

Equipment for service includes but is not limited to glassware, crockery, cutlery, linen, condiments, tea and coffee making facilities, chairs, tables, menus and wine lists, display materials, manual and electronic cash registers, computerised ordering systems, EFTPOS equipment.

Menu variations include limitations and out of stock items.

Performance Criteria

- 1.1 Dining or restaurant area and guest facilities are checked for cleanliness prior to service in line with establishment procedures, and corrective actions are taken where required.
- 1.2 The dining environment is prepared and adjusted to ensure comfort and ambience for guest as appropriate.
- 1.3 Furniture is set up in line with legislative and establishment requirements, bookings, guest requests and customer or staff convenience and safety.
- 1.4 Tables and service areas are checked for stability and are set in accordance with any guest requirements and with service style in accordance with establishment procedures.
- 1.5 Tables and table settings are re-checked for stability and guest and service staff access.
- 1.6 Equipment for service is checked and prepared.
- 1.7 Menu variations and daily specials are verified with kitchen staff.

Element 2: Welcome and seat guests in a food and beverage service establishment

Range

Pre-meal services may include but are not limited to bar service, lounge and waiting areas.

Performance Criteria

- 2.1 Guests are welcomed on arrival in line with establishment guest service standards.
- 2.2 Details of reservations are checked where appropriate in line with establishment procedures.
- 2.3 Guest preferences for seating are identified in line with establishment procedures.
- 2.4 Pre-meal services are offered to guests in line with establishment procedures.
- 2.5 Guests are escorted and seated in line with their preferences and the establishment's seating plan.

Element 3: Take and process food and beverage orders

Range

Information may include but are not limited to food and beverage items available, items out of stock, dish composition, prices, special offers and promotions, menu alterations, special requirements, menu choices and options, information about the location or area, location of guest facilities.

Guest requests may include but are not limited to placement of jackets or hats, special requests, time constraints.

Performance Criteria

- 3.1 Menus and drinks lists are presented to guests in line with establishment procedures.
- 3.2 Orders are taken, with minimal disruption to guests, in line with establishment procedures.
- 3.3 Information about food and beverage items is provided to guests as required in line with establishment procedures.
- 3.4 Recommendations and suggestions are made to assist guests with drink and meal selections in line with establishment procedures.
- 3.5 Guest questions on menu items are answered correctly and courteously in line with establishment procedures.
- 3.6 Information about any special requests or dietary or cultural requirements are conveyed to kitchen where appropriate in line with establishment procedures.
- 3.7 Information, where answers are unknown, is sought from kitchen staff or other appropriate persons in line with establishment procedures.
- 3.8 Guest requests are identified and actioned in line with establishment procedures.

- 3.9 Orders are confirmed with guests in sequence prior to processing in line with establishment procedures.
- 3.10 Orders are recorded legibly, using the format required by the establishment, and conveyed promptly to the kitchen or bar as appropriate.
- 3.11 Guests are informed of any likely time delays for service and alternatives are offered to guests in line with establishment procedures.
- 3.12 Glassware, service ware and cutlery are provided and adjusted as required for menu choices, in line with establishment procedures.

Element 4: Serve food and drink orders and clear table

Range

Service items may include but are not limited to food and beverage items (hot plated food, cold plated food, cold soft drinks, hot non-alcoholic drinks, juice) and equipment (crocery, service equipment, glassware, cutlery, accompaniments).

Service styles may include but are not limited to tray service or plate service using two plates on one arm carrying method, ensuring guest safety and comfort, minimal invasion of personal space of guest and meeting guest needs.

Processing accounts will vary according to establishment procedures and may include depositing money in cash register, processing and giving change, processing credit cards or EFTPOS, handing cards to other person to process.

Performance Criteria

- 4.1 Service items on plates are confirmed with kitchen as belonging to guests in line with establishment procedures.
- 4.2 Food and beverage selections are collected promptly from service areas, checked for presentation and conveyed safely to guests, in line with establishment procedures.
- 4.3 Service equipment is checked for cleanliness and damage before use in line with establishment procedures.
- 4.4 Guests are served courteously and food and beverage orders are delivered to correct guests, using appropriate service style in line with establishment requirements.
- 4.5 Guest queries are answered in a prompt and polite manner in line with establishment procedures.
- 4.6 Guest satisfaction is checked at appropriate time in line with establishment procedures.
- 4.7 Flow of services and meal delivery are monitored in line with quest requirements and establishment procedures.

- 4.8 Additional food and beverage items are offered to guest at appropriate times, and are ordered from kitchen and served accordingly.
- 4.9 Tables are cleared of crockery, cutlery and glassware at appropriate times with minimal disruption to guests.
- 4.10 Accounts are organised and presented to guests on request and processed in line with establishment procedures.
- 4.11 Guests are farewelled courteously from the restaurant or dining area in line with establishment procedures.

Element 5: Maintain, clear and close down dining area

Range

Setting up for next service includes but are not limited to: polishing flatware and glassware; placing service ware, flatware and glassware in allocated storage areas; resetting and dressing tables; cleaning equipment such as coffee machines and bain marie; general cleaning of restaurant and customer facilities; cleaning of surfaces.

Performance Criteria

- 5.1 Sufficient stocks of clean service items, condiments, and accompaniments are maintained throughout service.
- 5.2 Food plates and cutlery associated with the finished meal are removed from the table promptly, in a safe manner and with minimum disturbance to guests, in line with industry requirements.
- 5.3 Glassware is removed from table using a tray during service, in a safe manner in line with industry and establishment requirements.
- 5.4 Ashtrays are changed promptly and correctly in line with establishment requirements.
- 5.5 Guest tables and dining areas are cleared of soiled and unnecessary service items promptly, ensuring minimal disruption to guests in line with establishment procedures.
- 5.6 Liquid spills are wiped up and leftover food and waste are removed safely and hygienically in line with establishment procedures.
- 5.7 Guest tables, dining areas and service areas are kept hygienically clean, tidy and free from waste and food debris.
- 5.8 Table area is cleared, cleaned or dismantled after guest departure in line with establishment procedures and safety requirements.
- 5.9 Table and service area is set up correctly for the next service in line with establishment procedures and requirements, including resetting the tables.

- 5.10 Equipment for the next service is stored or prepared in line with establishment procedures.
- 5.11 Services are reviewed and evaluated with colleagues, where appropriate and possible improvements identified.
- 5.12 Handover is provided to incoming restaurant colleagues and any relevant information shared.

Registration Data

Subfield:	Hospitality and Tourism
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