

FOOD AND DRINK SERVICE – LEVEL 2 – CCA005 02

To achieve the full qualification, candidates must complete eight (8) units in total made up of three (3) mandatory units plus five (5) optional units.

Mandatory Units (All must be completed)		<u>Unit Numbers</u>
1	Create and maintain effective working relationships	U00106
	1.1 Gain the trust and support of colleagues and team members	
	1.2 Gain the trust and support of one's immediate manager	
2	Maintain customer care	U00206
	2.1 Handle customers	
	2.2 Handle customer complaints	
	2.3 Handle customer incidents	
3	Maintain a safe and secure working environment	U00306
	3.1 Maintain personal health and hygiene	
	3.2 Carry out procedures in the event of fire	
	3.3 Deal with the discovery of suspicious items/packages	
	3.4 Carry out procedures in the event of an accident	
	3.5 Maintain a safe work environment for customers, staff and visitors	
	3.6 Maintain a secure environment for customers, staff and visitors	
 Optional Units (Choose 5)		
4	Prepare and clear tables and service areas	U12601
	4.1 Prepare service areas and equipment for table/tray service	
	4.2 Prepare customer dining tables for table/tray service	
	4.3 Maintain dining and service areas	
	4.4 Clear dining and service areas after food service	
	4.5 Secure food service area	
5	Maintain payment point for cash and non-cash payments	U00406
	5.1 Maintain payment point for cash and non-cash payments	
	5.2 Handle cash and non-cash payments	

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Optional Units (Choose 5)	<u>Unit Numbers</u>
6 Prepare and serve bottled wines	U06102
6.1 Prepare service areas, equipment and stock for wine service	
6.2 Determine customer requirements for wines	
6.3 Present and serve wines	
7 Provide a table or tray service	U06602
7.1 Greet and seat customer	
7.2 Take food orders	
7.3 Place and pick up food orders	
7.4 Serve customers	
7.5 Clear tables	
8 Provide a buffet service	U06702
8.1 Prepare and maintain a buffet display	
8.2 Serve customers at the buffet	
8.3 Maintain customer dining areas	
9 Provide a silver service	U06802
9.1 Silver serve food	
9.2 Clear finished courses	
10 Provide and maintain a counter/take-away service	U06902
10.1 Take and serve customer orders	
10.2 Maintain take away service areas during service	
11 Take and serve beverages orders	U12801
11.1 Take beverage orders	
11.2 Place and pick up beverage order	
11.3 Serve beverages	

U00106

Create and maintain effective working relationships

Unit Descriptor:

This unit describes the competence required to ensure that teams and individuals have effective working relationships. It covers what you should be doing to gain the trust and support of colleagues and team members and to gain the trust of your immediate manager.

The unit describes the essential abilities of:

- Team building
- Communicating effectively

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

- | | |
|--|---|
| 1. Gain the trust and support of colleagues and team members | <p>1.1 Communications with colleagues and team members about proposed activities take place at appropriate times and in a manner which encourages open frank discussion.</p> <p>1.2 Colleagues and team members are sufficiently informed about organizational plans and activities.</p> <p>1.3 Commitments made to colleagues and team members are realistic and honoured.</p> <p>1.4 The manner in which colleagues and team members are treated shows respect for individuals and the need for confidentiality</p> <p>1.5 Colleagues and team members receive sufficient support to achieve work objectives.</p> <p>1.6 Evaluations of output and behavior at work are discussed with colleagues and team members promptly and directly.</p> <p>1.7 Unexpected situations are dealt with effective and the appropriate persons are informed where necessary.</p> |
|--|---|

2. Gain the trust and support of one's immediate manager
- 1.8 All work is carried out in an organized and efficient manner in accordance with organizational procedures.
 - 2.1 The immediate manager receives timely and accurate reports on activities, issues, progress, results and achievements.
 - 2.2 The **immediate manager** receives clear, accurate and timely information about emerging threats and opportunities.
 - 2.3 The immediate manager is consulted about organizational policies and ways of working at appropriate times.
 - 2.4 **Proposals** for action are realistic, clear and presented at an appropriate time.
 - 2.5 Where there are **disagreements** with the immediate manager, constructive efforts are made to resolve them.
 - 2.6 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary
 - 2.7 All work is carried out in an organized and efficient manner in accordance with organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Gain the trust and support of colleagues and team members**A. Colleagues:**

- (i) persons working at a lower level
- (ii) persons working at higher level
- (iii) persons working at the same level as the individual

B. Team Members:

- (i) persons with whom individual works to fulfill line or functional responsibilities

Element 2: Gain the trust and support of one's immediate manager**C. Immediate Manager:**

- (i) the person(s) to whom the individual reports
- (ii) the organization or authority to which the person reports

D. Proposals:

- (i) oral
- (ii) written

E. Disagreements:

- (i) actual
- (ii) potential

UNDERPINNING KNOWLEDGE AND SKILLS**Working Relationships**

1. Why gaining the trust and support of colleagues and team members are important for effective performance.
2. How to encourage good working relationships and a feeling that colleagues and team members are respected.
3. Why gaining the trust and support of one's immediate manager is important to effective performance.
4. What types of emerging threats and opportunities the immediate manager needs to be informed about and the degree of urgency attached to these.

Planning

5. Why commitments to colleagues need to be realistic and why they should be honoured.
6. What types of support colleagues and team members may require to achieve their objectives and how to respond effectively to these needs.

Organisational Policies and Procedures

7. What types of organizational policies and ways of working the manager needs to be informed about and what the appropriate methods of doing so are.

Communication

7. How to select appropriate times, methods and styles of consultation according to a range of issues and contexts.
8. What range of issues about which colleagues and team members need to be informed.
9. What range of communication methods is available and how to select methods appropriate to a range of issues and contexts.
10. Which types of information concerning colleagues and team members need to be treated confidentially and what procedures need to be followed to achieve this.
11. How to provide feedback in a way which will lead to a constructive outcome.
12. What types of disagreements may occur with the immediate manager and what are the methods of handling these in an appropriate manner.
13. Why the immediate manager needs to be kept informed of activities, progress, results and achievements.

Communication.../Cont'd

14. What range of communication methods can be used to keep the immediate manager informed and how to select an appropriate method according to the range of issues and contexts.
15. Which types of information concerning colleagues and team members need to be treated confidentially and what procedures need to be followed to achieve this.
16. How to provide feedback in a way which will lead to a constructive outcome.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Gain the trust and support of colleagues and team members

Totally through performance evidence in the form of observation and/or products of work or by performance evidence to cover all of the performance criteria and a minimum of:

- 2 items from the range of A
- 1 item from the range of B

Element 2: Gain the trust and support of one's immediate manager

By performance evidence to cover **all** of the performance criteria and a minimum of:

- 1 item from the range of C
- 1 item from the range of D
- 1 item from the range of E

The following applies to Elements 1 and 2:

By supplementary evidence in the form of questioning, and/or personal statement and/or witness testimony to cover the rest of the range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation record by your assessor of you presenting progress reports to, and consulting with those to whom you report.
- Notes and minutes of relevant meetings.
- Papers you have produced.
- Your appraisal reports.
- Documented feedback from those to whom you report.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you resolved disagreements with those to whom you report.
- Witness testimony from those to whom you report on how you enhanced their trust and support.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.

U00206

Maintain customer care

Unit Descriptor:

This unit describes the competence required to effectively maintain customer care.

The unit describes the essential abilities of:

- Responding to customer needs and feelings
- Communicating effectively
- Problem solving
- Working with organizational procedures

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Dealing with customers

- 1.1 **Customers** are dealt with in a polite and helpful manner at all times.
- 1.2 Customers' needs and requirements are acted upon without delay.
- 1.3 Accurate information is given in answer to all customers' enquiries of customer is referred to the relevant alternative information source.
- 1.4 Information given is within scopes of the individual's authority.
- 1.5 Customers' comments are politely acknowledged and passed on where necessary.
- 1.6 **Unexpected situations** are dealt with effectively and the appropriate persons are informed where necessary.
- 1.7 All work is carried out in an organised and efficient manner in accordance with organisational procedures.

- 2. Dealing with customer complaints
 - 2.1 Dissatisfied **customers** are acknowledged immediately and are attended without delay.
 - 2.2 Customers are dealt with in a polite and helpful manner and at all times.
 - 2.3 Nature of customer complaint is quickly identified and priorities are established.
 - 2.4 Customers are assured that **complaints** will receive immediate attention.
 - 2.5 Complaints which can be resolved within the individual's authority are dealt with immediately.
 - 2.6 Complaints which cannot be resolved within the individual's authority are referred to the appropriate person (s)
 - 2.7 Complaints are reported and dealt with in accordance with organizational procedures.
 - 2.8 Follow up action is taken in a timely manner and in accordance with organizational procedures.
 - 2.9 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
 - 2.10 All work is carried out in an organized and efficient manner in accordance with organizational procedures.
- 3. Dealing with customer incidents
 - 3.1 Nature of **customer incident** is quickly identified and priorities are established.
 - 3.2 **Customers** are dealt with in a polite and helpful manner at all times

- 3.3 Customers are assured that incident will receive immediate attention.
- 3.4 Customers' incidents which can be resolved within the individual's authority are dealt with as soon as possible in a calm manner.
- 3.5 Customers' incidents which cannot be resolved within the individual's authority are referred to the appropriate authority.
- 3.6 Customers' incidents are dealt with and reported in accordance with organizational and legal requirements.
- 3.7 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 3.8 All work is carried out in an organized and efficient manner in accordance with organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Dealing with customers**A. Customers:** *(Also applies to Elements 2 and 3)*

- (i) adults
- (ii) children
- (iii) persons with special needs (e.g., visually impaired, hearing impaired, mobility impaired, persons with medical conditions, e.g., diabetic)

B. Unexpected situations: *(Also applies to Elements 2 and 3)*

- (i) customers complaints
- (ii) customer incidents

Element 2: Dealing with customer complaints**C. Complaints:** *(Also applies to Elements 3)*

- (i) unusual situations, e.g. weather
 - a. service related incidents
 - b. physical facilities

Element 3: Dealing with customer incidents**D. Customer Incidents:**

- (i) spillage
- (ii) breakage
- (iii) lost property
- (iv) equipment faults
- (v) sudden illness/injury

E. Report Format:

- (i) written
- (ii) oral

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. Why it is important to comply with health and safety regulations.
2. Where and from whom information on current health and safety regulations can be obtained.

Customer Care

3. Why it is important that information given to customers is accurate and disclosable.
4. Why customer comments should be reported to the appropriate person.
5. Why customer complaints should be dealt with without delay.
6. How to source relevant information to deal with customer enquiries.

Customer Incidents

7. Why customer incidents should be dealt with without delay.
8. Why and to whom all customer incidents should be reported.

Communication

9. When to seek assistance and when to use own initiative in meeting customer's needs.
10. What the formal and informal methods to satisfy customer needs within the resources available are and when it is appropriate to use them.
11. How to interpret customer feelings through body language, sensitive questioning and observation.
12. What customer complaints should be dealt with without delay.
13. Why it is important to establish priorities when dealing with customer complaints.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Dealing with customers

Totally through performance evidence in the form of observation and/or products of work or performance evidence to cover performance criteria 1,2,3 and a minimum of:

- 2 items from the range of A (*also applies to element 2 and 3*)

Element 2: Dealing with customer complaints

Totally through performance evidence in the form of observation and/or by performance evidence to cover performance criteria 1 to 8 and a minimum of:

- Relevant items from the range of B

Element 3: Dealing with customer incidents

Totally through performance evidence in the form of observation and/or by performance evidence to cover performance criteria 1 to 6 and a minimum of:

- 2 items from the range of D

The following applies to: Elements 1, 2 and 3

By performance evidence in the form of observation and/or supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the performance criteria and range.

Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions for this unit.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation record by your assessor of you presenting progress reports to, and consulting with those to whom you report.
- Notes and minutes of relevant meetings.
- Papers you have produced.
- Your appraisal reports.
- Documented feedback from those to whom you report.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you resolved disagreements with those to whom you report.
- Witness testimony from those to whom you report on how you enhanced their trust and support.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.

U00306: Maintain a safe and secure working environment

Unit Descriptor:

This unit describes the competence required to contribute to maintaining a safe and secure working environment.

The unit addresses the essential abilities of:

- Communicating effectively
- Working in a safe and hygienic manner
- Problem solving
- Keeping records
- Operating within organisational procedures
- Meeting legal requirements

ELEMENT

PERFORMANCE CRITERIA

To be competent you must achieve the following:

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|---|--|
| 1. Maintain personal health and hygiene | 1.1 Clean, smart and appropriate clothing is worn. |
| | 1.2 Hair is neat and tidy and worn in accordance with organisational requirements. |
| | 1.3 Jewellery, perfume and cosmetics are worn in line with organisational requirements. |
| | 1.4 Cuts, grazes and wounds are correctly treated by the appropriate person. |
| | 1.5 Illness and infections are reported promptly to the appropriate person. |
| | 1.6 All work is carried out in accordance with hygiene practices that must be adhered to within the working environment. |

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|--|-----|---|
| | 1.7 | All work is carried out in an efficient and organised manner in accordance with appropriate organisational procedures and legal requirements . |
| 2. Carry out procedures in the event of a fire | 2.1 | In the event of a fire , the alarm is raised immediately. |
| | 2.2 | Fire fighting equipment is correctly used in accordance with manufacturer's instructions and organisation's procedures. |
| | 2.3 | All safety and emergency signs and notices are adhered to. |
| | 2.4 | Correct evacuation procedures are followed in a calm, orderly manner and in accordance with organisational procedures. |
| | 2.5 | Designated assembly points are reached and registration done. |
| | 2.6 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary. |
| | 2.7 | All work is carried out in an organised and efficient manner in accordance with safety and health regulations and organisational procedures. |
| 3. Dealing with the discovery of suspicious items/packages | 3.1 | Suspicious items and packages are left untouched. |
| | 3.2 | Suspicious items and packages are reported in accordance with organisational procedures. |
| | 3.3 | Correct safety and security procedures are followed in calm and orderly manner and in accordance with organisational procedures. |

- 3.4 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 3.5 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.
- 4. Carry out procedures in the event of an accident
 - 4.1 In the event of an **accident, basic first aid** is performed following recommended procedures.
 - 4.2 Assistance from the appropriate **person responsible** for first aid is sought immediately.
 - 4.3 Emergency services are contacted in accordance with organisational procedures.
 - 4.4 **Appropriate action** is taken to ensure safety of injured and uninjured persons.
 - 4.5 Comfort and reassurance are given to injured persons.
 - 4.6 Accidents are reported and documented in accordance with organisational procedures.
 - 4.7 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 4.8 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.

5. Maintain a safe work environment for customers, staff and visitors
- 5.1 **Hazards and potential hazards** to the safety of customers, staff and visitors are promptly identified and rectified.
 - 5.2 Customers, staff and visitors are made aware of all hazards and potential hazards in accordance with organisational procedures.
 - 5.3 Cautionary measures are taken to warn customers, staff and visitors of hazards and potential hazards.
 - 5.4 **Accidents**, damage and non-rectifiable hazards are reported promptly to the appropriate person.
 - 5.5 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 5.6 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.
6. Maintain a secure work environment for customers, staff and visitors
- 6.1 Potential **security risks** are identified and reported to the appropriate person in accordance with organisational procedures.
 - 6.2 **Customer and staff areas** are correctly secured against unauthorized access.
 - 6.3 All establishment **storage and security facilities** are secured against unauthorized access.
 - 6.4 Establishment, staff or customer lost property is promptly reported to the appropriate person.
 - 6.5 Suspicious individuals are politely challenged or reported promptly to the appropriate person.

- 6.6 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 6.7 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Maintain personal health and hygiene**A. Legal requirements:**

- (i) current relevant legislation relating to safe and hygienic working practices

Element 2: Carry out procedures in the event of a fire**B. Fire:**

- (i) all types of fires

C. Fire Fighting Equipment:

- (i) fire hose
- (ii) fire blanket
- (iii) foam extinguisher
- (iv) water extinguisher
- (v) sand
- (vi) wet blanket
- (vii) carbon dioxide extinguisher

D. Regulations: (also applies to elements 3 and 4)

- (i) legislation
- (ii) manufacturer
- (iii) supplier

Element 3: Deal with the discovery of suspicious items/packages**E. Suspicious items and packages:**

- (i) all unattended bags, packages and parcels
- (ii) unusual and unaccounted for deliveries

Element 4: Carry out procedures in the event of an accident**F. Accidents: (Also applies to element 5)**

- (i) all accidents involving injury to customer, staff and visitors

G. Basic first aid application:

- (i) bandaging
- (ii) cold pack
- (iii) Heimlich manoeuvre

Element 4: Carry out procedures in the event of an accident ../Continued**H. Appropriate action:**

- (i) removing and lifting injured person
- (ii) rendering basic first aid

I. Responsible person:

- (i) company nurse
- (ii) safety officer

Element 5: Maintain a safe work environment for customers, staff and visitors**J. Hazards and potential hazards:**

- (i) suspicious items
- (ii) areas and incidents which threaten the safety of customers, staff and visitors

K. Regulations:

- (i) current relevant legislation relating to safe and hygienic working practices when maintaining a safe environment for customers, staff and visitors
- (ii) manufacturer
- (iii) supplier

Element 6: Maintain a secure environment for customers, staff and visitors**L. Security risks:**

- (i) prohibited areas
- (ii) suspicious items
- (iii) unauthorized open entrances/exits
- (iv) missing keys

M. Customer and staff areas:

- (i) public facilities
- (ii) public areas
- (iii) work areas
- (iv) staff facilities

N. Storage and security facilities:

- (i) storerooms
- (ii) safes
- (iii) cash boxes

O. Regulations:

- (i) current relevant legislation relating to safe and hygienic working practices when maintaining a secure environment for customers, staff and visitors.

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. Why it is important to comply with health and safety legislation.
2. Where and from whom information on current health and safety legislation can be obtained.
3. What general hygienic practices must be adhered to in own work environment.
4. Why the correct clothing, footwear and headgear should be worn at all times.
5. Why and to whom illness and infections should be reported.
6. Why it is important to maintain good personal hygiene.
7. What the possible causes are of fire in the working environment.
8. What preventative actions can be taken to minimise risk of fire.
9. What organisational procedures should be followed in the event of fire.
10. Where alarms are located and how to activate them.
11. Why a fire should never be approached unless it is safe to do so.
12. Why suspicious items and packages should be left untouched.
13. Why suspicious items and packages should be reported.
14. What basic first aid should be applied in the event of an accident.
15. Who is the person responsible for first aid.
16. What emergency services are available in the event of an accident and why it is important to contact them.
17. What action should be taken to ensure the safety of the injured and uninjured.
18. What are the organisational procedures for reporting an accident.
19. What cautionary measures can be taken to warn customers, staff and visitors of potential hazards.
20. What the potential hazards are within own working environment.
21. Why suspicious items and packages must not be approached or tampered with.
22. Where first aid equipment and the accident register are located.
23. Why it is important to use correct lifting techniques.
24. What the employee's responsibility is in relation to health and safety regulations.
25. Which keys, property and areas should be secured from unauthorised access at all times.
26. Why it is essential to be aware of potential security risks.
27. Why procedures relating to lost property must be adhered to.

Communication

28. Why only disclosable information should be given to customers.
29. Why it is important to report all unusual/non-routine incidents to the appropriate person.

EVIDENCE GUIDE

For assessment purposes:

1. Critical Aspects of Evidence

Performance evidence is also required for performance criteria 2 and 3 of Element 5.6 showing evidence of dealing with at least one type of **security risk**; working in two types of **customer and staff areas**; and dealing with two types of **storage and security facilities**.

For all other performance criteria and ranges a combination of performance evidence and supplementary evidence for example questioning, witness testimony, case histories can be used to provide evidence.

Underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

2. Methods of Assessment

Performance evidence for this unit could include:

- Observation reports from your assessor
- Photographs of yourself at work
- Entries made by you into the organisation's incident book.
- Correspondence written by you drawing attention to health and safety issues.

Supplementary evidence for this unit could include:

- Witness testimony from customers and line managers
- Personal statements from yourself describing how you carry out your duties
- Answers to oral or written questions.

3. Context of Assessment

Evidence of competence should be demonstrated totally through performance evidence if possible.

Simulation may be used to provide performance evidence for Elements 5.2, 5.3 and 5.4.

At a minimum, performance evidence must be provided to cover performance criteria 1 to 3 of Element

U12601**Prepare and clear table and service areas**

Unit Descriptor:

This unit describes the competence required in preparing and clearing tables and service areas.

The unit describes the essential abilities of:

- Responding to customer needs
- Ensuring the safe use of equipment
- Problem solving
- Operating within organisational procedures
- Meeting the requirements of legislation

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

- | | |
|---|---|
| 1. Prepare service areas and equipment for table/tray service | 1.1 Service areas are hygienic, clean and ready for use. |
| | 1.2 Service items are selected and of the appropriate type. |
| | 1.3 Service items are clean, free from damage and in adequate supply. |
| | 1.4 Service equipment is clean, free from damage, correctly located and where appropriate switched on ready for use. |
| | 1.5 Condiments and accompaniments are prepared ready for service and selections are appropriate for menu and function. |
| | 1.6 Linen is appropriate, of the required standard and spread according to the organizational policy and function requirements. |
| | 1.7 Refuse and waste food containers are hygienic, clean and ready for use. |

- 1.8 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.9 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.
2. Prepare customer dining tables for table/tray service
- 2.1 Service area is checked and is clean, free from damage and correctly positioned in line with **service style**.
- 2.2 **Service items** are checked, and are clean free from damage and located ready for customer use.
- 2.3 Service items are placed in accordance with service style.
- 2.4 Menus and promotional items are checked and ready for customer use.
- 2.5 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 2.6 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.
3. Maintain dining and service areas
- 3.1 “No Smoking” zones are observed.
- 3.2 Customers are dealt with in a polite and helpful manner at all times.
- 3.3 Service areas are kept tidy and free from rubbish and food debris.
- 3.4 Customer dining areas are cleared of soiled and unnecessary **service items** at appropriate times.
- 3.5 Sufficient stocks of clean service items, **condiments and accompaniments** are maintained throughout the service.

- 3.6 Refuse and food waste containers are emptied as required.
- 3.7 Accidents/spillages are appropriately handled.
- 3.8 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 3.9 All work is prioritized and carried out in an organized and efficient manner in line with appropriate safety and hygiene **regulations** and organizational procedures.
4. Clear dining and service areas after food service
- 4.1 **Service items** are gathered for cleaning or stored correctly.
- 4.2 Used and soiled table and service linen are prepared for dispatch for laundry or stored correctly.
- 4.3 Food items, **condiments and accompaniments** for future use are in accordance with food hygiene regulations and appropriate organizational procedures.
- 4.4 All waste is disposed of correctly.
- 4.5 **Service equipment** is cleaned, correctly stored and where appropriate turned off.
- 4.6 Dining and service areas are left tidy and ready for cleaning.
- 4.7 Dining furniture is clean and ready for future use.
- 4.8 Environmental systems are turned off or set in accordance with organizational procedures.
- 4.9 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.

5. Secure food service area
- 5.1 Organisational procedures are followed in maintaining a secure food service environment for customers and staff.
 - 5.2 Storage areas are appropriately locked, admittance is allowed only to designated employees.
 - 5.3 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
 - 5.4 All work is prioritized and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Preparing service areas and equipment for table/tray service

- A. Service areas:** *(also applies to element 2)*
- (i) customer dining areas
 - (ii) sideboards and trolleys
 - (iii) service preparation areas
 - (iv) bar area
- B. Place setting á la carte menu:**
- (i) table d'hôte menu
- C. Service items:** *(also applies to element 2, 3 and 4)*
- (i) table linen
 - (ii) crockery
 - (iii) cutlery
 - (iv) trays
 - (v) silverware
 - (vi) glassware
 - (vii) ashtrays
 - (viii) napkins
 - (ix) table decorations
 - (x) condiments
 - (xi) promotional items
- D. Service equipment:** *(also applies to element 4)*
- (i) hot plates/warmers
 - (ii) refrigerated units
 - (iii) hot/cold beverage service
 - (iv) utensils
 - (v) sideboards/side-tables
 - (vi) trolleys
- E. Condiments and accompaniments:** *(also applies to element 3 and 4)*
- (i) seasonings
 - (ii) sugars/sweeteners
 - (iii) prepared sauces/dressings
 - (iv) prepared bread items
- F. Unexpected situations:**
- (i) equipment faults
 - (ii) insufficient supplies of table and service items

- G. Regulations:** *(also applied to element 2, 4 and 5)*
- (i) Legislation: (Health and Safety Act; Occupiers Liability Act;)
 - (ii) Safety and hygiene regulations (e.g. HACCP)
 - (iii) organisational
 - (iv) manufacturer
 - (v) supplier

Element 2: Prepare customer dining tables for table/tray service

H. Service style:

- (i) table
- (ii) tray

I. Food and service areas: *(also applies to element 3 and 4)*

- (i) customer dining areas
- (ii) sideboards and trolleys
- (iii) service preparation areas
- (iv) bar area

J. Unexpected situations:

- (i) staff shortage
- (ii) inadequate table items
- (iii) breakage of glassware or flatware

Element 3: Maintain dining and service areas

K. Unexpected situations:

- (i) customer complaints
- (ii) customer incidents
- (iii) problem with food
- (iv) insufficient service items

Element 4: Clear dining and service areas after food service

L. Unexpected situations:

- (i) equipment faults
- (ii) problems with food
- (iii) customer related incident

Element 5: Secure food service area

M. Security of:

- (i) food service and bar supplies/stocks
- (ii) physical assets in food service area
- (iii) bar and restaurant's customers and staff

Element 5: Secure food service area.../Continued**N. Unexpected situations:**

- (i) undesirable persons in restaurant
- (ii) security of customers and staff threatened

UNDERPINNING KNOWLEDGE AND SKILLS

1. Why waste must be handled and disposed of correctly.
2. Why condiments and accompaniments should be prepared ready for service.
3. When to prepare dining areas and equipment for service.
4. Why all service items should be checked before service.
5. Why menus and promotional items should be checked before use.
6. Why a constant stock of service items should be maintained
7. Why all service areas should be kept tidy and free from rubbish and food debris.
8. Why ‘No Smoking’ zones should be observed.
9. Why customer dining areas should be cleared of soiled and un-required service items at appropriate times.
10. Why refuse and waste containers should be emptied.
11. Why sufficient stocks of clean service items, condiments and accompaniments should be maintained throughout the service.
12. Why all food service areas should be left clean after service.
13. Why certain electrical equipment should be turned off after service.
14. Who are the employees allowed in the storage areas.
15. What organisational procedures are for maintaining a secure restaurant environment for customers and staff.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Prepare service areas and equipment for table/tray service

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 7 and a minimum of:

- 3 items from the range of A
- 1 item from the range of B
- 5 items from the range of C
- 3 items from the range of D
- 3 item from the range of E

Element 2: Clear areas after counter/take-away service

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 4 and a minimum of:

- 5 items from the range of C
- 1 item from the range of H

Element 3: Maintain dining and service areas

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 7 and a minimum of:

- 2 items from the range of I
- 6 items from the range of C
- 3 items from the range of E

Element 4: Clear dining and service areas after food service

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 7 and a minimum of:

- 1 item from the range of A
- 6 items from the range of C
- 3 items from the range of D
- 3 items from the range of E

Element 5: Secure food service area

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 7 and a minimum of:

- 1 item from the range of A
- 6 items from the range of C
- 3 items from the range of D
- 3 items from the range of E

The following applies to Elements: 1, 2,3, 4 and 5:

By supplementary evidence in the form of questioning, and/or role play and/or witness testimony to cover **all** the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation reports by your assessor of how you prepare service areas for table/tray service.
- Observation reports by your assessor of how you prepare customer dining tables for table/tray service.
- Observation reports by your assessor of how you maintain dining and service areas
- Observation reports by your assessor of how you clear dining and service areas after food service.
- Observation reports by your assessor of how you secure food service area.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you prepare service areas and customer dining tables for table/tray service, how you maintain dining and service areas, clear dining and service areas after food service and how you secure food service area for table/tray service.
- Witness testimony from customers, colleagues and line managers of how you prepare service areas and customer dining tables for table/tray service, how you maintain dining and service areas, clear dining and service areas after food service and how you secure food service area for table/tray service.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement;
- Simulation **not** allowed for any performance evidence within this unit.

U00406

Maintain payment point for cash and non-cash payments

Unit Descriptor:

This unit describes the competence required to maintain payment point and handle cash and non-cash payments.

The unit describes the essential abilities of:

- Communicating effectively
- Responding to customer needs
- Problem solving
- Operating within organisational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

- | | |
|--|---|
| 1. Maintain payment point for cash and non-cash payments | 1.1 All customers are dealt with in a polite and helpful manner at all times. |
| | 1.2 All equipment and relevant materials required in the payment point are available and ready for use. |
| | 1.3 Payment point is maintained during service and replenished with relevant materials at the appropriate time. |
| | 1.4 Payment point contents are made available for authorised collection during service. |
| | 1.5 Customers are informed politely and promptly of any delays where appropriate. |
| | 1.6 The payment point is closed down in accordance with appropriate organisational procedures. |
| | 1.7 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary. |

2. Handling cash and non-cash payments
- 1.8 All work is carried out in an organized and efficient manner in accordance with organizational procedures.
 - 2.1 Customers are dealt with in a polite and helpful manner at all times.
 - 2.2 All relevant information is entered into the **payment point** correctly.
 - 2.3 The customer is informed of the payment amount.
 - 2.4 Receipt of payment is acknowledged and validated where necessary.
 - 2.5 Non-cash **payments** are accepted, validated, completed accurately and authorized in accordance with organizational procedures.
 - 2.6 Cash payments are accurately transacted and in accordance with statutory regulations.
 - 2.7 Payment documents are stored in a secure, approved location in accordance with organizational procedures.
 - 2.8 The transaction is carried out in the optimum time and the **relevant confirmation** is given to the customer.
 - 2.9 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 2.10 All work is carried out in an organized and efficient manner in accordance with safety and health regulations and organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Maintain payment point for cash and non-cash payments**A. Payment Point:** *(Also applies to element 2)*

- (i) computerised
- (ii) electronic
- (iii) manual

B. Relevant Materials:

- (i) cash
- (ii) cash equivalents
- (iii) relevant stationery (e.g. receipt rolls, bills, audit rolls, note pads)

C. Unexpected Situations: *(Also applies to element 2)*

- (i) discrepancy in payment
- (ii) discrepancy in change
- (iii) suspected fraud

D. Legal Requirements: *(Also applies to element 2)*

- (i) current relevant legislation relating to dealing with cash and non-cash and safe and hygienic working practices.

Element 2: Handling cash and non-cash payments**E. Payments**

- (i) cash
- (ii) cheques
- (iii) credit cards
- (iv) debit cards
- (v) cash equivalent
- (vi) charge cards

F. Relevant confirmation:

- (i) receipt
- (ii) bill
- (iii) tokens/vouchers

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. What security procedures are applicable to the operation of a payment point.

Working Practices

2. What appropriate organizational procedures must be adhered to when maintaining a payment point.
3. What the appropriate organizational procedures are regarding the handling of payments.
4. Why it is important to know the procedures to follow when dealing with errors in handling cash and non-cash payments.

Communication

5. What the consequences are of unreported errors when maintaining a payment point.
6. What the consequences re of unreported errors when handling cash and non-cash payments.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Maintain payment point for cash and non-cash payments

Totally through performance evidence in the form of observation, or by performance evidence in the form of observation to cover criteria 1, 2, 3, 4, 6 or by performance evidence in the form of observation to and a minimum of:

- 1 from the range of A
- 2 from the range of B

Element 2: Handling cash and non-cash payments

Totally through performance evidence in the form of observation, or by performance evidence in the form of observation to cover criteria 1 to 6 or by performance evidence in the form of observation to and a minimum of:

- 2 from the range of E
- 1 from the range of F

The following applies to Elements 1 and 2:

Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and the range.

Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment**Examples of Performance Evidence**

- Observation reports by assessors of how you handle cash and non-cash payments.
- Copies of written communication to and from customers.

Examples of Supplementary Evidence

- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).
- Witness statements from customers, colleagues, line managers that provide evidence of how you handle cash and non-cash payments.
- A personal statement describing how you handle cash and non-cash payments.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.

U06102

Prepare and serve bottled wines

Unit Descriptor:

This unit describes the competence required to prepare and serve bottled wines.

The unit describes the essential abilities of:

- Responding to customer needs
- Problem solving
- Communicating effectively
- Working in a safe and hygienic manner
- Operating within organisational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Prepare service areas, equipment and stock for wine service	1.1 Sufficient stocks of service linen, table items, service equipment and wine lists are clean and ready for use.
	1.2 Sufficient wine stock is free from damage, available for service and is served at the correct serving temperature.
	1.3 unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
	1.4 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2. Determine customer requirements for wines	2.1 Customers are greeted and dealt with in a polite manner at all times.
	2.2 Customer is identified and wine list is presented within the appropriate timescale.

- 2.3 Accurate **wine list information** is given to meet customer requirements.
 - 2.4 An effective rapport with the customer is established and maintained throughout the service.
 - 2.5 Customers' queries re dealt with politely, correctly and promptly and queries outside own responsibility are referred to the appropriate person.
 - 2.6 Customers' orders are accurately identified, recorded and dealt with in line with service operations.
 - 2.7 Opportunities are taken to up-sell wines at all times.
 - 2.8 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
 - 2.9 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
3. Present and serve wines
- 3.1 Beverage service areas, **service equipment** and wine are prepared correctly for service.
 - 3.2 Customers are served in a polite and helpful manner at all times.
 - 3.3 The **wine** is handled and presented to the customer in a style and manner appropriate to the product at all times.
 - 3.4 The wine is served at the appropriate temperature using the correct service equipment.

- 3.5 Faults with the wine are accurately identified and dealt with in accordance with customers' requirements and organisational procedures.
- 3.6 Customers' wine glasses are regularly replenished in accordance with customers' requirements and established procedures.
- 3.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary.
- 3.8 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Prepare service areas, equipment and stock for wine service:

- A. Service equipment:** *(also applies to elements 3)*
 - (i) glassware
 - (ii) trays
 - (iii) service cloths/linen
 - (iv) corkscrews/bottle opener
 - (v) ice buckets/stands
 - (vi) chillers/coolers

- B. Wine:** *(also applies to element 3)*
 - (i) red
 - (ii) white
 - (iii) sparkling and semi-sparkling
 - (iv) rosé
 - (v) low/non-alcohol

- C. Unexpected situations** *(also applies to elements 2 and 3)*
 - (i) equipment faults
 - (ii) damaged wine stock
 - (iii) customer incidents
 - (iv) problems with availability of wine

- D. Regulations:** *(also applies to element 2)*
 - (i) legislation
 - (ii) manufacturer
 - (iii) supplier

- E. Wine list information:** *(also applies to elements 2)*
 - (i) name and type of wine
 - (ii) prices
 - (iii) main characteristics
 - (iv) alcohol content
 - (v) country of origin

UNDERPINNING KNOWLEDGE AND SKILLS

Product Knowledge

1. What equipment is necessary for different types of wine.
2. What temperatures, different types of wine should be stored and maintained at before service.
3. How to interpret the wine label information.
4. What are the non-alcohol and low-alcohol products
5. What are the ways of describing the characteristics of wines to customers.
6. What is the correct temperature for maintaining different wines during the service.
7. What is the correct method of service (etiquette)
8. How many glasses are obtainable from bottle sizes listed.

Customer Care

9. What are the best ways of identifying the needs of the customers.
10. What factors to consider when providing advice to customers on choice of wine, including customers' expressed taste, compatibility with selected meal, the occasion and organisation's requirements for sales.

Health and Safety:

11. What the various safety procedures involved in opening a bottle of champagne or sparkling wine are.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Prepare service areas, equipment and stock for wine service

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 4 and a minimum of:

- All items from the range of A
- All items from the range of B

Element 2: Determine customer requirements for wines

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 4 and 6 and a minimum of:

- All items from the range of E

Element 3: Present and serve wines

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1,2,3,4 and 6 and a minimum of:

- 4 items from the range of A
- 4 items from the range of B

The following applies to Elements 1, 2 and 3:

By supplementary evidence in the form of questioning, and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation record by your assessor of how you prepare service areas, equipment and stock for wine service.
- Observation record by your assessor of how you determine customer requirements for wines.
- Observation record by your assessor of how you present and serve wines.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you prepare service areas, equipment and stock for wine service, determine customer requirements for wines and present and serve wines.
- Witness testimony from customers, colleagues, line manager that you provide evidence of how you prepare service areas, equipment and stock for wine service, determine customer requirements for wines and present and serve wines.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.

U06602**Provide a table or tray service**

Unit Descriptor:

This unit describes the competence required in providing a table or tray service.

The unit describes the essential abilities of:

- Communicating effectively
- Problem solving
- Responding to customer needs
- Working in a safe and hygienic manner
- Operating within organisational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Greet and seat customers

- 1.1 **Customers** are greeted with a smile and attended to without delay in a polite and helpful manner at all times.
- 1.2 Reservations are checked and verified accurately.
- 1.3 Customers are escorted to appropriate table or waiting area and politely advised or waiting time if so required.
- 1.4 Correct menus are made available to the customer and the presentation of the menu is in accordance with organisational procedures
- 1.5 Water, bread and butter are served according to organisational procedures.
- 1.6 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.7 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

2. Take food orders
 - 2.1 Customers' enquiries are responded to without delay in a polite and helpful manner.
 - 2.2 Accurate information is given to meet customers' needs and to promote establishment's products and services.
 - 2.3 Customers' orders are accurately identified, recorded and processed accordingly.
 - 2.4 Orders are taken in accordance with organisational procedures.
 - 2.5 Menus are retrieved and returned to the appropriate place.
 - 2.6 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
 - 2.7 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.
3. Place and pick up food orders
 - 3.1 Orders are placed and picked up in accordance with organisational procedures..
 - 3.2 Customers are informed politely and promptly of any delay in supplying orders.
 - 3.3 Dishes are consistent with those ordered by the customer.
 - 3.4 **Food items** are served on clean and undamaged service equipment of the appropriate type.
 - 3.5 **Service equipment** is correctly set up for room service with appropriate condiments and accompaniments.

- 3.6 Service equipment is appropriately loaded and balanced.
- 3.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 3.8 All work is prioritized and carried out in an organized and efficient manner in line with appropriate safety and hygiene **regulations** and organizational procedures.
4. Serve customers
- 4.1 Customers are dealt with in a polite and helpful manner at all times.
- 4.2 **Service items, condiments and accompaniments** selected and served are appropriate for the dishes and satisfy customers' requirements.
- 4.3 Flambé dishes are appropriately prepared within customers' view.
- 4.4 Meals are served at the appropriate temperature and in accordance with type of service.
- 4.5 All customers at table are served correctly in accordance with organisational procedures.
- 4.6 Customer complaints are handled in accordance with organisational procedures.
- 4.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 4.8 All work is prioritized and carried out in an organized and efficient manner in line with appropriate safety and hygiene **regulations** and organizational procedures.

5. Clear tables
- 5.1 Left over food items, condiments and accompaniments are removed from table when appropriate and handled correctly.
 - 5.2 Tablecloths are brushed clean of crumbs and changed where necessary.
 - 5.3 Clearing of tables is done with minimum of disturbance to customers.
 - 5.4 Customers' approval is solicited prior to cleaning the table.
 - 5.5 Cleared plates are uniformly stacked and returned to dish washing area.
 - 5.3 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
 - 5.4 All work is prioritized and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Greet and seat customers**A. Customers:**

- (i) adults
- (ii) children
- (iii) persons with disabilities (mobility, visual, speech, hearing)
- (iv) unexpected
- (v) regular
- (vi) large parties

B. Service areas:

- (i) cafeteria/restaurant
- (ii) formal dining
- (iii) weddings
- (iv) banquets
- (v) parties and similar non-formal settings

C. Unexpected situations:

- (i) overcrowding
- (ii) disgruntled guest
- (iii) reserved seats occupied (overcrowding)
- (iv) accidents
- (v) equipment faults

D. Regulations: (also applies to element 4)

- (i) legislation
- (ii) manufacturer
- (iii) supplier

Element 2: Take food orders**E. Food orders taken by way of: (also applies to element 4)**

- (i) breakfast service
- (ii) lunch
- (iii) dinner
- (iv) special occasions
- (v) cocktails
- (vi) afternoon tea
- (vii) buffet
- (viii) brunches
- (ix) weddings

F. Information:

- (i) items available
- (ii) dish composition
- (iii) prices
- (iv) special offers
- (v) promotions

G. Unexpected situations:

- (i) shortage of items
- (ii) accidents
- (iii) non-payment
- (iv) inability to pay

H. Regulations: *(also applied to elements 3 and 5)*

- (i) Legislation: e.g. Health and Safety Act; Occupiers Liability Act: e.g., HACCP
- (ii) Safety and hygiene regulations (e.g. HACCP)
- (iii) organisational
- (iv) manufacturer
- (v) supplier

Element 3: Place and pick up food orders**I. Pick up orders:**

- (i) kitchen
- (ii) service trolley
- (iii) hatch/window

J. Food items:

- (i) hot plated items
- (ii) cold plated items

K. Service equipment:

- (i) hot and cold beverage serving containers
- (ii) refrigerated units
- (iii) heated units
- (iv) service utensils
- (v) trolleys
- (vi) trays

Element 4: Serve customers**L. Service items:**

- (i) table linen
- (ii) crockery
- (iii) cutlery
- (iv) silverware
- (v) glassware
- (vi) trays
- (vii) ashtrays
- (viii) napkins
- (ix) table decorations
- (x) condiments
- (xi) promotional items

Element 4: Serve customers.../Continued**M. Condiments and accompaniments:**

- (i) seasonings
- (ii) sugars/sweeteners
- (iii) prepared sauces/dressings
- (iv) prepared bread items

N. Unexpected situations:

- (i) accidents
- (ii) staff shortage
- (iii) dissatisfied faults
- (iv) equipment faults
- (v) shortage of items

Element 5: Clear tables**O. Unexpected situations:**

- (i) spills
- (ii) special requests
- (iii) lost and found items

UNDERPINNING KNOWLEDGE AND SKILLS

1. Why waste must be handled and disposed of correctly.
2. Why condiments and accompaniments should be prepared ready for service.
3. When to prepare dining areas and equipment for service.
4. Why all service items should be checked before service.
5. Why menus and promotional items should be checked before use.
6. Why a constant stock of service items should be maintained
7. Why all service areas should be kept tidy and free from rubbish and food debris.
8. Why ‘No Smoking’ zones should be observed.
9. Why customer dining areas should be cleared of soiled and un-required service items at appropriate times.
10. Why refuse and waste containers should be emptied.
11. Why sufficient stocks of clean service items, condiments and accompaniments should be maintained throughout the service.
12. Why all food service areas should be left clean after service.
13. Why certain electrical equipment should be turned off after service.
14. Who are the employees allowed in the storage areas.
15. What organisational procedures are for maintaining a secure restaurant environment for customers and staff.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Greet and seat customers

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 5 and a minimum of:

- 3 items from the range of A
- 2 items from the range of B

Element 2: Take food orders

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 5 and a minimum of:

- 2 items from the range of E
- 3 items from the range of F
- 4 items from the range of G

Element 3: Place and pick up food orders

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 – 6 and a minimum of:

- 1 item from the range of I
- All items from the range of J
- 4 items from the range of K

Element 4: Clear dining and service areas after food service

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1, 2 and 4 to 6 and a minimum of:

- 5 items from the range of L
- All items from the range of M

Element 5: Clear tables

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 5 and a minimum of:

- All items from the range of O

The following applies to Elements: 1, 2, 3, 4 and 5:

By supplementary evidence in the form of questioning, and/or role play and/or witness testimony to cover **all** the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation reports by your assessor of how you greet and seat customers
- Observation reports by your assessor of how you take food orders
- Observation reports by your assessor of how you place and pick up food orders
- Observation reports by your assessor of how you serve customers
- Observation reports by your assessor of how you clear tables

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you greet and seat customers, take food orders, place and pick up food orders, serve customers and clear tables when providing a table or tray service.
- Witness testimony from customers, colleagues and line managers of how you greet and seat customers, take food orders, place and pick up food orders, serve customers and clear tables when providing a table or tray service.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement;
- Simulation **not** allowed for any performance evidence within this unit.

U06702**Provide a buffet service**

Unit Descriptor:

This unit describes the competence required to provide a buffet service.

The unit describes the essential abilities of:

- Responding to customer needs
- Communicating effectively
- Working in a safe and hygienic manner
- Utilising craft techniques
- Problem solving
- Operating within organisational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA***To be competent you must achieve the following:*

1. Prepare and maintain a buffet display	<p>1.1 Customers are dealt with in a polite and helpful manner at all times.</p> <p>1.2 Buffet table is clean, free from damage and positioned correctly according to service.</p> <p>1.3 Table items are clean, free from damage and arranged correctly for food service.</p> <p>1.4 Service equipment is clean, free from damage and positioned ready for use.</p> <p>1.5 Food items are presented and displayed appropriately for food service.</p> <p>1.6 Food items are stored and displayed in accordance with food hygiene regulations.</p> <p>1.7 Food items are replenished at the appropriate times and carvery or buffet is kept tidy and free of debris during the food service.</p>
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- 1.8 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.9 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures
2. Serve customers at the buffet
- 2.1 Customers are greeted and dealt with in a polite and helpful manner at all times and their requirements are identified correctly.
- 2.2 Accurate information is given to meet customers' needs and to promote establishment's products and services.
- 2.3 Food is served with clean and undamaged food **service equipment** of the appropriate type, according to **service style**
- 2.4 **Food items** served are of the type and quality required.
- 2.5 Food is proportioned, served and arranged in accordance with operational and customer requirements.
- 2.6 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 2.7 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
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3. Maintain customer dining areas
- 3.1 Customers are dealt with in a polite and helpful manner at all times.
 - 3.2 Customer dining areas are kept tidy and free from rubbish and food debris.
 - 3.3 Customer tables are cleared of soiled and unnecessary **table items** at appropriate times.
 - 3.4 Spillages and breakages are dealt with appropriately.
 - 3.5 Leftover food items and accompaniments are removed from the table when appropriate and dealt with correctly.
 - 3.6 Work is carried out with a minimum disturbance to customers.
 - 3.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary
 - 3.8 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Prepare and maintain a buffet display *(also applies to element 2)*

- A. Service style:** *(also applies to element 2)*
- (i) served buffet/carvery
 - (ii) self service buffet/carvery
- B. Table items :** *(also applies to elements 2 and 3)*
- (i) crockery
 - (ii) cutlery/silverware
 - (iii) glassware
 - (iv) table coverings
 - (v) napkins
 - (vi) decorative items
 - (vii) flowers
- C. Service equipment:** *(also applies to element 2)*
- (i) dishes/flat/plates
 - (ii) service cutlery/silverware
 - (iii) service cloths/linen
- D. Food items:** *(also applies to elements 2)*
- (i) hot food
 - (ii) cold food
 - (iii) accompaniments

Element 3: Maintain customer dining areas

- E. Unexpected situations:**
- (i) damaged table items
 - (ii) customer incidents

UNDERPINNING KNOWLEDGE AND SKILLS**Working Practices**

1. Why food items should be replenished and displayed correctly throughout service.
2. Why product should be controlled when serving food to customers.

Food Hygiene

3. What is the correct time and temperature for maintaining different dishes during the buffet service.
4. Why temperature control should be continuously monitored during the buffet service.

Customer Care

5. Why information given to customers should be accurate.
6. Why and to whom all customer incidents should be reported.

Health and Safety:

7. Why dining and service areas must be kept tidy and free from rubbish and food debris.
8. Why waste must be handled and disposed of correctly
9. Why table items should be checked for damage and cleanliness before service.
10. Why and to whom breakages should be reported.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Prepare and maintain a buffet display

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 7 and a minimum of:

- All items from the range of A
- All items from the range of B
- All items from the range of C
- All items from the range of D

Element 2: Serve customer at the buffet

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 5 and a minimum of:

- All items from the range of A
- All items from the range of B
- All items from the range of C

Element 3: Maintain customer dining areas

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 3 and a minimum of:

- 5 items from the range of B

The following applies to Elements 1, 2 and 3:

By supplementary evidence in the form of questioning, and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation record by your assessor of how you prepare and maintain a buffet display, serve customers at the buffet and maintain customer dining areas when providing a buffet service.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you prepare and maintain a buffet display, serve customers at the buffet and maintain customer dining areas when providing a buffet service.
- Witness testimony from customers, colleagues, line manager that you provide evidence of how you prepare and maintain a buffet display, serve customers at the buffet and maintain customer dining areas when providing a buffet service.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.

U06802**Provide a silver service**

Unit Descriptor:

This unit describes the competence required to provide a silver service.

The unit describes the essential abilities of:

- Responding to customer needs
- Working in a safe and hygienic manner
- Problem solving
- Communicating effectively
- Operating within organisational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Silver serve food

- 1.1 Customers are dealt with in a polite and helpful manner at all times and requirements identified correctly.
- 1.2 **Service equipment** is clean, undamaged and positioned ready for service, according to **service operation**.
- 1.3 Food to be served is of the type, quality and quantity required and is arranged to allow for easy service.
- 1.4 **Food items** are portioned, served and arranged using the appropriate service equipment.
- 1.5 Surplus food items and used service equipment are dealt with appropriately.
- 1.6 Work is carried out with minimum disturbance to customers.
- 1.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.

2. Clear finished courses
- 1.8 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures
 - 2.1 Finished **courses** are cleared from the table at appropriate time, according to **service operation**.
 - 2.2 Finished courses and used crockery and cutlery are cleared systematically with assistance from other service staff.
 - 2.3 Crockery, cutlery and **table items** are checked and removed or replaced as appropriate.
 - 2.4 Table is cleared of food debris and waste in line with service operation.
 - 2.5 Customers' request are dealt with in a polite and helpful manner.
 - 2.6 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 2.7 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Silver serve food

A. Service equipment:

- (i) dishes/liners/flats
- (ii) service cutlery and silverware
- (iii) service cloths/linen

B. Service operation: (also applies to element 2)

- (i) banquet silver service
- (ii) restaurant silver service
- (iii) buffet service
- (iv) carvery silver service

C. Food items:

- (i) soups
- (ii) gravies/sauces
- (iii) bread rolls
- (iv) potatoes/other solid items
- (v) sliced meat/poultry
- (vi) rice/vegetables/other chopped items
- (vii) pies/tarts/gateaux, puddings/spooned desserts
- (viii) cheese

D. Unexpected situations: (also applies to elements 2)

- (i) customer incidents
- (ii) problems with food

Element 2: Clear finished courses

E. Courses:

- (i) starter
- (ii) main course
- (iii) dessert

F. Table items:

- (i) crockery and cutlery
- (ii) ashtrays
- (iii) glassware
- (iv) condiments and accompaniments
- (v) table decorations

UNDERPINNING KNOWLEDGE AND SKILLS**Working Practices**

1. Why it is important to be familiar with available menu items.
2. What the operational procedures for service courses are.
3. What the operational procedures for clearing finished courses are.
4. Why food has to be carefully portioned during service.

Food Hygiene

5. Why care has to be taken to serve and arrange food correctly.

Health and Safety:

6. Why care should be taken to avoid accidents.
7. Why and to whom all customer incidents or accidents should be reported.

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Silver serve food

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 6 and a minimum of:

- All items from the range of A
- 1 item from the range of B
- 4 items from the range of C

Element 2: Clear finished courses

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 5 and a minimum of:

- All items from the range of B
- 3 items from the range of E
- 3 items from the range of F

The following applies to Elements 1 and 2:

By supplementary evidence in the form of questioning, and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation record by your assessor of how you silver food and clear finished courses when providing a silver service.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you silver serve food and clear finished courses when providing a silver service.
- Witness testimony from customers, colleagues, line manager that you provide evidence of how you silver serve food and clear finished courses when providing a silver service.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.

U06902**Provide and maintain a counter/take-away service**

Unit Descriptor:

This unit describes the competence required to provide and maintain a counter/take-away service.

The unit describes the essential abilities of:

- Responding to customer needs
- Communicating effectively
- Problem solving
- Working in a safe and hygienic manner
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Take and serve customer orders

- 1.1 **Customers** are greeted and dealt with promptly in a polite and helpful manner at all times.
- 1.2 Accurate **information** is given to meet **customers'** needs and to promote establishment's products and services.
- 1.3 Customers' requirements are identified correctly, recorded and dealt with in accordance with service operation.
- 1.4 Food is portioned and served using clean, undamaged service equipment of the appropriate type.
- 1.5 Customers' orders are completed and packaged correctly in line with service operations.
- 1.6 Operational standards are fully maintained at all times in accordance with establishment's products and service.
- 1.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.

2. Maintain take-away service areas during service
- 1.8 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
 - 2.1 Customers are greeted and dealt with in a polite and helpful manner at all times.
 - 2.2 All **service equipment** and utensils necessary to provide the take-away service are made available and fully maintained.
 - 2.3 Service areas are kept tidy and free from rubbish and food debris during service in line with food safety and hygiene regulations.
 - 2.4 Sufficient stocks of **service items** are made available and maintained throughout the service.
 - 2.5 Food and drink items and condiments are replenished when appropriate.
 - 2.6 Food and drink items are stored and displayed in accordance with established service style.
 - 2.7 Refuse and waste containers are emptied as required in accordance with food, safety and hygiene regulations.
 - 2.8 Service equipment and service areas are cleaned correctly and closed down after use.
 - 2.9 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
 - 2.10 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Take and serve customer orders

- A. Customers are greeted:**
 - (i) by phone
 - (ii) in person

- B. Customers:**
 - (i) children
 - (ii) adults
 - (iii) persons with special needs, e.g. visually impaired, hearing impaired, mobility impaired, medical conditions (diabetics)
 - (iv) unexpected
 - (v) regular
 - (vi) large parties

- C. Information:**
 - (i) items available
 - (ii) food composition
 - (iii) prices
 - (iv) special offers
 - (v) promotions

- D. Unexpected situations:** *(Also applies to element 2)*
 - (i) equipment faults
 - (ii) customer incidents

- E. Regulations** *(Also applies to element 2)*
 - (i) Legislation: (Health and Safety Act; Occupiers Liability Act;)
 - (ii) Organisational
 - (iii) Safety and hygiene regulations (e.g. (HACCP)

Element 2: Maintain take-away service areas during service

- F. Service equipment:**
 - (i) refrigerators
 - (ii) display units
 - (iii) hot display units

- G. Service items:**
 - (i) serviettes
 - (ii) take-away food
 - (iii) packaging
 - (iv) disposable cutlery
 - (v) straws

H. Condiments and accompaniments:

- (i) seasonings
- (ii) sugars/sweeteners
- (iii) convenience sauces

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. Why it is important to use clean, undamaged service equipment.
2. Why all service equipment should be left clean after service.
3. Why waste must be handled and disposed of correctly.
4. Where and from whom health and safety information can be obtained.

Product knowledge

5. Why correct portioning of food items is important.
6. Why it is important to store and display food and drink items correctly.
7. Why information given to customers should be accurate.
8. Why a constant stock of service items and accompaniments must be maintained.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Take and serve customer orders

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 6 and a minimum of:

- All items from the range of A
- 2 items from the range of B
- 3 items from the range of C

Element 2: Maintain take-away service areas during service

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 8 and a minimum of:

- All items from the range of F
- All items from the range of G
- 2 items from the range of H

The following applies to Elements, 1 and 2:

By supplementary evidence in the form of questioning, and/or role play and/or witness testimony to cover the rest of the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation reports by your assessor of how you take and serve customers orders and maintain take-away service areas during service.
- Copies of written communication to and from customers.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you take and serve customers orders and maintain take-away service areas during service.
- Witness statements from customers, colleagues and line managers that provide evidence of how you take and serve customers orders and maintain take-away service areas during service.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement;
- Simulation **not** allowed for any performance evidence within this unit.

U12801**Take and serve beverage orders**

Unit Descriptor:

This unit describes the competence required to ensure accurate and efficient taking and serving beverage orders.

The unit describes the essential abilities of:

- Responding to customer needs
- Communicating effectively
- Problem solving
- Operating within organisational procedures
- Meeting the requirements of legislation

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Take beverage orders

- 1.1 **Customers** are greeted with a smile and attended to without delay in a polite and helpful manner at all times.
- 1.2 Customers are assisted in making choice of **beverage** and the information given is accurate.
- 1.3 **Beverage orders are taken** in accordance with organisational procedures.
- 1.4 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.5 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

2. Place and pick up beverage orders
 - 2.1 Orders are placed and picket up in accordance with organisational procedures.
 - 2.2 Guests are informed politely and promptly of any delay in supplying orders.
 - 2.3 **Beverage** collected is consistent with orders taken.
 - 2.4 **Service items** are clean, undamaged and of the appropriate type.
 - 2.5 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary
 - 2.6 All work is carried out in an organized and efficient manner in line with appropriate organisational procedures and health and safety **regulations** and organisational procedures.

3. Serve beverage
 - 3.1 **Customers** are served without delay in a polite and helpful manner at all times in line with service style.
 - 3.2 **Beverages** served are consistent with orders and meet customers' requirements.
 - 3.3 Service items are clean, undamaged and of the appropriate type.
 - 3.4 **Unexpected situations** are dealt with effectively and the appropriate people informed where necessary.
 - 3.5 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Take beverage orders: *(also applies to element 2)***A. Beverage orders taken by:**

- (i) key system
- (ii) written records
- (iii) memory

B. Customers: *(also applies to elements 2 and 3)*

- (i) adults
- (ii) children
- (iii) persons with special needs e.g., (visually impaired, hearing impaired, mobility impaired, medical conditions (diabetic).

C. Beverages: *(also applies to element 2 and 3)*

- (i) hot beverage (tea, coffee)
- (ii) cold beverage
- (iii) carbonated beverage
- (iv) alcoholic
- (v) non-alcoholic
- (vi) non-alcoholic
- (vii) juices

D. Service Areas: *(also applies to elements 2)*

- (i) dining room
- (ii) snack bar
- (iii) conference room
- (iv) hospitality room
- (v) ballroom

E. Unexpected Situations: *(also applies to elements 2 and 3)*

- (i) customer incidents
- (ii) equipment faults
- (iii) short staff

F. Regulations: *(also applies to elements 2 and 3)*

- (i) Legislation: (Health and Safety Act; Occupiers Liability Act;)
- (ii) safety and hygiene regulations (e.g. HACCP)
- (iii) organisational

Element 2: Place and pick up beverage orders**G. Service items:** *(also applies to element 3)*

- (i) table linen
- (ii) crockery
- (iii) cutlery
- (iv) trays
- (v) silverware
- (vi) glassware
- (vii) ashtrays
- (viii) napkins
- (ix) table decorations
- (x) condiments
- (xi) promotional items

H. Unexpected situations:

- (i) equipment faults
- (ii) breakages of stock

UNDERPINNING KNOWLEDGE AND SKILLS

1. Why customers should be informed politely and promptly of any delays in supplying orders.
2. What are the beverages available, the content, flavor and costs.
3. Why service items should be clean and undamaged.
4. Why beverages should be consistent with orders and meet customers' requirements.
5. What are the organisational procedures for taking beverage orders
6. What are the organisational procedures for handling customer complaints.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Take beverage orders

Totally through performance evidence in the form of observation to cover all of the performance criteria 1 to 3 and a minimum of:

- 2 items from the range of A
- 2 items from the range of B
- All items from the range of C
- 2 items from the range of D

Element 2: Place and pick up beverage orders

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 4 and a minimum of:

- All items from the range of A
- 2 items from the range of B
- 2 items from the range of C
- 6 item from the range of D

The following applies to Elements 1, 2 and 3:

By supplementary evidence in the form of questioning, and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation record by your assessor of how you take, place and pick up and serve beverage orders.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you take, place and pick up and serve beverage orders.
- Witness testimony from colleagues, line manager that you take, place and pick up and serve beverage orders.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.