

Unit mapping

KQ: Knowledge questions

KQ

PA

PA: Practical assessment – Task (T), Workplace Skills (WS)

Elements and performance criteria

E 1 Prepare for food and beverage service

PC 1.1	Discuss and clarify table and venue set-up, menu and style of service where required	Q 1.1 Q 1.2 Q 1.3a Q 1.3b Q 1.4	T 1a–d
PC 1.2	Check furniture and fittings for cleanliness, stability and condition prior to the service period	Q 1.5	T 2a–l
PC 1.3	Adjust furniture placement to meet service requirements and allow safe and easy access for service personnel	Q 1.6 Q 1.7	T 3a–b
PC 1.4	Prepare and adjust environment to ensure comfort and ambience for customers	Q 1.8 Q 1.9	T 3a–g
PC 1.5	Check and prepare equipment for service according to manufacturer instructions, and clean or replace items as required to meet service standards	Q 1.10a Q 1.10b Q 1.11 Q 1.12	T 4a–m WS 5 WS 6
PC 1.6	Prepare and display food and beverage items according to organisational standards	Q 1.13 Q 1.14 Q 1.15	T 5a–h

E 2 Welcome and advise customers

PC 2.1	Greet customers on arrival according to organisational customer service standards	Q 2.1	T 6a–k WS 5
PC 2.2	Provide information regarding food and beverage and facilities to customers, giving clear explanations and descriptions	Q 2.2 Q 2.3 Q 2.4a Q 2.4b	T 7a–k
PC 2.3	Answer customer questions on menu items correctly and courteously	Q 2.5	T 7i

E 3 Take and process orders

PC 3.1	Take and record orders accurately and legibly using the format required by the organisation, and convey orders promptly to the kitchen	Q 3.1 Q 3.2 Q 3.3 Q 3.4	T 8a–j
PC 3.2	Operate ordering system according to organisational procedures	Q 3.5 Q 3.6	T 8e T 8f WS 1 WS 4

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PC 3.3	Communicate special requests or dietary requirements to kitchen	Q 3.7 Q 3.8 Q 3.9	T 8i T 8j
PC 3.4	Provide glassware, service-ware and cutlery suitable for menu choice	Q 3.10 Q 3.11	T 9a–d
PC 3.5	Process accounts and receive payment according to organisational policies and procedures	Q 3.12 Q 3.13	T 15a–d WS 4
E 4 Serve food and beverages			
PC 4.1	Promptly recognise and follow-up delays or deficiencies in service	Q 4.1a Q 4.1b Q 4.2a Q 4.2b Q 4.3	T 10a–i
PC 4.2	Collect food and beverage selections from kitchen and check for accuracy and presentation	Q 4.4	T 11a–g WS 5
PC 4.3	Use appropriate techniques to carry and place plates containing meals and serve to correct person	Q 4.5 Q 4.6 Q 4.7	T 12a–g
PC 4.4	Advise and reassure customers about delays or problems	Q 4.8	T 10e T 10f T 10g
PC 4.5	Check customer satisfaction at the appropriate time	Q 4.9 Q 4.10	T 13a–d T 14c
E 5 Clear food and beverages			
PC 5.1	Use appropriate techniques to clear and carry multiple used plates and other service-ware	Q 5.1 Q 5.2 Q 5.3	T 14a T 14d–h
PC 5.2	Remove used items in a timely manner and safely transfer them to the appropriate location for cleaning	Q 5.4 Q 5.5	T 14a T 14b T 14e–h
PC 5.3	Safely dispose of food waste, disposables and recyclable items to minimise negative environmental impacts	Q 5.6 Q 5.7	T 17a–f
E 5 Complete end of shift duties			
PC 6.1	Follow end of shift procedures	Q 6.1	T 18a–k
PC 6.2	Report customer feedback to relevant colleagues, supervisors or managers	Q 6.2 Q 6.3	T 16a
PC 6.3	Provide handover to incoming colleagues and share relevant information	Q 6.4 Q 6.5a Q 6.5b Q 6.6	T 19a–d

Knowledge evidence

KE 1 Specific organisation food and beverage features:

- | | |
|--|---|
| ▪ workflow structure for food and beverage service | Q 4.4 |
| ▪ electronic and non-electronic ordering systems and procedures | Q 3.2
Q 3.6
Q 3.9 |
| ▪ workflow between kitchen and front of house areas | Q 3.9 |
| ▪ service procedures | Q 3.1
Q 3.9
Q 4.3
Q 4.4 |
| ▪ set-up procedures | Q 1.4
Q 1.5
Q 1.9
Q 1.11
Q 3.11 |
| ▪ end of shift procedures for: <ul style="list-style-type: none"> – clearing, cleaning and dismantling furniture – cleaning equipment – participating in debriefing sessions and quality service reviews – placing equipment and furniture in allocated storage areas – preparing for next service period | Q 6.1
Q 6.5a
Q 6.5b
Q 6.6 |

KE 2 Common styles of food and beverage service:

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|-----------------------|-------|
| ▪ bar | Q 1.1 |
| ▪ bistro | Q 1.1 |
| ▪ café | Q 1.1 |
| ▪ counter | Q 1.1 |
| ▪ espresso coffee bar | Q 1.1 |
| ▪ plate service | Q 1.1 |
| ▪ table | Q 1.1 |

KE 3 Techniques for:

- | | |
|---|-------------------------|
| ▪ carrying and placing plates containing meals | Q 4.5
Q 4.6
Q 4.7 |
| ▪ clearing and carrying multiple used plates and other service-ware | Q 5.1
Q 5.2
Q 5.4 |

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KE 4	Key features of food and beverage items on the menu	Q 2.4a Q 2.4b	
KE 5	Common organisational procedures used when processing accounts:		
	▪ cash	Q 3.12 Q 3.13	
	▪ credit card	Q 3.12 Q 3.13	
	▪ room charge	Q 3.12 Q 3.13	
	▪ electronic systems	Q 3.12 Q 3.13	
KE 6	Correct and environmentally sound disposal methods for food and beverage waste	Q 5.7	
Performance evidence			
PE 1	Provide effective food and beverage service during five different service periods, including at least one peak period that includes:		
	▪ effective use of techniques for:		T 11a–g T 13a–g T 14a–g T 15a–d WS 5
	– service style appropriate to organisation		
	– carrying and placing plates containing meals		
	– clearing and carrying multiple used plates and other service-ware		
	– processing customer accounts		
	▪ following procedures for:		T 1a T 2a–l T 3a–g T 4a–m T 5a–h T 18a–k T 19a–d WS 4
	– table and venue set-up		
	– end of shift activities		
PE 2	Interact with and positively respond to diverse demands and requests by multiple customers during above service periods		T 6a–k T 7a–k T 8a–c, g T 9a–d T 10e–g T 12f T 13a–d T 14b, c T 15a–d WS 3
PE 3	Perform above service within realistic commercial timeframes		WS 2

Foundation skills

FS 1	Reading skills to read food and beverage menus and organisational procedures	T 1a T 1b T 3a WS 4
FS 2	Writing skills to: record customer orders and write clear and precise notes on special requests	T 8e
FS 3	Oral communication skills to: <ul style="list-style-type: none"> ▪ use active listening and open and closed probe questioning to determine customer preferences ▪ discuss causes of service delays or deficiencies with customers and colleagues in a professional manner 	T 7c T 7d T 10e T 10f T 10i
FS 4	Initiative and enterprise skills to recognise delays and deficiencies in food service and rectify to the customer's satisfaction	T 10a-i
FS 5	Teamwork skills to provide timely operational information to colleagues to support efficient service	T 10i T 19a-d
FS 6	Technology skills to use organisational ordering systems and equipment	T 8f T 8i WS 1