

Unit mapping

KQ: Knowledge questions

KQ

PA

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

Elements and performance criteria

E 1 Prepare restaurant for service

PC 1.1	Access organisational information and prioritise and sequence tasks for the service period	Q 1.2.a Q 1.2.b Q 1.3.a Q 1.3.b Q 1.4	T 1a-h WS 6
PC 1.2	Complete set up of dining area and mise en place requirements according to style of service and menu options	Q 1.5 Q 1.6.a Q 1.6.b Q 1.7 Q 1.8 Q 1.9 Q 1.10 Q 1.11.a Q 1.11.b Q 1.12.a Q 1.12.b Q 1.13 Q 1.14 Q 1.15 Q 1.16	T 2a-l
PC 1.3	Check and adjust dining environment to ensure comfort and ambience for customers	Q 1.17 Q 1.18 Q 1.19.a Q 1.19.b	T 3a-k

E 2 Provide food and beverage advice to customers

PC 2.1	Welcome customers on arrival and offer available pre-meal services	Q 2.1 Q 2.2	T 4a T 4b T 4g
PC 2.2	Allocate tables, seat customers, and provide napkin service	Q 2.3 Q 2.4	T 4b-f T 5a T 5d
PC 2.3	Present food and beverage menus and provide product information	Q 2.5 Q 2.6	T 5b T 5e T 5f WS 3
PC 2.4	Give clear explanations and descriptions and use correct terminology and pronunciation to describe food and beverage menu options	Q 2.7 Q 2.8 Q 2.9 Q 2.10	T 5e T 5f WS 3
PC 2.5	Answer questions and make recommendations to assist with food and beverage selection	Q 2.11 Q 2.12	T 5g-j

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PC 2.6	Assist customers with selection of food and beverage matching and promote or upsell products	Q 2.13 Q 2.14	T5k T 5l
PC 2.7	Take customer orders, verify selection, and operate ordering system according to organisational procedures	Q 2.15 Q 2.16 Q 2.17 Q 2.18	T 6a-e WS 6
PC 2.8	Provide and adjust glassware, service-ware and cutlery suitable for food and beverage choices	Q 2.19.a Q 2.19.b	T 7a-c
E 3 Serve and clear meals			
PC 3.1	Monitor flow of service and meal delivery, promptly resolve delays or deficiencies in service, and advise or reassure customers	Q 3.1 Q 3.2 Q 3.3	T 8a-m
PC 3.2	Collect meals from kitchen and check for accuracy and presentation	Q 3.4	T 9a-c
PC 3.3	Use appropriate techniques to carry and place plates containing meals and serve to the correct person	Q 3.5	T 9c-g
PC 3.4	Check customer satisfaction at the appropriate time	Q 3.6 Q 3.7	T 9e
PC 3.5	Use appropriate techniques to clear and carry multiple used plates and other service-ware	Q 3.8 Q 3.9	T 11a-e
PC 3.6	Clear used items at the appropriate time during service with minimal disruption to customers	Q 3.8 Q 3.9	T 11b WS 5
E 4 Serve and clear alcoholic beverages			
PC 4.1	Select beverages and check both temperature and presentation prior to serving	Q 4.1.a Q 4.1.b Q 4.2 Q 4.3 Q 4.4 Q 4.5.a Q 4.5.b Q 4.5.c Q 4.6	T 10a-c
PC 4.2	Load, carry and unload trays where required, safely and avoiding spillage	Q 4.7	T 10d-f
PC 4.3	Present beverages selected by customers and verify choice	Q 4.7 Q 4.8	T 10g
PC4.4	Open and serve beverages correctly, safely and without spillage	Q 4.9 Q 4.10	T 10h
PC 4.5	Pour beverages as required according to organisational and industry standards	Q 4.9 Q 4.10	T 10i WS 6
PC 4.6	Refill glasses during service, with minimal disruption to customers	Q 4.11	T 10j WS 5
PC 4.7	Remove used and unused glassware from tables at the appropriate time	Q 4.12 Q 4.13	T 11a-e

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PC 5.1	Liaise with kitchen, bar and other waiting staff before, during and after service to maximise efficient customer service	Q 5.1	T 1e T 2b T 8i T 9g T 10k T 11f WS 4
PC 5.2	Complete end of shift duties	Q 5.2 Q 5.3 Q 5.4	T 12a-l
PC 5.3	Provide handover to incoming restaurant colleagues and share relevant information	Q 5.4 Q 5.5	T 12i T 12k T 12l
PC 5.4	Review and evaluate services with colleagues and suggest service improvements	Q 5.6 Q 5.7	T 12k T 12l
PC 5.5	Undertake tasks according to environmental considerations	Q 5.8 Q 5.9 Q 5.10	T 12b T 12f T 12g

Knowledge evidence		
KE 1	Work flow structures for service in food and beverage service environments	Q 1.3.a Q 1.3.b Q 1.4
KE 2	Roles and responsibilities of a range of food and beverage attendants	Q 1.1
KE 3	Food and beverage service styles and types of menus used in different hospitality contexts: <ul style="list-style-type: none"> ▪ buffet ▪ tray ▪ plate ▪ silver service 	Q 1.6.a Q 1.6.b Q 1.7
KE 4	Meaning of mise en place for food and beverage service and mise en place requirements for service styles and different menu options	Q 1.5 Q 1.6.b Q 1.8
KE 5	Organisational procedures to set up a dining venue: <ul style="list-style-type: none"> ▪ checking and preparing equipment and materials for service ▪ checking dining environment and customer facilities for cleanliness, and preparing and adjusting as appropriate ▪ checking tables and table settings for stability and access for customers and service personnel ▪ setting up furniture according to legislative and organisational requirements, bookings, customer requests, and customer and staff convenience and safety ▪ table dressing 	Q 1.2.a Q 1.12.b Q 1.13 Q 1.17 Q 1.18 Q 1.19.a Q 1.19.b Q 1.12.b Q 1.12.a Q 1.8 Q 1.9 Q 1.10 Q 1.11.a
KE 6	Organisational and traditional standards for table settings of glassware, crockery and cutlery	Q 1.8 Q 1.10 Q 2.19.a Q 2.19.b
KE 7	Ways of dressing and setting tables for service styles used in restaurants and for functions	Q 1.8 Q 1.9 Q 1.11.a Q 1.11.b
KE 8	Napkin folding styles for different restaurant and function settings and occasions	Q 1.11.a Q 1.11.b

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KE 9	Organisational and traditional dining room set-ups for different types of restaurant and function venues: <ul style="list-style-type: none"> ▪ furniture ▪ seating ▪ decoration 	Q 1.14 Q 1.15	
KE 10	Organisational end of shift duties: <ul style="list-style-type: none"> ▪ clearing, cleaning or dismantling work area, furniture and equipment ▪ disposing of food waste, disposables and recyclables ▪ general cleaning of service area and customer facilities ▪ removing used items from service area and transferring them to appropriate location for cleaning ▪ setting up for next service: <ul style="list-style-type: none"> – polishing cutlery and glassware – storing service-ware, flatware and glassware in allocated storage areas – resetting and dressing tables – storing and preparing equipment for next service 	Q 5.3 Q 5.8 Q 5.3 Q 5.10 Q 5.3 Q 1.16 Q 5.3 Q 1.8 Q 1.9 Q 1.10 Q 1.11.a Q 1.11.b Q 5.3	
KE 11	Comprehensive product knowledge of food and beverage items offered during the service specified in the performance evidence	Q 2.9 Q 2.10	T 5e T 5f T 5i-k WS 3
KE 12	Features and uses of different types of glassware for different beverages	Q 4.5.a Q 4.5.b Q 4.5.c	
KE 13	Techniques for: <ul style="list-style-type: none"> ▪ carrying and placing plates containing meals ▪ clearing and carrying multiple used plates and other service-ware ▪ opening and pouring still and sparkling wines and other beverages 	Q 3.5 Q 3.9 Q 4.9 Q 4.10	

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KE 14	Features of industry and organisation-specific:		
	▪ computerised ordering systems	Q 2.15 Q 2.16	
	▪ work flow between kitchen and front of house areas	Q 3.1	
	▪ ordering and service procedures	Q 2.1 Q 2.2 Q 2.3 Q 2.4 Q 2.5 Q 2.7 Q 2.9 Q 2.16 Q 2.17 Q 2.18 Q 2.19.a Q 2.19.b Q 3.1 Q 3.3 Q 3.4 Q 3.5 Q 3.6 Q 3.7 Q 3.8 Q 3.9 Q 4.2 Q 4.4 Q 4.6 Q 4.7 Q 4.8 Q 4.9 Q 4.10 Q 4.12 Q 4.13 Q 5.2 Q 5.3	
	▪ closing procedures for the dining venues	Q 5.2	
KE 15	Environmental impacts of food and beverage service and minimal impact practices to reduce them, including those that relate to reusable resources, water and energy use	Q 5.8 Q 5.9 Q 5.10	
KE 16	Correct and environmentally sound disposal methods for food and beverage waste	Q 5.8	

Performance evidence

PE 1	Prepare for and provide table service of food and beverage over a minimum of 12 service periods	T 1a-h T 2a-l T 3a-k T 4a-g T 5a-l T 6a-e T 7a-c T 8a-m T 9a-g T 10a-k T 11a-f T 13 WS 1-5
PE 2	Provide full explanations and advice on food and beverage menu options during each of the above service periods	T 5b T 5e-k WS 3
PE 3	Interact with and respond to customers during above service periods in a professional manner and in response to demands and requests relating to:	
	<ul style="list-style-type: none"> information on beverages and food 	T 5b T 5e-l WS 3
	<ul style="list-style-type: none"> location of customer facilities 	T 5c
	<ul style="list-style-type: none"> menu choices and availability 	T 5b T 5e-k WS 3
	<ul style="list-style-type: none"> recommendations for food and beverage 	T 5g-l
	<ul style="list-style-type: none"> specials 	T 5l
PE 4	During the above service periods:	
	<ul style="list-style-type: none"> work with speed and efficiency 	T 4a T 6c T 9g T 10k T 11b WS 1
	<ul style="list-style-type: none"> deal with numerous service and operational tasks simultaneously 	WS 2 T 8a-m
	<ul style="list-style-type: none"> work cooperatively as part of the service team to maximise work flow and service efficiency 	T 2b T 8f T 9g T 10k T 12i T 12k T 12l WS 4

Foundation skills

FS 1	Reading skills to: <ul style="list-style-type: none"> read food and beverage menu items and organisational procedures 	T 1a-d
FS 2	Writing skills to: <ul style="list-style-type: none"> record customer orders and write clear and precise notes on special requests 	T 6d
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 delay or deficiencies with customers and colleagues 	T 4d T 5g T 5h T 6a T 8b
FS 4	Numeracy skills to: <ul style="list-style-type: none"> calculate timing of service across multiple tables 	T 8a
FS 5	Initiative and enterprise skills to: <ul style="list-style-type: none"> evaluate the standard of presentation of the dining area against organisational standards recognise delays and deficiencies in food service and rectify to the customer's satisfaction 	T 3a-k T 8a-m
FS 6	Planning and organising skills to: <ul style="list-style-type: none"> monitor flow of service and meal delivery and serve and clear food at the appropriate time during service 	T 8a-g T 9a-d T 11a T 11b
FS 7	Technology skills to: <ul style="list-style-type: none"> use organisational ordering systems and equipment 	T 6c