



CATAPULT

SITHFAB014

Provide table service of food and beverage

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITHFAB014.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/SITHFAB014/>

Trainer/assessor guide

SITHFAB014

Provide table service of food and beverage

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to provide quality table service of food and beverage in à la carte or fine-dining settings. It covers high order service techniques to prepare the restaurant for the service period, provide food and beverage advice to customers, serve and clear food and beverages, and complete end of service tasks.

Fundamental technical skills for food and beverage service are covered by the unit SITHFAB007 Serve food and beverage.

This unit applies to hospitality organisations where table service of food and beverage is provided, such as restaurants, dining rooms and function venues.

It applies to food and beverage attendants who work with some independence and under limited supervision. They may provide operational advice and support to team members.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource	5
Topic 1: Prepare restaurant for service.	5
Prioritising and sequencing tasks	5
Setting up the dining area	9
Check your understanding	29
Topic 2: Provide food and beverage advice to customers.	31
Welcoming customers.....	31
Presenting menus.....	35
Assisting customers.....	37
Taking orders	39
Making adjustments	45
Check your understanding	49
Topic 3: Serve and clear meals.	51
Monitoring the flow of service	51
Collecting meals from kitchen.....	60
Checking customer satisfaction	63
Check your understanding	65
Topic 4: Serve and clear alcoholic beverages.	67
Beverage temperature and presentation.....	67
Tray service.....	69
Presenting beverages.....	70
Opening and serving beverages	71
Refilling glasses	75
Check your understanding	77
Topic 5: Work cooperatively as part of the service team.	79
Liaising with colleagues.....	79
Handovers	85
Reviewing and evaluating services with colleagues	87
Environmental considerations	89
Check your understanding	93
References.....	95
Assessment workbook	97
Unit information	99
What is competency-based assessment?.....	101
How will my competency be assessed?.....	102
Assessment agreement.....	103
Foundation skills checklist.....	104

Skills recognition	105
Topic 1: Prepare restaurant for service	106
Topic 2: Provide food and beverage advice to customers	107
Topic 3: Serve and clear meals	108
Topic 4: Serve and clear alcoholic beverages	109
Topic 5: Work cooperatively as part of the service team	110
Knowledge questions	111
Topic 1: Prepare restaurant for service	113
Topic 2: Provide food and beverage advice to customers	117
Topic 3: Serve and clear meals	128
Topic 4: Serve and clear alcoholic beverages	135
Topic 5: Work cooperatively as part of the service team	141
Topic 6: Specific knowledge evidence	146
Performance tasks	148
Third party evidence collection agreement	149
Topic 1: Prepare restaurant for service	150
Topic 2: Provide food and beverage advice to customers	151
Topic 3: Serve and clear meals	153
Topic 4: Serve and clear alcoholic beverages	155
Topic 5: Work cooperatively as part of the service team	156
Completion record	157
Unit mapping	158
Trainer/ assessor user instructions	163

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Prepare restaurant for service
- » Provide food and beverage advice to customers
- » Serve and clear meals
- » Serve and clear alcoholic beverages
- » Work cooperatively as part of the service team

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
