

Contents

| | |
|---|-----|
| About this trainer/assessor guide | 4 |
| Learning resource..... | 5 |
| Topic 1: Prepare restaurant for service | 5 |
| Access organisational information and prioritise and sequence tasks for the service period | 5 |
| Complete set up of dining area and mise en place requirements according to style of service and menu options | 12 |
| Check and adjust dining environment to ensure comfort and ambience for customers | 35 |
| Check your understanding | 37 |
| Topic 2: Provide food and beverage advice to customers | 39 |
| Welcome customers on arrival and offer available pre-meal services | 39 |
| Allocate tables, seat customers, and provide napkin service | 42 |
| Present food and beverage menus and provide product information..... | 45 |
| Give clear explanations and descriptions and use correct terminology and pronunciation to describe food and beverage menu options | 48 |
| Answer questions and make recommendations to assist with food and beverage selection..... | 51 |
| Assist customers with selection of food and beverage matching and promote or upsell products..... | 53 |
| Take customer orders, verify selection, and operate ordering system according to organisational procedures | 57 |
| Provide and adjust glassware, service-ware and cutlery suitable for food and beverage choices | 62 |
| Check your understanding | 65 |
| Topic 3: Serve and clear meals | 67 |
| Monitor flow of service and meal delivery, promptly resolve delays or deficiencies in service, and advise or reassure customers | 67 |
| Collect meals from kitchen and check for accuracy and presentation | 73 |
| Use appropriate techniques to carry and place plates containing meals and serve to the correct person | 75 |
| Check customer satisfaction at the appropriate time..... | 78 |
| Clear and carry multiple used plates and other service-ware at the appropriate time, causing minimal disruption to customers | 80 |
| Check your understanding | 83 |
| Topic 4: Serve and clear alcoholic beverages | 85 |
| Select beverages and check both temperature and presentation prior to serving | 85 |
| Load, carry and unload trays where required, safely and avoiding spillage | 91 |
| Present beverages selected by customers and verify choice..... | 93 |
| Open, serve and pour beverages correctly, safely and without spillage | 94 |
| Refill glasses during service, with minimal disruption to customers | 99 |
| Remove used and unused glassware from tables at the appropriate time | 100 |
| Check your understanding | 101 |

| | |
|---|--------------------------|
| Topic 5: Work cooperatively as part of the service team | 103 |
| Liaise with kitchen, bar and other waiting staff before, during and after service to maximise efficient customer service..... | 103 |
| Complete end of shift duties..... | 106 |
| Provide handover to incoming restaurant colleagues and share relevant information | 112 |
| Review and evaluate services with colleagues and suggest service improvements | 114 |
| Undertake tasks according to environmental considerations | 118 |
| Check your understanding | 121 |
| References..... | 123 |
| Assessment workbook | 125 |
| Unit information | 127 |
| What is competency-based assessment?..... | 129 |
| How will my competency be assessed?..... | 130 |
| Assessment agreement | 131 |
| Skills recognition | 132 |
| Topic 1 Prepare restaurant for service..... | 133 |
| Topic 2: Provide food and beverage advice to customers..... | 134 |
| Topic 3: Serve and clear meals | 135 |
| Topic 4: Serve and clear alcoholic beverages | 136 |
| Topic 5: Work cooperatively as part of the service team | 137 |
| Knowledge questions | 138 |
| Topic 1: Prepare restaurant for service..... | 140 |
| Topic 2: Provide food and beverage advice to customers..... | 165 |
| Topic 3: Serve and clear meals | 185 |
| Topic 4: Serve and clear alcoholic beverages | 194 |
| Topic 5: Work cooperatively as part of the service team | 210 |
| Project | 223 |
| Completion record | 227 |
| Unit mapping..... | 228 |
| Trainer/assessor instructions and requirements..... | 236 |
| Practical assessment | Separate document |