

National Vocational Certificate Level 2 in Hospitality (Waiter)



Competency Standards



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Competency Standards – Waiter

Module A: Maintain Professional food outlet standards throughout shift

Overview: The aim of the module is to develop the skill knowledge and understanding regarding professional food outlet standards throughout the shift effectively

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>A1: Ensure professional food outlet standards are maintained for waiter's uniform and hygiene throughout the shift</p> <p>This Competency Standard is about keeping yourself clean and hygienic when you are at work and how to select and use protective clothing according to the task you are carrying out.</p>	<p>P1: Keep own self clean and adapt hygienic practice</p> <p>P2: Follow the recommended procedures for washing your hands at all appropriate times</p> <p>P3: Avoid unsafe behavior that could contaminate the food you are working with</p> <p>P4: Report any cuts, boils, grazes, injuries, illness and infections promptly to the appropriate person</p> <p>P5: Make sure any cuts, boils, skin infections and grazes are treated and covered with an appropriate dressing</p> <p>P6: Wear waiter's uniform that is clean, fit for use and worn correctly</p> <p>P7: Compliance with relevant regulations and standards</p>	<p>K1: Know the importance of keeping own self clean and hygienic, including having clean hair, skin and nails, minimal jewelry, for hygiene purposes, including preventing contamination of food being served</p> <p>K2: Ability to explain procedures for washing hands at all appropriate times, including wash hands for at least 20 seconds with antibacterial soap, washing whole hands thoroughly including the back of the hand, fingers, wrists, and forearms, palms and between fingers, where bacteria and pathogens tend to collect, dry in a sanitary manner: clean, unused paper towels or automatic hand dryer, kitchen hazards</p> <p>K3: Explain unsafe behaviour, including spitting, smoking, coughing, sneezing, touching own face, nose or mouth, blowing nose, scratching, chewing gum and eating, in order to prevent any contamination of food equipment or work surfaces; organizational standards for safe behaviour in the food outlet</p> <p>K4: Brief the importance of reporting cuts, grazes and skin conditions, illnesses (particularly stomach illnesses), and infections to the appropriate person (including Captain or other supervisor/manager), in order to avoid any risk of spreading infection</p> <p>K5: Types of waiter's uniform which are appropriate to the task being carried out, including black trousers, white shirt, black</p>

		<p>socks, black shoes, tie and jacket (appropriate to the organization), aprons and overalls (for cleaning) in order to prevent accidents, protect the waiter from spillages and to show any guests the hygiene values of the food outlet</p> <p>K6: Narrate the importance of why a professional image is important by ensuring that the waiter's uniform being used is clean and fit for use and changed when necessary in line with organizational procedures, in order to present a professional image and to avoid possible contamination of food through bacteria and germs carried on dirty clothing</p>
<p>A2: Maintain the health, safety and security of the food outlet working environment</p> <p>This Competency Standard is about safety and security in your workplace helping to spot and deal with hazards and following emergency procedures when necessary.</p>	<p>P1: Maintain a safe, hygienic and secure food outlet working environment</p> <p>P2: Keep a look out for hazards in the food outlet</p> <p>P3: Identify any hazards or potential hazards and deal with these correctly</p> <p>P4: Report any accidents or near accidents quickly and accurately to the appropriate person</p> <p>P5: Deal with problems and unexpected situations in an appropriate manner</p> <p>P6: Practice emergency procedures correctly</p> <p>P7: Follow organization's security procedures</p> <p>P8: Deal with problems and unexpected</p>	<p>K1: Know the importance of working in a healthy, safe and hygienic way, including working tidily, following proper procedures and instructions, in order to avoid accidents, ensure food is served safely and that there is no risk to the guest</p> <p>K2: Take personal responsibility, including taking reasonable care of own safety and the safety of others, following Standard Operating Procedures for safe working practice</p> <p>K3: Know sources of information about health, hygiene and safety in the food outlet, including Standard Operating Procedures for food outlet, manuals, data sheet and instructions from manufacturers and suppliers, websites, training materials</p> <p>K4: Features of a healthy workplace, including suitable size; adequate lighting, heating and ventilation; safe floors (in good condition, i.e. not slippery, no torn or frayed carpeting, no obstructions), stairs, doors and windows; appropriate equipment that is regularly maintained; sufficient storage facilities; hygienic waste disposal facilities, assembly point for evacuations</p> <p>K5: Explain the importance of warning other people (including verbally, using warning notices) about hazards, in order to avoid</p>

	<p>situations in an appropriate manner</p> <p>P9: Ensuring relevant information is recorded in logs, including appropriate detail, people involved, time, actions taken, to ensure efficient operation</p> <p>P10: Deal with emergencies, including taking action within own responsibility, notifying engineering department, evacuating the area or building, ensuring security have been notified where necessary</p>	<p>further accidents and injuries</p> <p>K6: Define types of hazards to be found in the food outlet, including hazardous work areas (including slips; trips and falls; strains and sprains); sharp objects; cuts and lacerations; burns; hot food and service equipment; hazardous substances (including cleaning chemicals) or equipment (including hotplates, drinks machines, water boilers), risks from working in a hurry (including hazardous work methods); fire risks (including hot stoves, electrical equipment); likelihood and potential impact of hazard</p> <p>K7: Explain methods to deal with hazards correctly, including removing or correcting the cause of risk, providing and using waiter's uniform; working tidily, following proper procedures, warning others when necessary, providing additional training to use equipment and machinery correctly; maintaining equipment and machinery; adapting the workflow</p> <p>K8: Types of emergencies that may happen in the food outlet, including fire, flood, accidents, gas leaks</p> <p>K9: The knowledge of location of first aid equipment and the name of the first-aider in the food outlet</p> <p>K10: The importance of following fire safety laws (following safe working practice, preventing the build-up of rubbish, ensuring that flammable materials are not at risk, not smoking except in designated areas), in order to avoid risk to the lives of associates / guests and the fabric of the building</p>
<p>A3: Communicate and coordinate with food & Beverage outlets colleagues efficiently and effectively</p>	<p>P1: Communicate efficiently with colleagues throughout shift</p> <p>P2: Work effectively as part of a hospitality team</p>	<p>K1: Choose appropriate style of communication for different food outlet and other associates, including speaking, appropriate language use, tone, pitch, pace; listening skills, including asking associate appropriate questions, repeating back</p>

<p>throughout the shift</p> <p>This Competency Standard is about communicating with colleagues about customer needs, problems and work issues, and making sure that the 'message' is delivered and received as intended.</p>	<p>P3: Appropriately communicate for food service outlets, including written, verbal, by telephone (or similar), guest's order check, internal memo, e-mail, food outlet log; body language, visual signs</p> <p>P4: Use non-verbal communication effects the impact of own behaviour on other people, including body language – posture/stance facial expression, hand gestures, eye contact</p> <p>P5: Ability to ask for help at the right time, including before and during service, when under pressure, particularly when asked to do something new, being uncertain, being unclear, not understanding</p> <p>P6: Practice the benefits of effective teamwork, including efficient and effective work, correct timing of service, smooth service, high standards of service, food served at the correct temperature, good team spirit, shared responsibility for work effort of the food outlet</p> <p>P7: Identify the responsibilities of the team and their importance to the organization as a whole, including providing an efficient and effective service, cooperating with other team members, anticipating the needs of guests</p>	<p>K2: Knowledge of Interpreting and responding positively to non-verbal communication, including showing understanding, providing positive body language in return</p> <p>K3: Able to know and practice the purpose and benefits of giving food outlet and other colleagues the opportunity to ask questions and check their understanding, and the need to respond positively to these questions</p> <p>K4: Practice and know the need for organizations to have a friendly and purposeful way of communicating with associates,</p> <p>K5: Knowledge of the types of problems that may occur with contacts between associates</p> <p>K6: Knowledge of characteristics of a good team, including commitment to the work in hand, working together, good management skills good communications</p> <p>K7: Knowledge of benefits to self and own team for planning and organizing work, including smooth and effective service, developing good relations, improving guest service as a result Ability of making the most efficient use of own time, including good planning and preparation, avoiding things that may unnecessarily disrupt own time</p> <p>K8: Knowledge of the scope and limits of job role, including duties and responsibilities, what can or cannot be done when helping team members</p> <p>K9: Knowledge of essential information that needs to be passed on to a team member, including information about guests" bookings or food orders, information about the team (attendance and/or absence, illness, lateness) and the need to pass it on as soon as possible, in order to ensure an efficient and effective service and to plan and incorporate any necessary changes</p>
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	<p>P8: Main good working relationships with team members, including being reliable and organized, working methodically, helping others, sharing information, communicating clearly using technical language where appropriate</p>	<p>K10: Knowledge of the types of behaviour that help the team to work well (including being collaborative, supportive, communicative, attention to detail, honesty) and the types that do not (including having a selfish approach, not supporting others, being discourteous to other team members)</p>
<p>A4: Check that all food outlet products and equipment are in good order</p> <p>This Competency Standard is about making sure that products and equipment are in good order and that any problems are properly reported and dealt with.</p>	<p>P1: Ensure all products and equipment used are properly cleaned, well maintained and in good condition</p> <p>P2: Ensure that equipment and products are safely stored according to organizational requirements</p> <p>P3: Record any problems with the condition or function of any products or equipment and report them to the supervisor</p> <p>P4: Report any maintenance issues to the engineering department and to the next shift for appropriate follow up</p> <p>P5: Able to check that any problem reported previously have been dealt with, by checking in the log and confirming that appropriate action has been taken</p> <p>P6: Able to compliance with relevant regulations and standards</p>	<p>K1: Knowledge of using equipment checklists to check that equipment used is properly cleaned, well maintained and in good condition, by proper preparation, additional cleaning of equipment if required, testing operation of electrical or mechanical equipment</p> <p>K2: Brief to store equipment safely according to organizational requirements</p> <p>K3: Explain procedure to record and report any problems,</p> <p>K4: Check that any problems reported previously have been dealt with, by checking in the log and confirming that appropriate action has been taken</p>
<p>A5: Ensure food outlet</p>	<p>P1: Identify opportunities for reducing</p>	<p>K1: Knowledge of waste reduction in the food outlet, including</p>

<p>waste is minimized</p> <p>This Competency Standard is about finding ways to cut down on waste produced by the department and ensuring that waste is managed and disposed of in line with organizational procedures.</p>	<p>waste</p> <p>P2: Follow organizational policies and procedures for managing and reducing waste</p> <p>P3: Ensure the roles and responsibilities for food outlet associates to support waste minimization, including taking own responsibility for managing waste in own food outlet work area</p> <p>P4: Able to identify the impact of food outlet waste, cost of waste removal to the organization, impact on the environment potential to attract pests</p> <p>P5: Able to dispose off food outlet waste promptly, hygienically and appropriately, including disposal or recycling as appropriate</p>	<p>careful ordering of food for guests (not ordering wrong dishes), careful use of disposable and consumable items, including paper serviettes, drinks coasters, tray mats, taking care of equipment</p> <p>K4: Identify the opportunities for avoiding and reducing food outlet waste through reuse and recycling, including using unwanted dishes for staff while they are fresh, packaging food for storage carefully, storing equipment properly</p> <p>K5: Know the potential barriers that may limit waste avoidance and reduction in the food outlet, including poor training, failure to follow proper procedure, broken or missing waste disposal equipment, poor portion control</p> <p>K6: Identify the training needs and provide training for those food outlet associates responsible for reducing waste</p> <p>K7: Know the benefits that can be achieved through food outlet waste reduction measures, including cost reductions for the organization, improved profitability, tidy work areas, benefits for the environment</p>
<p>A6: Attend food outlet briefing and be aware of daily requirements and other issues</p>	<p>P1: Attend team briefing at appropriate time</p> <p>P2: Make notes as required on requirements for food and beverage services Inform team leader if any products or equipment are in need of maintenance or attention</p> <p>P3: Inform team leader if any products or equipment are in need of maintenance or attention</p>	<p>K1: Follow the roles and responsibilities for the day, including preparation, service, clear-down, number of covers expected, team work responsibilities</p> <p>K2: Know the need for maintenance or attention for any products or equipment, including checking equipment operation, advising the Captain of any faults or other attention needed, ensuring food outlet log is completed appropriately</p> <p>K3: Know the full understanding of the briefing and what duties for the day are, by paying careful attention during briefing, asking questions where necessary</p>

	<p>P4: Ensure a clear understanding of the briefing and what own role and responsibilities are.</p> <p>P5: Deal with problems of quality or quantity of food or drink available, including acting within limits of own role and responsibility, checking with kitchen team, reporting to Captain</p>	<p>K6: Check that there are no problems or difficulties, including ensuring own area of food outlet is prepared, consulting with other associates and offering support, seeking support if needed</p>
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Module: B: Develop social skills for hospitality

Overview: The aim of the module is to develop the skill knowledge and understanding to communicate with guests and associates in a hospitality setting.

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>B1: Develop and use communication skills in hospitality industry</p>	<p>P1: Understand the expectations of guests and associates in hospitality industry</p> <p>P2: Develop technical and social skills</p> <p>P3: Apply communication skills in a hospitality Industry, including asking questions to find information, listening, giving information; technical, using technical terminology with associates when appropriate, avoiding using jargon when communicating with guests</p> <p>P4: Seek the information, including obtaining new information, checking or confirming details, beginning with „Who...“, „Where...“, „What...“, „When...“, „Why...“, „Which...“, „How...“); and using closed questions (that produce a response of „Yes or „No“)</p> <p>P5: Exhibit listening skills, including maintaining eye contact with the guest or associate, avoiding distractions and concentrating, showing interest by using body language, summarizing what has</p>	<p>K1: knowledge of guest’s expectations, including being treated with dignity, respect, understanding and kindness, professionalism</p> <p>K2: Product and service knowledge to support communication skills, including information about the guest’s booking, information about the menu and dishes, knowledge of associates job roles and responsibilities</p> <p>K3: Understanding body language, including movements, gestures, facial expressions and shifts in the guest’s or associates body position or stance; standing straight but relaxed, facing the guest or associate directly, maintaining eye contact</p> <p>K4: Barriers to good communications, including complicated messages or language, incorrect or inappropriate use of technical terminology or jargon, disregard for the needs of the guest or associate, fatigue, disinterest, poor listening skills, bad prior experiences with the guest or</p>

	been said, letting the guest or associate finish speaking / not interrupting	associate, noise or other distractions in case of disability of guest in communication.
B2: Develop and use social skills in a hospitality industry	<p>P1: Understand the principles of developing and maintaining good relationships with guest and associates</p> <p>P2: Develop social skills</p> <p>P3: Apply social communication skills, including for newly arriving guests, guests already using hospitality services, guests who are leaving, associates needing help or support, new associates</p> <p>P4: Use social communication skills to manage difficult situations, including handling problems or complaints, handling conflict with a guest or associate, finding solutions</p> <p>P5: Ask for feedback from Captain, from other associates, recognizing strengths and weaknesses of own social skills</p>	<p>K1: Knowledge of principles of developing and maintaining good relationships with guest and associates, including maintaining and enhancing self-esteem, listening and responding with empathy</p> <p>K2: Understand how to develop social skills, including good personal presentation, active listening, being objective, being assertive, being interested in the guest or associate, giving own name to support good relationships, maintaining eye contact at appropriate times</p> <p>K3: Know the Barriers to develop social skills, including lack of confidence, limited product or service knowledge, aggressive guests or associates/colleagues, lack of support from Captain or supervisor</p> <p>K4: Opportunities to apply social skills in a hospitality industry, including with new or regular guests, with new or regular associates, with Captain or supervisor</p>

Module C: Prepare and Clear service and guest areas for food and beverage service

Overview: The aim of the module is to develop skill knowledge & understanding regarding food, beverage and takeaway services

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>C1: Prepare and clear equipment and materials for food and beverage service</p> <p>This Competency Standard is about preparing areas and equipment for food and beverage service by checking stock levels and ensuring waste food containers are ready for use. It also covers preparing customer and dining areas; including laying up the tables and checking that condiments are ready for use. Finally, the standard covers clearing areas after service, e.g. stacking cutlery for cleaning and checking that service equipment such as hot plates are clean and turned off.</p>	<p>P1: Understand a range of food and beverage settings and cover lay-ups</p> <p>K2: Cover layouts for different settings and styles, including table d'hôte, à la carte, functions, counter and take-away service</p> <p>P3: Prepare and clear equipment and materials for food and beverage service in different settings</p> <p>P4: Prepare and clear service area for food and beverage service in different settings</p> <p>P5: Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service</p> <p>P6: Handle equipment and materials needed for service area, including correct menus and beverage lists, cutlery/silverware, glassware, service dishes/flats, plate rings, sauce boats, soup tureens, hot plates/plate warmers (stocked as required for service), refrigerated units, hot/cold beverage service containers, trays/trolleys, condiments and accompaniments,</p>	<p>K1: Explain food and beverage settings, including breakfast, lunch, high tea, dinner, coffee shop/café, banqueting; room layouts for different settings (formal, informal, buffet)</p> <p>K2: Identify the need for an adequate stock of food service equipment and materials in the service area, in order to be fully prepared for service and to avoid delays during service period</p> <p>K3: Know when the service equipment (including hot plates/plate warmers, refrigerated units, hot/cold beverage service containers, equipment for making hot drinks) should be turned on before service and off afterwards, including ensuring they are ready and operating at the correct temperature for use during service, saving power after service</p> <p>K4: Knowledge of sources of information on health and safety and food information, including Standard Operating Procedures, Captain or supervisor, HR department</p> <p>K5: Know and practice the importance of checking linen (including table cloths, buffet cloths, slip cloths, napkins, waiters' cloths) and table items before service (clean and in good order), in order to provide a high standard of service and to avoid delays</p> <p>K6: Identify the importance of checking heating/air conditioning/ventilation and lighting before use when preparing guest dining areas for table service</p> <p>K7: Knowledge of different types of unexpected situations that may occur when preparing and clearing dining and service areas and equipment, including shortage of equipment, shortage of</p>

	<p>equipment for making hot drinks (including still-set machines, coffee and espresso machines, kettles, supplies of tea, coffee and other drinks, milk/cream, sugar) etc.</p> <p>P7: Keep Safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service, including waiter's uniform, using correct equipment, following correct procedures, to ensure there is no danger or risk to food or guests" and associates" health</p> <p>P8: Keep cleanliness of the service area after service, to maintain professional standards and to support the next shift</p> <p>P9: Ensure that food items and equipment are returned and/or stored appropriately following service, including checking and wrapping/covering any returned food items for re-use, returning food items for storage at the correct temperatures, disposing of any unsafe food correctly</p> <p>P10: Dispose of broken glass and crockery safely, by wrapping in old newspaper and securing with tape or string</p> <p>P11: Check the table and other linen for cleanliness following service period, returning used linen to housekeeping in line with organizational requirements</p>	<p>staff, breakages and damage, and dealing with these, and coordinate with F&B Captain, seeking help from other associates, ensuring details are recorded in food outlet log</p>
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<p>C2: Prepare and clear guest area for food and beverage service</p>	<p>P1: Check at the beginning of a shift that the work area and service equipment are hygienic, free from damage and prepared ready for use</p> <p>P2: Check that there are sufficient stocks of service items ready for service</p> <p>P3: Switch on appropriate service equipment in time to reach the recommended operating temperature</p> <p>P4: Display promotional materials ready for guest use</p> <p>P5: Check that refuse and waste food containers are clean and ready for use</p> <p>P6: Display food immediately before service, in line with operational procedures</p> <p>P7: Assemble for cleaning or store any reusable service items and equipment from the food service</p> <p>P8: Where appropriate, store condiments and accompaniments for future use in line with food hygiene legislation</p> <p>P9: Dispose of rubbish, used disposables and waste food following recommended procedures</p>	<p>K1: Explain the importance of following safe and hygienic working practices when preparing and clearing take-away areas for counter/take-away service, including waiter's uniform, using correct equipment, following correct procedures, to ensure there is no danger or risk to food or guests" and associates" health</p> <p>K2: Brief the importance of checking for damage in all work areas and service equipment, in order to maintain standards, ensure service areas and equipment meet service requirements, informing Captain if areas need attention or equipment needs replacing</p> <p>K3: Elaborate the importance of displaying hot and cold food safely, to ensure food is safe to eat, to avoid spillages on guests or staff, to make food look attractive and appealing to guests</p> <p>K4: Define the importance of checking expiry dates on appropriate food and drink items, to ensure that all food is safe to eat and there is no risk to guests" health</p> <p>K5: Know the need to check all promotional material (including posters, blackboard / whiteboards, illustrated menu boards, vouchers and loyalty cards, additional promotional information) before use, to ensure that it is informative for guests and presents a good image of the organization</p> <p>K6: Identify and practice the importance of having the correct serving equipment available for service, in order to ensure a smooth service and avoid delays for the guest</p> <p>K7: Explain the need for all perishable food and drink items to be returned to the kitchen and storage area immediately after service, so that it can be re-used or disposed of as appropriate</p> <p>K9: Define the types of unexpected situations that may occur</p>
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	P10: Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use	when preparing and clearing areas, including shortage of service equipment, linen, table space, wrong allocation of table covers, and dealing with these, including informing the Captain, seeking help from other associates (including from other departments, - housekeeping, engineering)
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Module D: Serve Food and Beverage

Overview: The aim of the module is to develop the skill knowledge and understanding regarding services of food and beverage

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>D1: Greet guests and take orders</p> <p>This Competency Standard is about greeting and assisting customers when they arrive, giving them accurate information about dishes and taking their orders.</p>	<p>P1: Greet guests, identify their requirements and check any booking records as appropriate to the service operation</p> <p>P2: Provide guests with assistance when they arrive</p> <p>P3: Make sure customers have access to the correct menu</p> <p>P4: Give accurate information on individual dishes according to customers' requirements</p> <p>P5: Take the opportunity to maximize the order using appropriate sales techniques</p> <p>P6: Assist guests to make a choice where appropriate</p> <p>P7: Identify, record and deal with their order promptly</p> <p>P8: Take guest's orders, including choosing the right time to take the order (not too soon or too late), checking</p>	<p>K1: Know the types of guest, including individuals, business people, families, the elderly, disabled people (including wheel-chair users, partially sighted or blind people, hard of hearing, other physical disabilities), children and young people, foreigners</p> <p>K2: Identifying guests with or without a reservation and following appropriate procedures, including checking reservation details, time, number of guests, confirming if guests without reservations can be accommodated, any delay in providing service</p> <p>K3: Know about types of assistance that guests may need on arrival, including making or confirming booking / reservation, assistance with hanging coats / outdoor clothing, knowing where to go, and dealing with these, including checking booking records, taking and hanging coats, checking any special requirements</p> <p>K4: The knowledge of menus before use, to ensure correct menu is being used, to provide a good impression, to ensure availability of dishes, to be aware of any special offers</p> <p>K5: Understanding different dishes, including ingredients, composition, methods of cooking, flavor, use of herbs and spices, pricing of dishes</p> <p>K6: The types of unexpected situations that may occur when greeting guests and dealing with their orders, including unexpected bookings, insufficient table space, insufficient staffing,</p>

	<p>guests are ready to order, standing by the host, being patient with indecisive guests or those who change their minds, recording number of dishes required, any special requirements or changes to normal dishes; manual/paper or electronic systems for taking orders, including first orders (starters and main courses), returning for second/third order (sweets and coffee/tea/other drinks)</p>	<p>and dealing with these, including recording reservation information, informing the guest about options (waiting for a table, choosing another food outlet), informing Captain about staffing issues</p>
<p>D2: Use appropriate methods and equipment to serve cold beverage to customers</p> <p>This Competency Standard is about serving customer orders, providing customers with items such as cutlery and condiments and keeping the customer area clean and tidy during service. The Standard also includes preparing basic equipment such as small dispensing machines, kettles, urns and coffee and tea pots. You will be able to prepare and serve hot drinks such as coffee, tea, and hot chocolate.</p>	<p>P1: Use appropriate methods and equipment to serve food and accompaniments to guests in different settings</p> <p>P2: Prepare and serve drinks to guests in different settings</p> <p>P3: Maintain the food and beverage service throughout the shift</p> <p>P4: Demonstrate safe and hygienic working practices when serving food, accompaniments and beverage to guests</p> <p>P5: Store food and equipment safely in line with organizational requirements</p> <p>P6: Dispose of waste in line with organizational requirements</p> <p>P7: Deal with unexpected situations in line with organizational guidelines</p>	<p>K1: Define methods of food service, including plate, family, solver, table theatre (cooking, carving, filleting, dressing), tray</p> <p>K2: Explain food service equipment and materials, including service cutlery as required, service cloths, cutlery/silverware, glassware, service dishes/flats, plate rings, sauce boats, soup tureens, hot plates/plate warmers (stocked as required for service), refrigerated units, hot/cold beverage service containers, trays/trolleys; correct service equipment for different menu items</p> <p>K3: Knowledge of menu items, food ingredients and approximate quantities of the food dishes available on the menu, hot and cold beverage, in order to meet guests' needs accurately</p> <p>K4: Give reasons why food and beverage should be arranged and presented in line with the menu specifications, to meet organizational standards, to meet guest needs and to present a good impression of the organization</p> <p>K5: Understand the importance of taking care to serve food and beverage hygienically, in order to ensure high standards of food safety are maintained, to minimize the risk of food poisoning (particularly to babies and young children, pregnant women and nursing mothers, the elderly and infirm, those already suffering</p>

	<p>P8: Work under pressure, including planning, prioritizing, communicating with guests or associates, teamwork, remaining polite and courteous</p> <p>P9: Holding hot and cold food for service, including using hot-cases for storing food above 63 degrees, not holding hot food at temperatures less than 63 degrees for more than 2 hours (disposing of such food after this period), holding cold food at less than 8 degrees (ideally less than 5 degrees), not holding cold food at temperatures at more than 8 degrees for more than 4 hours (disposing of such food after this period)</p> <p>P10: Maintain professional service throughout the shift, clearing tables in line with organizational requirements, including waiting till all guests have finished, using appropriate clearing techniques, clearing to sideboard or waiter's pantry, tidying the table, adjusting covers</p>	<p>from illness or a medical condition)</p> <p>K6: knowledge of sequence of service in line with organizational requirements, including collecting food from the service point, carrying dishes safely, serving cold food before hot, ladies, gentlemen, children, the host, serving all guests at the same time</p> <p>K7: Knowledge of types of drinks, including hot drinks (teas – black, green, fruit; coffee – instant, filter, specialty; chocolate), cold drinks (water, fruit drinks, soft drinks; milk; yoghurt-based); canned, bottled</p> <p>K8: Accompaniments for drinks, including sugar, milk, cream, sugar, ice, lemon, dustings</p> <p>K9: Equipment for drinks, including crockery, silverware, hot drinks machines, coffee and espresso machines, still sets, filter machines, urns, blenders, steamers, cream whippers, kettles and boilers, cafetières, vacuum flasks</p> <p>K10: The need for drink, supplies and accompaniments and drinks equipment to be available and ready for immediate use, in order to meet guests' needs promptly</p> <p>K11: Elaborate need for guest and service areas to be kept tidy and free from rubbish and food and beverage debris, to comply with organizational requirements and to present a good image of the organization to the guest Handling and disposing of waste correctly, following organizational requirements and taking appropriate steps to reduce waste The need for a constant stock of linen, table items and accompaniments, in order to re-lay tables promptly ready for next guest</p>
<p>D3: Provide a outlet counter and takeaway</p>	<p>P1: Give guests information that meets their needs, and promotes your</p>	<p>K1: Explain the menu items, food ingredients and approximate quantities of the food stuff available on the menu</p>

<p>service</p> <p>This Competency Standard is about taking guests' orders and serving food and drink on a counter or takeaway basis. It also covers maintaining the counter and service areas, with items such as trays and utensils, and displaying food and drink items in the correct manner.</p>	<p>organization's products and services</p> <p>P2: Find out what guests require, and if necessary tell them about any waiting time</p> <p>P3: Process the order promptly</p> <p>P4: Serve food and drink items at the recommended temperature, using clean, hygienic and undamaged service equipment of the appropriate type</p> <p>P5: Make sure there are appropriate condiments and accompaniments available for your customers</p> <p>P6: Keep your work area tidy, hygienic and free from rubbish and food debris during service</p> <p>P7: Maintain enough stocks of clean service items and restock with food and drink items when necessary</p> <p>P8: Display and store food and drink items in line as required</p> <p>P9: Clear the work area of used and un-required service items at the appropriate times</p> <p>P10: Dispose of rubbish, used disposable items and food waste as required</p>	<p>in order to provide information to guests about products and their availability</p> <p>K2: Identify the importance of using separate serving equipment for each food item, in order to serve food efficiently and in an appealing way for the guest, to avoid mixing foods and flavors, to meet guests' needs (particularly in relation to religious requirements)</p> <p>K3: Knowledge of the need to control portions when serving guests, in order to manage costs effectively and to avoid favoring some guests</p> <p>K4: The importance of serving food in the correct order, in order to ensure guests' needs are met</p> <p>K5: Identify the importance of serving food and drink items at the correct temperature, in order to ensure that it is safe to eat and drink and that it meets guest requirements</p> <p>K6: Explain the importance of maintaining food at the correct temperature, in order to ensure food safety, including switching equipment on in good time before service, checking the temperature of food and counter equipment, advising the Captain of any problems</p> <p>K7: Packaging take-away items correctly following organizational guidelines, including following hygienic work practices (using tongs and other service equipment, disposable gloves), using appropriate packaging materials, maintaining food at the optimum temperature, packing hot and cold food and drinks separately, avoiding spillage of food or drinks</p>
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<p>D4: Secure payment from guests for food and beverage using appropriate method</p> <p>This Competency Standard is about maintaining a payment point such as a till. It also covers taking payments from the customer, operating the till correctly and keeping payments safe and secure.</p>	<p>P1: Maintain clean and orderly checkout areas.</p> <p>P2: Count float money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.</p> <p>P3: Prepare all the necessary items for making checks before the shifts starts and restock materials if required</p> <p>P4: Keep guest check ready at all times by posting food items as soon as possible</p> <p>P5: Before handing over the check to your guest, re-check your postings for the last time.</p> <p>P6: Present the check to the guest according to your organization's procedures</p> <p>P7: Receive payment by cash, check, credit cards, vouchers, or automatic debits and validate it if necessary</p> <p>P8: Carry out transactions without delay and give relevant confirmation to the customer</p> <p>P9: Give correct change for cash transactions</p>	<p>K1: Describe the organization's security procedures for cash and other types of payments</p> <p>K2: Define setting up the point of sale (POS), including collecting the float, preparing the cash till.</p> <p>K3: Know the methods of payment, including cash, cheque, credit cards, vouchers, automatic debits or ledger payments, foreign currency, complimentary</p> <p>K4: Understand the correct procedures for handling payments/cash, including preparing guest's bill, counting the money received from guest counting out change returned to guest, processing payments using credit/debit cards or other forms of payment, never leaving payment point unattended, not allowing access to payment point by unauthorized people, keeping keys safe, being alert to security issues, managing the payment point during load-shedding or power failure</p> <p>K5: Explain particular methods of payment for counter and/or take-away food and beverage service, including payment on receipt of food, payment at point of exit</p> <p>K6: Identify the Procedures for dealing with hand held (POS) payment devices, including taking them to the guest to ensure that debit or credit card remains in their sight</p> <p>K7: Practice the procedure to follow when a payment has been declined, including informing the guest, informing the Captain if required, politely requesting alternative method of payment</p> <p>K8: Explain the importance of telling the guest about any delays, in order to avoid complaints, to provide assistance, and possible courses of action, including speaking to them promptly, advising Captain in case further support is needed</p>
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	<p>P10: Make the payment point contents available for authorized collection when asked to</p> <p>P11: Look out for and report suspicious items or lost property</p> <p>P12: Able to document the stocks and materials needed to set up and maintain the payment point, including print rolls, blank guest bills, reservations lists, menus and drinks lists, promotional information, pens, comment cards, cash summary sheets, error slips</p> <p>P13: Able to practice the procedures for closing the payment point, including completing payment point documentation, collecting the contents of the payment point (POS) and who to hand payments over to</p> <p>P14: Able to Report suspicious items and lost property, including bags or packages left by guests, to Captain or supervisor Knowledge of Compliance with relevant regulations and standards (see Introduction)</p>	<p>k12: Know the types of problems that might happen with the payment point(POS) (including lack of or insufficient float, lack of stationery, equipment not working properly) and dealing with these problems (including collecting additional float or stationery, reporting equipment faults, seeking support from other associates, consulting with Captain)</p> <p>K9: Describe the types of problems that may happen when taking payments (including queries on bills, guests unwilling to pay, malfunction of electronic equipment) and dealing with these problems (including checking details, seeking support from other associates, reporting to Captain)</p>
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<p>D5: Support captain of food outlet</p> <p>This Competency Standard is about providing the Captain with support to ensure that the food and beverage service outlet runs smoothly.</p>	<p>P1: Attend the briefing and support captain and associates in understanding the requirements of the shift</p> <p>P2: Maintain good rapport with the captain to make the workplace positive for customers and associates</p> <p>P3: Support the captain in greeting and seating the customers and enhancing the customer experience</p> <p>P4: Support the captain in implementing policies and procedures of the company to provide excellent customer services</p> <p>P5: Coordinate with captain during operations to ensure smooth operation of the food and beverage outlet</p>	<p>K1: Understand roles and responsibilities of Captain and associates and the importance of the restaurant hierarchy, in order to ensure that all associates understand their roles and lines of reporting and responsibility</p> <p>K2: Knowledge of the importance of attending promptly for duty, in order to ensure that preparation for service of food is efficient and effective</p> <p>K3: Explain purpose of the briefing (to inform associates of the level of business for the shift and any special requirements or issues) and how to support the Captain, food outlet and other associates to implement the requirements of the day, including good team working, anticipating where other associates may need help, directing support as required</p>
<p>D6: Maintain food safety for food outlet when storing, holding and serving food</p> <p>This Competency Standard is about ensuring that proper food safety procedures are followed when storing, holding and cooking food.</p>	<p>P1: Ensure that personal presentation and hygiene meet organizational requirements, including wearing waiter's uniform, keeping hair, skin and nails clean and hygienic, following the recommended procedures for washing hands at all appropriate times, avoiding unsafe behaviour that could contaminate the food being served</p> <p>P2: Make sure food outlet surfaces and equipment are clean and in good condition, including carrying out additional cleaning if required.</p>	<p>K1: Know to Keep necessary records up-to-date, including storage records, delivery records and open and closing inventories</p> <p>K2: Know Organization's procedures for items that may cause allergic reactions</p> <p>K3: Know Compliance with relevant regulations and standards</p>

	<p>P3: Use only clean and suitable cloths and equipment for wiping and cleaning between tasks, in order to maintain hygiene and prevent the risk of cross-contamination Able to Remove any used food outlet equipment that is damaged or has loose parts, reporting it to the Captain</p> <p>P4: Able to Identify, take appropriate action and report to the Captain any damage to food outlet surfaces, walls, floors, ceilings, furniture and fixtures, or signs of pests</p> <p>P5: Disposing of food outlet waste material, including types of waste material generated in the food outlet work area, disposable or recyclable waste</p> <p>P6: Protecting food from hazards, including biological, chemical and physical hazards, by safe and hygienic handling and storage</p> <p>P7: Check that food is safe for service, including properly prepared, holding at the appropriate temperature (about 63 degrees for hot food and below 5 degrees for cold food) using appropriate equipment, including hot plates, refrigerated display units</p> <p>P8: Prepare food for storage and putting</p>	
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	it in the correct food outlet storage area (including dry stores, refrigerators at 1 – 5 degrees, freezers at –18 to –20 degrees) as quickly as necessary, in order to maintain its safety	
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Module E: Provide a carvery/Buffer Service

Overview: The aim of the module is to develop the skill knowledge and understanding to provide food and beverage service through a carvery / buffet.

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>E1: Prepare and maintain a carvery/buffet display</p>	<p>P1: Make sure the carvery/buffet table is clean, undamaged and positioned according to the service style</p> <p>P2: Make sure table items are clean, undamaged and arrange them correctly for food service</p> <p>P3: Make sure service equipment is clean, undamaged and positioned ready for use</p> <p>P4: Display food items ready for service</p> <p>P5: Display and store food items according to food safety requirements</p> <p>P6: Replenish food items as necessary and keep the carvery or buffet free from food debris during food service</p> <p>P7: Purpose of carver or buffet, including extended service periods, breakfasts, large numbers of guests, special occasions (birthdays, weddings,</p>	<p>K1: Define different types of buffet, including finger buffet, fork buffet, plated buffet, maintained by staff, self-service</p> <p>K2: Check table items for damage and cleanliness before service, in order to present a good image of the organization, to clean or replace damaged items if required prior to service</p>

	<p>parties)</p> <p>P8: Plan a buffet or carvery service, including, starting time, how many dishes, style of dishes, methods of service, vegetarian options, special equipment</p> <p>P9: Prepare table items, service equipment and food items, in order to meet guest needs efficiently and effectively</p> <p>P10: Check heating/air conditioning/ventilation and lighting before use when preparing areas for service, in order to create a welcoming atmosphere, to ensure a comfortable food outlet environment for guests, to enable any faults to be reported in good time</p>	
<p>E2: Serve and assist guests at the carvery/buffet</p>	<p>P1: Give information that meets the guests' needs and promotes the products and services of the organization</p> <p>P2: Serve food with service equipment of the appropriate type that is clean and undamaged using the correct service style</p> <p>P3: Serve only food items that are of the required type and quality</p>	<p>K1: Knowledge of Giving guests information, including welcoming them, explaining the procedure for the carvery or buffet, explaining dishes to them, guiding them on where to find plates, cutlery, serviettes, condiments, sauces and accompaniments</p> <p>K2: Knowledge of the importance of giving guests accurate information's or knowledge, including meeting their needs, enhancing the reputation of the organization, ensuring there is no risk to guests' health (including allergies, anaphylactic shock)</p> <p>K3: Knowledge of the importance of cultural awareness, including religious beliefs, using only the designated service cutlery for</p>

	<p>P4: Portion and arrange food in line with the organization's style and guest requirements</p> <p>P5: Keep guest dining areas tidy and free from rubbish and food debris</p> <p>P6: Clear any used table items and left over food items when necessary</p> <p>P7: Carry out work with the minimum of disturbance to guests</p>	<p>each dish, not using the same equipment for serving different meats</p> <p>K4: Understand portion control and controlling portions when serving food to guests, to ensure guest satisfaction, to maintain availability of dishes and to maintain cost-effective service</p> <p>K5: Describe different types of unexpected situations that may occur when serving guests from the carvery or buffet, including slow delivery from kitchen, managing spillages or breakages, managing angry or upset guests, and dealing with these, including working within limits of own authority, reporting situations to Captain or other supervisor</p>
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Module F: Deliver effective guest service

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>F1: Deliver effective and efficient service for food outlet guests</p> <p>This Competency Standard is about how to deliver effective customer service at all times. You are expected to plan and manage the resources and systems you use which support the service that you give. In your job you must be alert to customer reactions and know how they can be used to improve the service that you give.</p>	<p>P1: Develop and maintain positive working relationships with guests</p> <p>P2: Practice different methods of communication available for food outlets, including written, verbal, by telephone (or similar electronic system), guest's order check, internal memo, food outlet log; body language, visual signs; using appropriate social communication skills with guests, using technical communication skills with associates and supervisors</p> <p>P3: Promote a positive image of own self and the organization, including personal presentation, prompt attention, good social communications with guests, in order to provide efficient and effective guest service and to develop good relationships with guests and associates</p> <p>P4: Able to Develop and promote trust and respect with guests, including providing prompt and courteous attention, accurate information, maintaining good communications, informing the guest promptly of any problems</p> <p>P5: Respond appropriately to guests when they make comments about the products or services being offered, including thanking them for their feedback, advising Captain, recording the information</p>	<p>K1: Knowledge of different types of guest, including individuals, business people, families, the elderly, disabled people, young people, foreigners</p> <p>K2: Knowledge of creating a good first impression, including smiling, a neat uniform, a clear speaking voice, positive body language</p> <p>K3: Know the importance of listening to requests and adhere to any promises made in a timely manner, in order to ensure a smooth and efficient service</p> <p>K4: Describe the importance of having reliable and fast information for guests and the organization, in order to ensure that food and beverage service is effective and efficient for both the organization and the guest</p> <p>K5: Know the organization's guidelines for recognizing what the guest wants and responding appropriately, in order to meet guest needs and present a good image of the organization</p> <p>K6: Explain carefully information that the guest might find complicated, in order to ensure understanding and support good guest service, and checking that they fully understand, including asking questions, watching body language</p> <p>K7: Know how to Adapt communication methods to suit the needs of guests and associates with different cultures or backgrounds, in order to support understanding and show respect for individuals and cultures</p> <p>K8: Knowledge the Compliance with relevant regulations and standards</p>

	<p>P6: Communicate positive and negative feedback from guest to associates, including in writing, verbally, by ensuring the feedback is recorded in the food outlet log; providing accurate guest service information to others</p> <p>P7: Reorganize own work to respond to unexpected additional workloads, including planning ahead, prioritizing work, asking for assistance at busy periods</p> <p>P8: Innovate methods of improving relationships with guests, including providing extra service, identifying suitable dishes or other services, to enhance the guest experience and exceed guest expectations</p>	
<p>F2: Handling telephone calls</p>	<p>P1: Answer telephone calls following organizational procedures</p> <p>P2: Use appropriate communication skills when answering telephone calls</p> <p>P3: Record appropriate details of telephone calls</p> <p>P4: Transfer telephone calls to others where appropriate</p> <p>P5: Record appropriate details in writing, including important information (name, booking details, contact details including return telephone number, time of the call)</p>	<p>K1: Know the types of call, including from guest wishing to make, amend or cancel a booking, from other associates or departments wishing to make, amend or cancel a booking on behalf of a guest, from associates seeking or providing information about operational issues</p> <p>K2: Familiar with organizational procedures for receiving telephone calls, including standard greeting, finding information, recording information, seeking help from others where necessary, confirming details with guest and other associates</p> <p>K3: Know telephone handling skills for answering telephone calls, including speaking clearly, speaking at an appropriate speed, announcing the name of the organization and own self as appropriate to organizational procedures, repeating information back to guest to confirm accuracy</p>

<p>F3: Meet and exceed guest expectations</p>	<p>P1: Promote additional services or products to guests</p> <p>P2: Deal with guests across a language divide</p> <p>P3: Support the improvement of service reliability for guests</p> <p>P4: Take action to ensure prompt delivery of the additional services or products to the guest, including prompt service from kitchen, recording guest wishes or new reservations in log or reservations system</p> <p>P5: Refer the guest to others (including Captain or other associates) or to alternative sources of information (including website, promotional materials) if the additional services or products are not own responsibility</p>	<p>K1: Knowledge of the organization's services or products and identifying ones that may interest the guest, including special dishes, special events, promotional offers; showing the guest a dish, drawing a picture</p> <p>K2: Introduce additional services or products to guests, including verbal suggestions or with support from menus, beverage lists and other promotional materials, outlining their benefits, overcoming resistance, agreeing to provide the additional services or products</p> <p>K3: Give the guest time to ask questions about the additional services or products, in order to provide full information</p> <p>K4: Give information to move the situation forward when the guest shows interest, including additional information, asking questions to identify guests needs and interests</p> <p>K5: The languages that team is most likely to encounter among groups of the guests, including Urdu, English, other major international languages</p> <p>K6: Greet guests (including individuals, groups), thanking and saying farewell to guests in their first languages, by learning and practicing common phrases in other major languages</p> <p>K7: Know the importance of identifying the guest's first language and indicating awareness of this to them, in order to support good guest service, develop good guest relations and ensure good communications</p> <p>K8: Identify the benefits of dealing with guests in their first language if possible, including obtaining and giving accurate information</p> <p>K9: Explain the importance of agreeing with colleagues informal signing options that may be used for key aspects of the services or products when dealing with somebody with a different first language,</p>
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		<p>in order to seek or provide support to or from associates who are trying to communicate with guests in their first language</p> <p>K10: Describe the benefits of developing a log of useful words and phrases to support dealings with a guest with a different first language, including practicing phrases with associates, enabling quick responses when using a foreign language</p> <p>K11: Explain the benefits of using a few words of the guest's first language to create a rapport, including developing a quicker relationship with the guest, showing willing, helping to develop own language skills</p> <p>K14: Define the importance of tone, pace and volume when dealing with guests across a language divide, including maintaining a good rapport, ensuring the guest has time to understand and follow the conversation</p> <p>K15: Explain to a guest the inability to hold an extended conversation in their first language, including written notices, agreed visual signals</p> <p>K16: Identify possible sources of assistance to use when a language barrier demands additional language skills, including word cards, visual cards to assist the conversation, finding another associate who understands the language</p> <p>K17: Understand the organizational guest service policy, including direction on meeting and exceeding guest needs, training for associates, responses to complements and complaints</p> <p>K18: Identify Situations where guest service can be improved, including slow food service, poor quality, lack of courtesy, incorrect information provided or recorded</p>

<p>F4: Deal with guest complaints and complements</p> <p>This Competency Standard is about taking the appropriate action if a customer makes a complaint or complement. You need to understand what actions you should take and whether or not you have the authority to deal with the complaint or complement yourself.</p>	<p>P1: Solve problems for guests Handle complaints and compliments within own role</p> <p>P2: Record information according to organizational procedures any service problems, prompt and polite advice to guest, ensuring the Captain is aware of the situation and monitors it</p> <p>P3: Secure agreement for the solution with guests or own supervisor, including verbally and in writing as required</p> <p>P4: Present options for dealing with and avoiding repetition of a repeated guest service problem, including better briefing, more staffing, changes to the menu, changes to workflow patterns and procedures, better working practice, additional training</p> <p>P5: Identify best options for solving a repeated guest service problem, including balancing guest expectations with the needs of the organization</p> <p>P6: Obtain the approval of somebody with sufficient authority to change organizational guidelines in order to reduce the chance of a problem being repeated, including providing appropriate details of problems, suggesting solutions</p> <p>P7: Monitor the changes made to guidelines and adjusting them if appropriate</p> <p>P8: Handle complaints, including the</p>	<p>K1: Identify best options for solving a repeated guest service problem, including balancing guest expectations with the needs of the organization</p> <p>K2: Knowledge of Compliance with relevant regulations and standards</p>
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	<p>importance of listening carefully to the complaint or complement being made by the guest, responding with empathy, apologizing for the situation or problem, suggesting and agreeing actions to resolve the complaint or problem, taking appropriate action promptly</p> <p>P9: Record details of the complaint or complement according to organizational procedures, including making appropriate entries in the log</p> <p>P10: Take actions to take resolve or progress the complaint or complement within the limits of own authority, including correcting simple errors, suggesting alternative courses of action</p> <p>P11: Able to ensure guest is informed of action taken as a consequence of making the complaint, including communicating verbally or in writing as required</p>	
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Module G: Complete food outlet shift effectively

Overview: The aim of the module is to develop the skill knowledge and understanding to complete food outlet shift efficiently.

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>G1: Ensure all surplus food, equipment and materials are returned from the outlet to the appropriate department</p> <p>This Competency Standard is about ensuring that any food, equipment and materials that are no longer needed are returned to the appropriate department and that proper records of returns are maintained.</p>	<p>P1: Identify and return unused food items to the kitchen or to the concerned department</p> <p>P2: Identify and return equipment and materials to the appropriate store</p> <p>P3: Maintain proper log books or records of returned items</p> <p>P4: Advise supervisor of any problems with returning surplus food, equipment and material to the appropriate department</p> <p>P5: Maintain proper logs or records of returned items, including auditable control of returns, security of returned items, prevention of theft or damage</p>	<p>K1: know the methods and procedures for safe storage of tools and equipment, including making sure that any tools and equipment needed for the next shift are set up ready for use, storing all food, tools and equipment safely in line with organizational requirements, returning food and equipment to stores, storing in cupboards or other storage areas</p> <p>K2: Understand organizational procedures for returning surplus food, equipment and material to the appropriate department</p> <p>K3: Identify problems with returning surplus food, equipment and material to the appropriate department, including not accepted by department, materials should have been disposed of, not returned, equipment is out of order when checked</p> <p>K4: Explain the process for recording returns of surplus food, equipment and material to the appropriate department, including items, date of returns, person responsible, quantities, condition</p> <p>K5: Describe the disciplinary actions that can be taken against any violation of the process for returning surplus food, equipment and materials, including verbal reprimand, formal warning, record entered in HR file</p>
<p>G2: Clean and sanitize food outlet work area, equipment and surfaces</p>	<p>P1: Select and use appropriate equipment and products for cleaning and sanitizing equipment and surfaces</p>	<p>K1: Describe the standards of cleanliness and tidiness expected when clearing the food outlet work area</p> <p>K2: Understand the principles of sanitization, including</p>

	<p>P2: Ensure that equipment and products used for cleaning are in good condition and changed when required</p> <p>P3: Store equipment and products for cleaning and sanitizing equipment and surfaces after use according to organizational requirements</p> <p>P4: Clean equipment to use for different tools and equipment, including small equipment (cloths, dusters, mops, brushes, buckets, hand-held cleaning spray), large equipment (dishwashers, jet washers, wet and dry vacuum cleaners)</p> <p>P5: Clean materials, including sanitizer, detergents, disinfectants, vinegar, lemon, degreaser</p> <p>P6: Correct storage of equipment and products for cleaning and sanitizing equipment and surfaces after use, including store cupboards or other storage areas, secure cupboards or areas for chemicals and other sensitive products</p> <p>P7: Report to supervisor any problems with cleaning, equipment or products</p>	<p>disinfection, action of chemicals on surfaces, implications for working practice</p> <p>K3: Explain the purpose of cleaning food outlet equipment and surfaces, including reducing the danger of contamination of food, creating a good impression for guests, staff and inspectors, and reducing the risk of accidents and equipment breakdown</p> <p>K7: Know the importance of storing chemicals and other sensitive products securely, including preventing theft or misuse</p> <p>K8: Identify problems with cleaning equipment or products, e.g. incorrect equipment, equipment not working properly, cleaning product not appropriate to the task, cleaning product out of date (e.g. congealed, split)</p> <p>K9: Define the organization's procedures for dealing with and disposing of food outlet waste material, including types of waste material generated in the food outlet work area, disposable or recyclable waste</p> <p>K10: Knowledge of compliance with relevant regulations and standards</p>
<p>G3: Handover to next food outlet shift</p> <p>This Competency</p>	<p>P1: Ensure that work area is fully maintained ready for next shift</p> <p>P2: Ensure that next shift is prepared</p>	<p>K1: Know the importance of completing all procedures for handing over to next food outlet shift, including cleaning and sanitizing the food outlet work area and equipment, ensuring any relevant information is recorded in the log, in order to recognize actions by</p>

<p>Standard is about ensuring that service is maintained continuously and effectively by handing over smoothly to the next shift where this is appropriate. You need to make sure that the next shift is aware of any special requirements, events, requests or comments to ensure that customer service is maintained.</p>	<p>and ready for handover</p> <p>P3: Notify next shift of any special requirements, events, requests or comments relating to guests in order to maintain customer service</p> <p>P4: Notify next shift of any problems with the service, equipment or products</p> <p>P5: Complete any logbook entries as required by organization</p> <p>P6: Leave work area promptly and courteously</p>	<p>team and ensure there are no complaints or problems</p> <p>K2: Explain how to make appropriate entries in food outlet logs, including appropriate detail, people involved, time, actions taken, to ensure efficient operation</p> <p>K3: Know organization' s policies and procedures for handing over a shift</p>
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Tools and equipment

1 class set	Standard operating procedures for food outlet
1 book	Organisation's aims and objectives statement
20	Organisation's guest service policy
1 class set	Examples of menus, recipes, drinks lists, function planner, other promotional materials from different organisations (including posters, blackboard / whiteboards, illustrated menu boards, vouchers and loyalty cards, additional promotional information)
1 completed class copy as example 20 blank copies	Food outlet log books
1 completed class copy as example 20 blank copies	Food outlet logs for recording accidents and incidents
20 copies	Organisational procedures for dealing with problems
20 copies	Organisational procedures for dealing with emergencies
20 copies	Organisational guidelines for responding to and reporting accidents
1 class set	Organisational policy and procedures for disposing of waste
1 class set	Examples of support materials as required, including recipes, promotional materials, from different organisations
20 copies	Guest services resources, handouts, articles, journals
1 completed class copy as example 20 blank copies	Record of guest reservations
1 completed class copy as example 20 blank copies	Record of guest needs, likes and dislikes
2	Computers, accessories, software
Contact details for colleagues, supervisor	

Food and drink service equipment and utensils

40 sets	Crockery, cutlery, glassware and napkins, service cutlery for food and beverage service practical classes
20 sets	Tableware (table coverings, cruet sets, table decorations, menu holders, ashtrays)
20 sets (minimum)	Service dishes/flats, plate rings, sauce boats, soup tureens, service cloths
20 sets	Service equipment and utensils for serving food at the counter
20 sets	HOLDERS for order pads

5 sets	Equipment for drinks, including hot drinks machines, coffee and espresso machines, still sets, filter machines, urns, blenders, steamers, cream whippers, kettles and boilers, cafetières, vacuum flasks
5	Hot plates/plate warmers (stocked as required for service)
1	Refrigerated unit
2	Hot/cold beverage service containers
10	Trays/trolleys
5	Sideboards/side tables/service station
1 set	Counter service materials, including posters, black/white board, menus board, promotional materials showing special offers

Equipment for cash and payment handling

20 sets	Bill/Check folders
1	Cash till (mechanical/electronic)
5 sets	Cash float and mechanism for keeping cash secure
20	Calculators

Fire, first aid and safety equipment

1 example copy	Food safety guidelines
5 sets	Equipment and materials for washing hands, including antibacterial soap, suitable wash basin, hand towels, hand dryers
1 example copy	HACCP standards
1 set	Illustrative range of emergency notices
1 set	Fire equipment properly maintained and in good working order, including the provision of fire exits, fire doors, fire extinguishers, alarm systems, emergency lighting, fire safety and exit signs
1 set	First aid equipment properly stocked: Food safety plasters, in a variety of different sizes and shapes; small, medium and large sterile gauze dressings; sterile eye dressings; triangular bandages; crêpe rolled bandages; safety pins; disposable sterile gloves; scissors; alcohol-free cleansing wipes; tape; distilled water, for cleaning wounds and as an eye bath
1 example copy	Food outlet logs for recording accidents and incidents
2 sets	Tools and equipment for disposing of waste, including waste disposal units, recycling bins, garbage drums on wheels (foot operated) with garbage bags included

Cleaning equipment

5 sets	Small cleaning equipment to use for different tools and equipment, including cloths, dusters, mops, brushes, buckets, hand-held cleaning spray
1 set	Large cleaning equipment, including dishwasher, jet washer, wet and dry vacuum cleaner

Fixtures and fittings

2 installations	Waiters' pantry
1 installation	Counter service, including display unit, heated unit, refrigerated unit, beverage equipment

Specific materials for Module 10

5 copies	Directories of existing businesses
1 completed class copy as example 20 blank copies	Examples of business plans
1 completed class copy as example 20 blank copies	Examples of financial plans
1 class set	Advertising materials for potential business premises
1 class set	Copies of job advertisements for hospitality jobs
1 class set	Information on sources of finance
1 completed class copy as example 20 blank copies	Business planner templates
1 completed class copy as example 20 blank copies	Start-up-costs estimator
1 class set	Details of potential competitors, including brochures, websites and promotional materials
1 class set	Case studies of examples of communication methods and how they are used to promote a business
1 completed class copy as example 20 blank copies	Guest research tools, including questionnaires and surveys
1 class set	Case studies of arrangements agreed between business owners and other people or organizations

Uniform (may be purchased by students)

Black trousers

White shirt

Black socks

Black shoes

Tie (appropriate to the organization)

Jacket (appropriate to the organization)

List of consumable supplies

Restaurant order pads holders

Order pads and notepads

Condiments and accompaniments: Dry seasonings/seasonings; mustards, sauces and salad dressings; prepared bread items, butter

Disposable serviettes and take-away for counter service

Supplies for drinks service, including tea, coffee, milk/cream, sugar, bottled drinks, ice, drinks accompaniments

Straws and coasters for drinks service

Materials for cleaning and sanitizing equipment and work surfaces, including sanitizer, vinegar, lemon, degreaser



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