

WAITER

Assessment Package

National Vocational
Certificate Level 2

Version 1 - July 2013

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Document Version

July, 2013
Islamabad, Pakistan

WAITER

Assessment Package

National Vocational
Certificate Level 2

Version 1 - July 2013



ASSESSMENT MATERIAL

EVIDENCE GUIDE

Qualification

Waiter

CS Code:

Level: 2

Credit: 80

Version: 1

WAITER

CONTENTS

1. Assessment Summary and Record
2. Candidate Assessment
3. Assessor Judgment Guide
4. List of required tools/equipment, material and context of assessment

ASSESSMENT AND ASSESSOR DETAILS

Competent

☐

Not Yet Competent

☐

Assessment

☐

Re-Assessment

☐

Assessor's Name

Assessor's Code

Assessor's Signature

Date

DD	MM	YYYY									

CANDIDATE DETAILS

Candidate's Name

First Name

Last Name

Father's Name

Institute Name and District

CNIC/BFORM #

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Registration Number issued by
Assessment Body

Gender

Male

☐

Female

☐

Transgender

☐

Candidate's Consent

I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal.

Candidate's Signature

ASSESSMENT RESULTS SUMMARY FORM

You can use this coversheet as an *Assessment Results Summary Form*. Simply post a photocopy of this completed coversheet to **NAVTTTC**

NAVTTTC OFFICE ONLY

1. DATE
FORM
RECEIVED:

DD	MM	YYYY									

2. DATE ENTERED INTO
DATABASE:

DD	MM	YYYY									

1

ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
NATURE OF ACTIVITY	WRITTEN	ORAL	PORTFOLIO	OBSERVATION	DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF QUALIFICATION: WAITER	COMPETENT	NOT YET COMPETENT
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> • Prepare a side station (back up) for two persons. • Prepare a lunch table for two persons. • Greet and seat the two guests • Perform service of food and beverages for the two guests • Set a Buffet Display in a service area • Serve and assist two guests at the buffet • Take menu slip from Captain • Serving the food to two guest • Clear a buffet table • Clean and sanitize work area 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> • Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> • N/A 		

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **five hours** timeframe:

- Prepare a side station (back up) for two persons.
- Prepare a lunch table for two persons.
- Greet and seat the two guests
- Perform service of food and beverages for the two guests
- Set a Buffet Display in a service area
- Serve and assist two guests at the buffet
- Take menu slip from Captain
- Serving the food to two guest
- Clear a buffet table
- Clean and sanitize work area

ACTIVITIES	CANDIDATE RESPONSE
1. Complete practical task of a waiter under observation by an assessor	<p>During a practical assessment, under observation by an assessor, I will correctly perform the following tasks:</p> <ul style="list-style-type: none"> • Prepare a side station (back up) for two persons <ul style="list-style-type: none"> ✓ Pick clean china ware and silver ware from the kitchen ✓ Wipe the china ware and silver ware separately with wiping cloth ✓ Stack all the china ware in proper racks ✓ Stack all the silver ware in their drawers in straight position keeping their tails on one side ✓ Bring all the glass ware from the kitchen ✓ Polish the glass ware with the wiping cloth • Prepare a lunch table for two persons <ul style="list-style-type: none"> ✓ Clean the table & chairs with the duster ✓ Arrange the table for two persons ✓ Place the table cloth and table top on the table ✓ Put the centre setup (cruet set, flower vase) ✓ Put water goblets on the right hand side of each person 12 inches away from the edge of the table ✓ Place the B&B plate on the left side of each cover ✓ Lay down the silver ware on the cover half inches away from the edge of the table ✓ Place dinner knife and dinner spoon on the right hand side of the cover ✓ Place dinner fork on the left hand side of the cover ✓ Place the napkin in the centre of the cover • Greet and seat the two guest <ul style="list-style-type: none"> ✓ Greet the guests with a smiling face ✓ Ask the guests in which area they would prefer to be seated ✓ Escort the guests to their desired table ✓ Pull chairs for the guests to be seated • Perform service of food and beverage for the two guests <ul style="list-style-type: none"> ✓ Set up the table with the glass ware, china ware and silver ware ✓ Place the warm crockery on the table ✓ Serve the food according to the sequence of the service ✓ Serve all drinks from the right hand side of the guest ✓ Carry all the food and beverages in a service tray ✓ Use clean napkins for carrying hot dishes ✓ Inform the guests about hot dishes ✓ Provide cocktail napkins to the guests

	<ul style="list-style-type: none"> ✓ Offer to refill an empty drink to the guests ✓ Guide the guests to the take away counter if they want to order some take away ✓ Start table clearance from the centre of the table ✓ Take guests' views about the service and food quality ✓ Check the guests' bill entries are according to their order ✓ Present the bill to the guests when they request, in a bill folder from the right hand side of the guests • Set a buffet Display in a service area <ul style="list-style-type: none"> ✓ Clean and arrange the table for food & beverage dishes ✓ Place dinner plates, soup cups and tea cups besides their dishes ✓ Start the table setting from the cold section ✓ Place the dishes name tags in front of each dish according the sequence of service ✓ Arrange the dishes according to the sequence of the service ✓ Place the tools to keep hot food hot and cold food cold ✓ Place soup container after the cold section ✓ Place white meat dishes after the soup container ✓ Arrange and place the dessert section after main course dishes ✓ Place the tea and coffee section at the end of the buffet. • Serve and assist the guest at the buffet <ul style="list-style-type: none"> ✓ Invite the guests to the table after displaying the complete buffet dishes ✓ Open the dishes lid for the guests so they may see and get the food ✓ Serve the crockery to the guests in their hands ✓ Serve beverages on the table from the right hand side of the guest ✓ Remove empty plates immediately as guest leaves the chair ✓ Replenish the food dishes as they get empty ✓ Offer them to serve the tea or coffee after they finish their food • Take menu slip from captain <ul style="list-style-type: none"> ✓ Get the guests' order slip from the supervisor ✓ Read and understand the order ✓ Understand the sequence of service ✓ Shift the order to the kitchen and other related departments ✓ Understand the required condiments and accompaniments for the order ✓ Understand all used abbreviations in the outlet • Serving the food to two guest <ul style="list-style-type: none"> ✓ Serve the guests order according to the sequence of the service ✓ Serve welcome drinks from the right hand side of the guest ✓ Serve napkins to the guests from their left hand side ✓ Serve all required warm crockery to the guests from the left hand side of the guest ✓ Serve all desired condiments in the middle of the table ✓ Follow the standard service style applied in the outlet ✓ Ask the guests whether he need anything else • Clear a buffet table <ul style="list-style-type: none"> ✓ Ensure that all the guests have finished their eating ✓ Switch off the burners of the cheffing dishes ✓ Switch off all the cold food containers ✓ Shift all remaining cold food to the related department ✓ Shift all hot food dishes to the related department • Clean and sanitize work area <ul style="list-style-type: none"> ✓ Remove all the utensils from the buffet and shift them to the stewarding area ✓ Clear all the dirty crockery and cutlery from the buffet ✓ Clear all the soil linen from the buffet ✓ Shift all the dirty crockery, cutlery and glass ware to the stewarding area ✓ Shift all the soil linen to the house keeping ✓ Make sure that the floor is out of any dirt. ✓ Make sure that all the working area is clean and out of any kind of dirt ✓ Fill all day activity in the log book ✓ Switch off all the electrical equipment like ac fans lights et
2. Other requirements	<ul style="list-style-type: none"> • N/A

3. Answer any questions your assessor may have during the practical assessment	My answers to questions are correct and demonstrate my understanding of the topics and their application.
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3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of Prepare and clear service and guest areas for food and beverage service under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Prepare a side station (back up) for two persons	Picked clean china ware and silver ware from the kitchen			
	Wiped the china ware and silver ware separately with wiping cloth			
	Stacked all the china ware in proper racks			
	Stacked all the silver ware in their drawers in straight position keeping their tails on one side			
	Brought all the glass ware from the kitchen			
	Polished the glass ware with the wiping cloth			
Prepare a lunch table for two persons	Cleaned the table & chairs with the duster			
	Arranged the table for two persons			
	Placed the table cloth and table top on the table			
	Put the centre setup (cruet set, flower vase)			
	Put water goblets on the right hand side of each person 12 inches away from the edge of the table			
	Placed the B&B plate on the left side of each cover			
	Placed dinner knife and dinner spoon on the right hand side of the cover			
	Placed dinner fork on the left hand side of the cover			
	Laid down the silver ware on the cover half inches away from the edge of the table			
	Placed the napkin in the centre of the cover			
Greet and seat the two guest	Greeted the guests with a smiling face			
	Asked the guest in which area he/she would prefer to be seated			
	Escorted the guest to his desired table			
	Pulled chair for guest to be seated			
Perform service of	Set up the table with the glass ware, china ware and silver ware			

food and beverage for the two guests	Placed the hot crockery on the table			
	Served the food according to the sequence of the service			
	Served all drinks from the right hand side of the guest			
	Carried all the food and beverages in a service tray			
	Used clean napkins for carrying hot dishes			
	Informed the guest about hot dishes			
	Provided cocktail napkins to the guest			
	Offered to refill an empty drink to the guest			
	Guided the guest to the take away counter if he/she want to order some take away			
	Started table clearance from the centre of the table			
	Taken guest s' views about the service and food quality			
	Checked the guest s' bill entrees are according to his order			
	Presented the bill to the guest on his/her request in a bill folder from the right hand side of the guest			
Set a buffet display in a service area	Cleaned and arranged the table according to the food & beverage dishes quantity			
	Placed dinner plates, soup cups, tea cups besides their dishes			
	Started the table setting from the cold section			
	Placed the dishes name tags in front of each dish according the sequence of service			
	Arranged the dishes according to the sequence of the service			
	Arranged the tools to keep hot food hot and cold food cold			
	Placed soup container after the cold section			
	Placed white meat dishes after the soup container			
	Arranged the dessert section after main course dishes			
Serve and assist the guest at the buffet table	Placed the tea and coffee section on the end of the buffet			
	Invited the guest to the table after displaying the complete buffet dishes			
	Opened the dishes lid for the guest so may see and get the food			
	Served the crockery to the guest in his hands			
	Served beverages on the table from the right hand side of the guest			
	Removed empty plates immediately as guest leaves the chair			
	Replenished the food dishes as they get empty			
Menu knowledge	Offered him to serve the tea or coffee on the table			
	Got the guests' order slip from their supervisor			
	Read and understood the order			
	Understood the sequence of service			
	Shifted the order to the kitchen and other related departments			

	Understood the required condiments and accompaniments for the order			
	Understood all used abbreviations in the outlet			
	Served welcome drinks from the right hand side of the guests			
	Served napkins to the guests from their left hand side			
Serving the food	Served all the guests order according to the sequence of the service			
	Served all required warm crockery to the guests from the left hand side of the guest			
	Served all desired condiments in the middle of the table			
	Followed the standard service style applied in the outlet			
	Asked the guests whether they need anything else			
Clear a buffet table	Ensured that all the guests have finished their eating			
	Switched off the burners of the cheffing dishes			
	Switched off all the cold food containers			
	Shifted all remaining cold food to the related department			
	Shifted all hot food dishes to the related department			
Clean and sanitize work area	Removed all the utensils from the buffet and shift them to the stewarding area			
	Cleared all the dirty crockery and cutlery from the buffet			
	Cleared all the soil linen from the buffet			
	Shifted all the dirty crockery, cutlery and glass ware to the stewarding area			
	Shifted all the soil linen to the house keeping			
	Made sure that the floor is out of any dirt.			
	Made sure that all the working area is clean and out of any kind of dirt			
	Filled all day activity in the log book			
	Switched off all the electrical equipment like ac fans lights etc			

<p>3. Answer any questions the assessor may have during the practical assessment</p>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			
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4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	This task will be performed in real time environment.

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	Table	5
2	Chairs	10
3	Dinner Plates	10
4	Quarter plate's	10
5	Water Goblet's	10
6	Spoon ,Forks ,Knives	10,10,10
7	Menu Card	5
8	K O T Book	5
9	Service Tray	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1		0
2		0
3		0



ASSESSMENT MATERIAL

EVIDENCE GUIDE

Qualification

Waiter

CS Code:

Level: 2

Credit: 12

Version: 1

PREPARE AND CLEAR SERVICE AND GUEST AREAS FOR FOOD AND BEVERAGE SERVICE

CONTENTS

1. Assessment Summary and Record
2. Candidate Assessment
3. Assessor Judgment Guide
4. List of required tools/equipment, material and context of assessment

ASSESSMENT AND ASSESSOR DETAILS

Competent

☐

Not Yet Competent

☐

Assessment

☐

Re-Assessment

☐

Assessor's Name

Assessor's Code

Assessor's Signature

Date

DD	MM	YYYY							

CANDIDATE DETAILS

Candidate's Name

First Name

Last Name

Father's Name

Institute Name and District

CNIC/BFORM #

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Registration Number issued by Assessment Body

Gender

Male

☐

Female

☐

Transgender

☐

Candidate's Consent

I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal.

Candidate's Signature

ASSESSMENT RESULTS SUMMARY FORM

You can use this coversheet as an *Assessment Results Summary Form*. Simply post a photocopy of this completed coversheet to NAVTTC

NAVTTCC OFFICE ONLY

1. DATE FORM RECEIVED:

DD	MM	YYYY							

2. DATE ENTERED INTO DATABASE:

DD	MM	YYYY							

1

ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
NATURE OF ACTIVITY	WRITTEN	ORAL	PORTFOLIO	OBSERVATION	DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: PREPARE AND CLEAR SERVICE AND GUEST AREAS FOR FOOD AND BEVERAGE SERVICE	COMPETENT	NOT YET COMPETENT
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Prepare a side station (back up) for two persons. Prepare a lunch table for two persons. 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

2

CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **one hour** timeframe:

- Prepare a side station (back up) for two persons.
- Prepare a lunch table for two persons.

ACTIVITIES	CANDIDATE RESPONSE
1. Complete practical task of Prepare and clear service and guest areas for food and beverage service under observation by an assessor	<p>During a practical assessment, under observation by an assessor, I will correctly perform the following tasks :</p> <ul style="list-style-type: none"> • Prepare a side station (back up) for two persons <ul style="list-style-type: none"> ✓ Pick clean china ware and silver ware from the kitchen ✓ Wipe the china ware and silver ware separately with wiping cloth ✓ Stack all the china ware in proper racks ✓ Stack all the silver ware in their drawers in straight position keeping their tails on one side ✓ Bring all the glass ware from the kitchen ✓ Polish the glass ware with the wiping cloth • Prepare a lunch table for two persons <ul style="list-style-type: none"> ✓ Clean the table & chairs with the duster ✓ Arrange the table for two persons ✓ Place the table cloth and table top on the table ✓ Put the centre setup (cruet set, flower vase) ✓ Put water goblets on the right hand side of each person 12 inches away from the edge of the table ✓ Place the B&B plate on the left side of each cover ✓ Lay down the silver ware on the cover half inches away from the edge of the table ✓ Place dinner knife and dinner spoon on the right hand side of the cover ✓ Place dinner fork on the left hand side of the cover ✓ Place the napkin in the centre of the cover
2. Other requirements	<ul style="list-style-type: none"> • N/A
3. Answer any questions your assessor may have during the practical assessment	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application.</p>

3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of Prepare and clear service and guest areas for food and beverage service under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Prepare a side station (back up) for two persons	Picked clean china ware and silver ware from the kitchen			
	Wiped the china ware and silver ware separately with wiping cloth			
	Stacked all the china ware in proper racks			
	Stacked all the silver ware in their drawers in straight position keeping their tails on one side			
	Brought all the glass ware from the kitchen			
	Polished the glass ware with the wiping cloth			
Prepare a lunch table for two persons	Cleaned the table & chairs with the duster			
	Arranged the table for two persons			
	Placed the table cloth and table top on the table			
	Put the centre setup (cruet set, flower vase)			
	Put water goblets on the right hand side of each person 12 inches away from the edge of the table			
	Placed the B&B plate on the left side of each cover			
	Placed dinner knife and dinner spoon on the right hand side of the cover			
	Placed dinner fork on the left hand side of the cover			
	Laid down the silver ware on the cover half inches away from the edge of the table			
	Placed the napkin in the centre of the cover			
2. Other requirements	[All other requirements related to the Assessment]			

<p>3. Answer any questions the assessor may have during the practical assessment</p>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			
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4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	<p>This task will be performed in real time environment.</p>

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1		0
2		0
3		0

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1		0
2		0
3		0



ASSESSMENT MATERIAL

EVIDENCE GUIDE

Qualification

Waiter

CS Code:

Level: 2

Credit: 20

Version: 1

SERVE FOOD AND BEVERAGE

CONTENTS

1. Assessment Summary and Record
2. Candidate Assessment
3. Assessor Judgment Guide
4. List of required tools/equipment, material and context of assessment

ASSESSMENT AND ASSESSOR DETAILS

Competent

☐

Not Yet Competent

☐

Assessment

☐

Re-Assessment

☐

Assessor's Name

Assessor's Code

Assessor's Signature

Date

DD	MM	YYYY							

CANDIDATE DETAILS

Candidate's Name

First Name

Last Name

Father's Name

Institute Name and District

CNIC/BFORM #

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Registration Number issued by Assessment Body

Gender

Male

☐

Female

☐

Transgender

☐

Candidate's Consent

I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal.

Candidate's Signature

ASSESSMENT RESULTS SUMMARY FORM

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NAVTTTC OFFICE ONLY

1. DATE FORM RECEIVED:

DD	MM	YYYY							

2. DATE ENTERED INTO DATABASE:

DD	MM	YYYY							

1

ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
NATURE OF ACTIVITY	WRITTEN	ORAL	PORTFOLIO	OBSERVATION	DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: SERVE FOOD AND BEVERAGE	COMPETENT	NOT YET COMPETENT
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Greet and seat the two guests Perform service of food and beverages for the two guests 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

2

CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **one hour** timeframe:

- Greet and seat the two guests
- Perform service of food and beverages for the two guests

ACTIVITIES	CANDIDATE RESPONSE
1. Complete practical task of serve food and beverage under observation by an assessor	<p>During a practical assessment, under observation by an assessor, I will correctly :</p> <ul style="list-style-type: none"> • Greet and seat the two guest <ul style="list-style-type: none"> ✓ Greet the guests with a smiling face ✓ Ask the guests in which area they would prefer to be seated ✓ Escort the guests to their desired table ✓ Pull chairs for the guests to be seated • Perform service of food and beverage for the two guests <ul style="list-style-type: none"> ✓ Set up the table with the glass ware, china ware and silver ware ✓ Place the warm crockery on the table ✓ Serve the food according to the sequence of the service ✓ Serve all drinks from the right hand side of the guest ✓ Carry all the food and beverages in a service tray ✓ Use clean napkins for carrying hot dishes ✓ Inform the guests about hot dishes ✓ Provide cocktail napkins to the guests ✓ Offer to refill an empty drink to the guests ✓ Guide the guests to the take away counter if they want to order some take away ✓ Start table clearance from the centre of the table ✓ Take guests' views about the service and food quality ✓ Check the guests' bill entries are according to their order ✓ Present the bill to the guests when they request, in a bill folder from the right hand side of the guests
2. Other requirements	<ul style="list-style-type: none"> • N/A
3. Answer any questions your assessor may have during the practical assessment	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application.</p>

3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of serve food and beverage under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Greet and seat the two guest	Greeted the guests with a smiling face			
	Asked the guest in which area he/she would prefer to be seated			
	Escorted the guest to his desired table			
	Pulled chair for guest to be seated			
Perform service of food and beverage for the two guests	Set up the table with the glass ware, china ware and silver ware			
	Placed the hot crockery on the table			
	Served the food according to the sequence of the service			
	Served all drinks from the right hand side of the guest			
	Carried all the food and beverages in a service tray			
	Used clean napkins for carrying hot dishes			
	Informed the guest about hot dishes			
	Provided cocktail napkins to the guest			
	Offered to refill an empty drink to the guest			
	Guided the guest to the take away counter if he/she want to order some take away			
	Started table clearance from the centre of the table			
	Taken guest s' views about the service and food quality			
	Checked the guest s ' bill entrees are according to his order			
	Presented the bill to the guest on his/her request in a bill folder from the right hand side of the guest			
2. Other requirements	N/A			

<p>3. Answer any questions the assessor may have during the practical assessment</p>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			
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4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	This task will be performed in real time/simulated environment.

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	Table	5
2	Chairs	10
3	Dinner Plates	10
4	Quarter plate's	10
5	Water Goblet's	10
6	Spoon ,Forks ,Knives	10,10,10
7	Menu Card	5
8	K O T Book	5
9	Service Tray	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1	Tissue Papers	4
2	Tooth Pick	4



ASSESSMENT MATERIAL

EVIDENCE GUIDE

Qualification

Waiter

CS Code:

Level: 2

Credit: 10

Version: 1

PROVIDE A CARVERY/BUFFET SERVICE

CONTENTS

1. Assessment Summary and Record
2. Candidate Assessment
3. Assessor Judgment Guide
4. List of required tools/equipment, material and context of assessment

ASSESSMENT AND ASSESSOR DETAILS

Competent ☐ Not Yet Competent ☐

Assessment ☐ Re-Assessment ☐

Assessor's Name _____ Assessor's Code _____

Assessor's Signature _____ Date _____

DD	MM							YYYY	

CANDIDATE DETAILS

Candidate's Name _____
First Name Last Name

Father's Name _____

Institute Name and District _____

CNIC/BFORM #

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Registration Number issued by Assessment Body _____

Gender

Male ☐ Female ☐ Transgender ☐

Candidate's Consent

I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal.

Candidate's Signature _____

ASSESSMENT RESULTS SUMMARY FORM

You can use this coversheet as an *Assessment Results Summary Form*. Simply post a photocopy of this completed coversheet to **NAVTTTC**

NAVTTTC OFFICE ONLY

1. DATE FORM RECEIVED:

DD	MM							YYYY	

2. DATE ENTERED INTO DATABASE:

DD	MM							YYYY	

ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
NATURE OF ACTIVITY	WRITTEN	ORAL	PORTFOLIO	OBSERVATION	DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: PROVIDE A CARVERY/BUFFET SERVICE	COMPETENT	NOT YET COMPETENT
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Set a Buffet Display in a service area Serve and assist two guests at the buffet 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

2

CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **one hour** timeframe:

- Set a Buffet Display in a service area
- Serve and assist two guests at the buffet

ACTIVITIES	CANDIDATE RESPONSE
1. Complete practical task of Set a Buffet Display and serve the guest at the buffet under observation by an assessor	<p>During a practical assessment, under observation by an assessor, I will correctly :</p> <ul style="list-style-type: none"> • Set a buffet Display in a service area <ul style="list-style-type: none"> ✓ Clean and arrange the table for food & beverage dishes ✓ Place dinner plates, soup cups and tea cups besides their dishes ✓ Start the table setting from the cold section ✓ Place the dishes name tags in front of each dish according the sequence of service ✓ Arrange the dishes according to the sequence of the service ✓ Place the tools to keep hot food hot and cold food cold ✓ Place soup container after the cold section ✓ Place white meat dishes after the soup container ✓ Arrange and place the dessert section after main course dishes ✓ Place the tea and coffee section at the end of the buffet. • Serve and assist the guest at the buffet <ul style="list-style-type: none"> ✓ Invite the guests to the table after displaying the complete buffet dishes ✓ Open the dishes lid for the guests so they may see and get the food ✓ Serve the crockery to the guests in their hands ✓ Serve beverages on the table from the right hand side of the guest ✓ Remove empty plates immediately as guest leaves the chair ✓ Replenish the food dishes as they get empty ✓ Offer them to serve the tea or coffee after they finish their food
2. Other requirements	N/A
3. Answer any questions your assessor may have during the practical assessment	My answers to questions are correct and demonstrate my understanding of the topics and their application.

3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of Set a Buffet Display and Serve the guest at Buffet under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Set a buffet display in a service area	Cleaned and arranged the table according to the food & beverage dishes quantity			
	Placed dinner plates, soup cups, tea cups besides their dishes			
	Started the table setting from the cold section			
	Placed the dishes name tags in front of each dish according to the sequence of service			
	Arranged the dishes according to the sequence of the service			
	Arranged the tools to keep hot food hot and cold food cold			
	Placed soup container after the cold section			
	Placed white meat dishes after the soup container			
	Arranged the dessert section after main course dishes			
	Placed the tea and coffee section on the end of the buffet			
Serve and assist the guest at the buffet table	Invited the guest to the table after displaying the complete buffet dishes			
	Opened the dishes lid for the guest so may see and get the food			
	Served the crockery to the guest in his hands			
	Served beverages on the table from the right hand side of the guest			
	Removed empty plates immediately as guest leaves the chair			
	Replenished the food dishes as they get empty			
	Offered him to serve the tea or coffee on the table			
2. Other requirements	N/A			

<p>3. Answer any questions the assessor may have during the practical assessment</p>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			
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4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	<p>This task will be performed in real time/simulated environment.</p>

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	Cheffing Dish	05
2	Dinner Plates	10
3	Tables	05
4	Chairs	10
5	Spoon,Fork,Knives	10,10,10
6	Quarter Plates	10
7	Service trays	10
8	Waiters Uniform	5
9	Duster's	5
10	Wiping cloth	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1		0
2		0
3		0

Module 5:

Provide a carvery / buffet service

Q1. Procedure of serving the drinks to the guest on the table is _____

- a) Announce the name of the drink
- b) Put the drinks in front of the guest
- c) Give the drinks to the guests in their hands
- d) Put the glass filled with drink on the table

Q2. How do you know when a customer has finished eating? _____

- a) When they put the knife and fork *parallel*
- b) When they put the knife and spoon parallel
- c) When they put the knife and spoon facing each other
- d) When they put the knife on top of the fork

Q3. Presenting menu always from the _____

- a) Right side
- b) While the guest is standing in front of the table
- c) Left side
- d) The menu is ready open on the table before the guest sits

Q4. Always use trays _____

- a) When placing glass
- b) When removing glass
- c) A & B
- d) All of the above

Q5. When loading a tray which type of glass should be put first _____

- a) Heaviest glass in middle
- b) Tallest glass
- c) Light weight glass
- d) All of the above



ASSESSMENT MATERIAL

EVIDENCE GUIDE

Qualification

Waiter

CS Code:

Level: 2

Credit: 12

Version: 1

DELIVER EFFECTIVE GUEST SERVICE

CONTENTS

1. Assessment Summary and Record
2. Candidate Assessment
3. Assessor Judgment Guide
4. List of required tools/equipment, material and context of assessment

ASSESSMENT AND ASSESSOR DETAILS

Competent

☐

Not Yet Competent

☐

Assessment

☐

Re-Assessment

☐

Assessor's Name

Assessor's Code

Assessor's Signature

Date

DD	MM							YYYY	

CANDIDATE DETAILS

Candidate's Name

First Name

Last Name

Father's Name

Institute Name and District

CNIC/BFORM #

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Registration Number issued by
Assessment Body

Gender

Male

☐

Female

☐

Transgender

☐

Candidate's Consent

I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal.

Candidate's Signature

ASSESSMENT RESULTS SUMMARY FORM

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NAVTTTC OFFICE ONLY

1. DATE
FORM
RECEIVED:

DD	MM							YYYY	

2. DATE ENTERED INTO
DATABASE:

DD	MM							YYYY	

1

ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
NATURE OF ACTIVITY	WRITTEN	ORAL	PORTFOLIO	OBSERVATION	DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: DELIVER EFFECTIVE GUEST SERVICE	COMPETENT	NOT YET COMPETENT
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Deliver Effective Guest Service 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

2

CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **one hour** timeframe:

- Take menu slip from Captain
- Serving the food to two guest

ACTIVITIES	CANDIDATE RESPONSE
1.Complete practical task of Deliver Effective Guest Service under observation by an assessor	<p>During a practical assessment, under observation by an assessor, I will correctly :</p> <ul style="list-style-type: none"> • Take menu slip from captain <ul style="list-style-type: none"> ✓ Get the guests' order slip from the supervisor ✓ Read and understand the order ✓ Understand the sequence of service ✓ Shift the order to the kitchen and other related departments ✓ Understand the required condiments and accompaniments for the order ✓ Understand all used abbreviations in the outlet • Serving the food to two guest <ul style="list-style-type: none"> ✓ Serve the guests order according to the sequence of the service ✓ Serve welcome drinks from the right hand side of the guest ✓ Serve napkins to the guests from their left hand side ✓ Serve all required warm crockery to the guests from the left hand side of the guest ✓ Serve all desired condiments in the middle of the table ✓ Follow the standard service style applied in the outlet ✓ Ask the guests whether he need anything else
2. Other requirements	<ul style="list-style-type: none"> • N/A
3. Answer any questions your assessor may have during the practical assessment	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application.</p>

3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of Deliver Effective Guest Service under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Take menu slip from captain	Got the guests' order slip from their supervisor			
	Read and understood the order			
	Understood the sequence of service			
	Shifted the order to the kitchen and other related departments			
	Understood the required condiments and accompaniments for the order			
	Understood all used abbreviations in the outlet			
	Served welcome drinks from the right hand side of the guests			
	Served napkins to the guests from their left hand side			
Serving the food	Served all the guests order according to the sequence of the service			
	Served all required warm crockery to the guests from the left hand side of the guest			
	Served all desired condiments in the middle of the table			
	Followed the standard service style applied in the outlet			
	Asked the guests whether they need anything else			
2. Other requirements	N/A			

<p>3. Answer any questions the assessor may have during the practical assessment</p>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			
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4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	This task will be performed in real time/simulated environment.

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	Table	5
2	Chairs	10
3	Dinner Plates	10
4	Quarter plate's	10
5	Water Goblet's	10
6	Spoon ,Forks ,Knives	10,10,10
7	Menu Card	5
8	K O T Book	5
9	Service Tray	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1	Tissue Papers	4
2	Tooth Pick	4



ASSESSMENT MATERIAL

EVIDENCE GUIDE

Qualification

Waiter

CS Code:

Level: 1

Credit: 10

Version: 1

COMPLETE FOOD OUTLET SHIFT EFFECTIVELY

CONTENTS

1. Assessment Summary and Record
2. Candidate Assessment
3. Assessor Judgment Guide
4. List of required tools/equipment, material and context of assessment

ASSESSMENT AND ASSESSOR DETAILS

Competent ☐ Not Yet Competent ☐

Assessment ☐ Re-Assessment ☐

Assessor's Name _____ Assessor's Code _____

Assessor's Signature _____ Date _____

DD	MM	YYYY							

CANDIDATE DETAILS

Candidate's Name _____
First Name Last Name

Father's Name _____

Institute Name and District _____

CNIC/BFORM #

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Registration Number issued by Assessment Body _____

Gender Male ☐ Female ☐ Transgender ☐

Candidate's Consent I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal.

Candidate's Signature _____

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DD	MM	YYYY							

1

ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
NATURE OF ACTIVITY	WRITTEN	ORAL	PORTFOLIO	OBSERVATION	DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: COMPLETE FOOD OUTLET SHIFT EFFECTIVELY	COMPETENT	NOT YET COMPETENT
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Clear a buffet table Clean and sanitize work area 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **one hour** timeframe:

1. Clear a buffet table
2. Clean and sanitize work area

ACTIVITIES	CANDIDATE RESPONSE
1. Complete practical task of Complete food outlet shift effectively under observation by an assessor	<p>During a practical assessment, under observation by an assessor, I will correctly :</p> <ul style="list-style-type: none"> • Clear a buffet table <ul style="list-style-type: none"> ✓ Ensure that all the guests have finished their eating ✓ Switch off the burners of the cheffing dishes ✓ Switch off all the cold food containers ✓ Shift all remaining cold food to the related department ✓ Shift all hot food dishes to the related department • Clean and sanitize work area <ul style="list-style-type: none"> ✓ Remove all the utensils from the buffet and shift them to the stewarding area ✓ Clear all the dirty crockery and cutlery from the buffet ✓ Clear all the soil linen from the buffet ✓ Shift all the dirty crockery, cutlery and glass ware to the stewarding area ✓ Shift all the soil linen to the house keeping ✓ Make sure that the floor is out of any dirt. ✓ Make sure that all the working area is clean and out of any kind of dirt ✓ Fill all day activity in the log book ✓ Switch off all the electrical equipments like ac fans lights etc
2. Other requirements	<ul style="list-style-type: none"> • N/A
3. Answer any questions your assessor may have during the practical assessment	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application.</p>

3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of Complete food outlet shift effectively under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Clear a buffet table	Ensured that all the guests have finished their eating			
	Switched off the burners of the cheffing dishes			
	Switched off all the cold food containers			
	Shifted all remaining cold food to the related department			
	Shifted all hot food dishes to the related department			
Clean and sanitize work area	Removed all the utensils from the buffet and shift them to the stewarding area			
	Cleared all the dirty crockery and cutlery from the buffet			
	Cleared all the soil linen from the buffet			
	Shifted all the dirty crockery, cutlery and glass ware to the stewarding area			
	Shifted all the soil linen to the house keeping			
	Made sure that the floor is out of any dirt.			
	Made sure that all the working area is clean and out of any kind of dirt			
	Filled all day activity in the log book			
	Switched off all the electrical equipments like ac fans lights etc			
2. Other requirements	[All other requirements related to the Assessment]			

<p>3. Answer any questions the assessor may have during the practical assessment</p>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			
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4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	This task will be performed in real time/simulated environment.

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	Cheffing Dish	05
2	Dinner Plates	10
3	Tables	05
4	Chairs	10
5	Spoon,Fork,Knives	10,10,10
6	Quarter Plates	10
7	Service trays	10
8	Waiters Uniform	5
9	Duster's	5
10	Wiping cloth	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1		0
2		0
3		0

Module 7:

Complete food outlet shift effectively (MCQs)

1. A waiter should ensure that the work area is fully _____ ready for next shift.
 - a. Maintained
 - b. Messy
 - c. Dirty
 - d. None of the above
2. A waiter should confirm that the next shift is _____.
 - a. Prepared
 - b. Slow
 - c. Late
 - d. None of the above
3. Use appropriate equipment and products for _____.
 - a. Cleaning
 - b. Sanitizing
 - c. Sweeping
 - d. A and B
4. Report to _____ if any problem with cleaning, equipment or products.
 - a. Dishwasher
 - b. Sweeper
 - c. Supervisor
 - d. Guest
5. A waiter should maintained proper _____.
 - a. Logbook
 - b. Records
 - c. Daybook
 - d. A and B

Answer the following short questions

Q1: How should a waiter hand over shift?

Ans: _____

_____ Q2. How should a waiter clean and sanitize food outlet area?

Ans: _____

Q3. Name some products used in cleaning.

Ans: _____

Q4. How should a guest be welcome?

Ans: _____

Q5: How can you avoid cross contamination?

Ans: _____

Module 7:

Complete food outlet shift effectively

(MCQs)(Answers)

1. A waiter should ensure that the work area is fully _____ ready for next shift.

- a. Maintained
- b. Messy
- c. Dirty
- d. None of the above

2. A waiter should confirm that the next shift is _____

- a. Prepared
- b. Slow
- c. Late
- d. None of the above

3. Use appropriate equipment and products for _____

- a. Cleaning
- b. Sanitizing
- c. Sweeping
- d. A and B

4. Report to _____ if any problem with cleaning, equipment or products.

- a. Dishwasher

- b. Sweeper
- c. Supervisor
- d. Guest

5. A waiter should maintained proper _____

- a. Logbook
- b. Records
- c. Daybook
- d. A and B

Q1: How should a waiter hand over shift?

Ans: A waiter should ensure that work area is fully maintained for next shift .

Q2. How should a waiter clean and sanitize food outlet area?

Ans: A waiter should use proper equipment and products for cleaning and sanitizing.

Q3. Name some products used in cleaning.

Ans: Sanitizer Detergents, lemon, vinegar

Q4. How should a guest be welcome?


Ans: A guest should be welcomed with a smile

Q5: How can you avoid cross contamination?


Ans: By following the SOPs and hygiene practices.

National Vocational and Technical Training Commission (NAV TTC)

 5th Floor Evacuee Trust Complex Sector F-5/1, Islamabad.

 +92 51 9044 04

 +92 51 9044 04

 info@navttc.org

 www.navttc.org