



Australian Government

SITHFAB206 Serve food and beverage

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITHFAB003A Serve food and beverage to customers. Title simplified. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to serve food and beverage to customers in a casual dining setting. It covers fundamental technical skills required to prepare the outlet for the service period, interact with customers to take orders, serve and clear food and beverage and to complete end of service tasks.

Higher order service techniques, required by senior food and beverage attendants, are covered by the unit SITHFAB307 Provide table service of food and beverage.

Application of the Unit

This unit applies to hospitality organisations which operate food and beverage outlets including hotels, clubs, cafes, and coffee shops.

Beverages may include alcohol but it is not a requirement of this unit, as many casual dining settings do not serve alcohol.

The unit applies to operational food and beverage attendants who work with very little independence and under close supervision.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

This unit must be assessed after the following prerequisite unit:	
SITXFSA101	Use hygienic practices for food safety

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- | | |
|---|---|
| 1. Prepare for food and beverage service. | 1.1 Discuss and clarify table and room set-up, <i>menu</i> and <i>style of service</i> .
1.2 Check furniture and fittings for cleanliness, stability and condition prior to the <i>service period</i> .
1.3 Adjust furniture placement to meet service requirements and allow safe and easy access for service personnel.
1.4 Prepare and adjust the <i>environment</i> to ensure comfort and ambience for customers.
1.5 Check and prepare <i>equipment</i> for service and clean or replace items to meet service standards.
1.6 Prepare and display food and beverage items according to organisational standards. |
| 2. Welcome and advise customers. | 2.1 Greet customers on arrival, according to organisational customer service standards.
2.2 Provide <i>information</i> to customers, giving clear explanations and descriptions.
2.3 Answer customer questions on menu items correctly and courteously. |
| 3. Take and process orders. | 3.1 Take and record orders accurately and legibly using the format required by the organisation, and convey them promptly to the kitchen.
3.2 Operate the <i>ordering system</i> according to organisational procedures.
3.3 Communicate special requests or dietary requirements to kitchen.
3.4 Provide glassware, serveware and cutlery suitable for menu choice.
3.5 <i>Process accounts</i> and receive payment at appropriate time. |
| 4. Serve food and drinks. | 4.1 Collect food and beverage selections from kitchen and check for accuracy and presentation.
4.2 Use appropriate techniques to carry and place plates containing meals and serve to correct person.
4.3 Promptly recognise and follow up any delays or deficiencies in service. |

- 4.4 Advise and reassure customers about any delays or problems.
 - 4.5 Check customer satisfaction at the appropriate time.
- 5. Clear food and drinks.
 - 5.1 Use appropriate techniques to clear and carry multiple used plates and other serveware.
 - 5.2 Remove used items in a timely manner and safely transfer them to the appropriate location for cleaning.
 - 5.3 Safely dispose of food waste, disposables and recyclable items to minimise negative environmental impacts.
- 6. Complete end of shift duties.
 - 6.1 Follow *end of shift procedures*.
 - 6.2 Provide customer feedback to relevant supervisors or managers.
 - 6.3 Provide handover to incoming colleagues and share relevant information.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills including active listening and open and closed probe questioning to:
 - interact with customers and team members in a polite and friendly manner
 - determine customer preferences and provide food and beverage service tailored to the customer's requirements
- critical thinking skills to evaluate the placement of furniture and organise it for optimum service efficiency
- literacy skills to:
 - read and comprehend food and beverage menus and organisational procedures
 - record customer orders and write clear and precise notes on special requests
- numeracy skills to calculate customer accounts
- planning and organising skills to select and prepare equipment and set up the dining area in advance of the service period
- problem-solving skills to recognise any delays in food service and rectify to the customer's satisfaction
- teamwork skills to provide operational information to colleagues
- technology skills to use organisational ordering systems and equipment.

Required knowledge

- for food and beverage outlets and the organisation in particular, features of:
 - work flow structure for food and beverage service
 - ordering systems and procedures
 - workflow between kitchen and front of house areas
 - service procedures
 - end of shift procedures
- techniques for:
 - carrying and placing plates containing meals
 - clearing and carrying multiple used plates and other serveware
- key features of food and beverage items on the menus
- correct and environmentally sound disposal methods for food and beverage waste including recyclable glass and plastic bottles and containers.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- prepare for and provide effective food and beverage service for multiple service periods
- interact with and positively respond to the diverse demands and requests of multiple customers
- work with speed and efficiency to deal with numerous service and operational tasks simultaneously
- integrate knowledge of:
 - set up, service and end of shift procedures
 - ordering systems and procedures
 - key features of food and beverage items on menus.

Context of and specific resources for assessment

Assessment must ensure use of:

- an operational food and beverage outlet with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines; this may be a:
 - real industry workplace
 - simulated industry environment such as a training food and beverage outlet servicing customers
- industry-realistic ratios of service staff to customers
- kitchen staff with whom the individual can interact
- commercial food and beverage menus currently used by the hospitality industry
- freshly prepared meals to be served.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the individual preparing for service, providing service to customers and closing down after service
- direct observation of the individual undertaking specific tasks, such as taking and processing orders, serving food and drink items or clearing tables
- written or oral questioning to assess knowledge of:
 - set up, service and end of shift procedures

- ordering systems and procedures
- key features of food and beverage items on the menus
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHFAB203 Prepare and serve non-alcoholic beverages
- SITXCCS202 Interact with customers
- SITXFIN201 Process financial transactions
- SITXWHS101 Participate in safe work practices.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Menu may include:

- bar food
- blackboard
- buffet
- finger food
- set
- specials
- table d'hôte.

Style of service may include:

- bar
- bistro
- café
- counter
- espresso coffee bar
- plate service
- table.

Service period may include:

- afternoon tea
- breakfast
- dinner
- lunch.

Environment may include:

- background noise
- decorations and displays
- lighting
- music
- privacy
- room temperature.

Equipment may include:

- bains marie
- computerised ordering systems
- condiments and condiment containers
- crockery
- cutlery
- espresso machine
- food and beverage menus
- glassware for alcoholic and non-alcoholic beverages
- linen
- oven to tableware
- placemats

Information provided to customers may relate to:

- platters, lids and covers
- promotional materials
- service utensils
- tea and coffee making equipment.
- food and beverages
- location of customer facilities
- menu choices, options and availability
- specials
- the location or area.

Ordering system may be:

- electronic:
 - PALM order pad
 - touch screen
- manual:
 - hand written on order pad.

Process accounts may involve:

- depositing money in cash register, processing and giving change
- handing account to another person to process
- processing credit cards or Electronic Funds Transfer at Point Of Sale (EFTPOS)
- using:
 - Electronic Point-Of-Sale (POS) system with touch screen or PALM order pad
 - EFTPOS equipment.

End of shift procedures may include:

- clearing, cleaning and dismantling furniture
- cleaning equipment, such as coffee machines and bairs marie
- participating in debriefing sessions, including quality service reviews
- placing equipment and furniture in allocated storage areas
- preparing for the next service period:
 - polishing glassware
 - resetting tables
 - restocking.

Unit Sector(s)

Hospitality

Competency Field

Food and Beverage