



Australian Government

SITHFAB307 Provide table service of food and beverage

Release 2

SITHFAB307 Provide table service of food and beverage

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
1.2	Correction to mapping to show non equivalence.
1.0	<p>N</p> <p>Replaces and is not equivalent to SITHFAB004A Provide food and beverage service.</p> <p>Title changed to better reflect the intent and content of the unit.</p> <p>Duplication of tasks covered in holistic unit SITHIND301 Work effectively in hospitality service removed. Unit refocussed to cover the technical skills required to provide table services of food and alcoholic beverages. Significant change to all facets of the unit. One prerequisite unit removed. SITXFSA101 Use hygienic practices for food safety retained as prerequisite. SITHFAB201 Provide responsible service of alcohol added as a prerequisite.</p>

Unit Descriptor

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

Fundamental technical skills for food and beverage service are covered by the unit SITHFAB206 Serve food and beverage.

Application of the Unit

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

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

Licensing/Regulatory Information

The sale and service of alcohol is subject to the provisions of Responsible Service of Alcohol (RSA) law in each state and territory of Australia. Skills and knowledge for compliance with this law are covered by the prerequisite unit SITHFAB201 Provide responsible service of alcohol.

Pre-Requisites

This unit must be assessed after the following prerequisite units:	
SITHFAB201	Provide responsible service of alcohol
SITXFSA101	Use hygienic practices for food safety

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

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 restaurant for service. | 1.1 Access <i>organisational information</i> and prioritise and sequence tasks for the service period.
1.2 Complete <i>set up</i> of dining area and mise en place requirements according to the <i>style of service</i> and menu options.
1.3 Check and adjust <i>dining environment</i> to ensure comfort and ambience for customers. |
| 2. Provide food and beverage advice to customers. | 2.1 Welcome customers and offer available <i>pre-meal services</i> .
2.2 Allocate tables, seat customers and provide napkin service.
2.3 Present food and beverage menus and provide <i>product information</i> .
2.4 Give clear explanations and descriptions and use correct terminology and pronunciation to describe food and beverage menu options.
2.5 Answer questions and make recommendations to assist with drink and meal selection.
2.6 Assist customers with selection of food and beverage matching and promote or upsell products.
2.7 Take customer orders, verify selection and operate <i>ordering system</i> according to organisational procedures.
2.8 Provide and adjust glassware, serviceware and cutlery suitable for menu and drink choices. |
| 3. Serve and clear meals. | 3.1 Collect meals from kitchen and check for accuracy and presentation.
3.2 Use appropriate techniques to carry and place plates containing meals and serve to the correct person.
3.3 Check customer satisfaction at the appropriate time.
3.4 Monitor flow of service and meal delivery and resolve any delays or deficiencies in service.
3.5 Use appropriate techniques to clear and carry multiple used plates and other serviceware.
3.6 Clear used items at the appropriate time during service with minimal disruption to customers. |
| 4. Serve and clear alcoholic beverages. | 4.1 Select beverages and check both temperature and presentation prior to serving.
4.2 Load, carry and unload trays where required, safely and avoiding spillage. |

- 4.3 Present beverages selected by customers and verify choice.
 - 4.4 Open and serve beverages correctly, safely and without spillage.
 - 4.5 Pour beverages as required according to organisational and industry standards.
 - 4.6 Refill glasses during service, with minimal disruption to customers.
 - 4.7 Remove used and unused glassware from tables at the appropriate time.
5. Work cooperatively as part of the service team.
- 5.1 Liaise with kitchen, bar and other waiting staff before, during and after service to maximise efficient customer service.
 - 5.2 Complete *end of shift duties*.
 - 5.3 Provide handover to incoming restaurant colleagues and share relevant information.
 - 5.4 Review and evaluate services with colleagues and suggest service improvements.
 - 5.5 Undertake tasks according to *environmental considerations*.

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 in a polite and friendly manner
 - determine customer preferences and offer suitable products
 - provide clear and accurate information tailored to the customer
- critical thinking skills to evaluate the standard of presentation of the dining area against organisational standards
- initiative and enterprise skills to promote or upsell products
- literacy skills to:
 - read and interpret menu items and specials
 - record customer orders and write clear and precise notes on special requests
- numeracy skills to calculate timing of service across multiple tables
- planning and organising skills to monitor flow of service and meal delivery and to serve and clear food at the appropriate time during service
- problem-solving skills to identify delays or deficiencies in service or products and address to ensure customer satisfaction
- self-management skills to take responsibility for own speed, timing and productivity
- teamwork skills to work cooperatively as part of the floor team
- technology skills to use computerised ordering systems.

Required knowledge

- work flow structures for service within food and beverage service environments
- roles and responsibilities of a range of food and beverage attendants within a restaurant
- meaning of mise en place for food and beverage service and mise en place requirements for different service styles and menu options
- organisational and traditional standards for table setting of glassware, crockery and cutlery
- ways of dressing and setting tables for a range of different service styles for restaurants and functions
- napkin folding styles for different restaurant and function settings and occasions
- organisational and traditional dining room set-ups for different types of restaurant and function venues, including furniture, seating and decoration
- a range of food and beverage service styles and types of menus used in different hospitality contexts, including buffet, tray, plate and silver service
- comprehensive product knowledge of food and beverage items offered during the service period
- features and uses of different types of glassware for different beverages
- techniques for:
 - carrying and placing plates containing meals
 - clearing and carrying multiple used plates and other serviceware

- opening and pouring still and sparkling wines and other beverages
- features of industry and organisation specific:
 - computerised ordering systems
 - workflow between kitchen and front of house areas
 - ordering and service procedures
 - close down procedures for the dining venue
- environmental impacts of food and beverage service and minimal impact practices to reduce these especially those that relate to reusable resources, water and energy use
- 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 quality table service of food and beverage for multiple service periods
- interact with and positively respond to the diverse demands and requests of multiple customers
- provide full explanations and advice on food and beverage menu options
- work with speed and efficiency to deal with numerous service and operational tasks simultaneously
- work cooperatively as part of the service team to maximise work flow and service efficiency
- integrate knowledge of:
 - food and beverage service styles and types of menus
 - work flow structure for service within food and beverage service environments
 - comprehensive details of food and beverage menu options for the organisation.

Context of and specific resources for assessment

Assessment must ensure use of:

- an operational restaurant 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 restaurant 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 including entrees, main courses, accompaniments, desserts and cheeses.

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 the restaurant for service, serving food and beverage and

completing end of shift duties

- direct observation of the individual undertaking specific tasks, such as dressing or setting tables
- written or oral questioning to assess knowledge of:
 - food and beverage service styles and types of menus
 - work flow structure for service within a food and beverage service environment
 - comprehensive details of food and beverage menu options for the organisation
- 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:

- SITHFAB305 Provide advice on Australian wines
- SITHFAB306 Provide advice on imported wines
- SITHFAB310 Provide advice on food and beverage matching
- SITXCCS303 Provide service to customers.

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.

Organisational information may include:

- customer requests and special requirements
- job role
- menus, wine lists and specials
- reservations
- staffing availability
- station and table allocation
- table and seating requirements.

Set up includes:

- checking and preparing equipment and materials for service, including:
 - bar or cocktail lists
 - computerised ordering systems
 - condiments
 - crockery
 - cutlery
 - display and promotional materials
 - espresso machine
 - food and beverage menus
 - glassware
 - ice buckets
 - manual and electronic cash registers
 - point-of-sale equipment and stationery
 - service utensils
 - tables and chairs
 - tea and coffee-making equipment
- checking dining environment and customer facilities for cleanliness, and preparing and adjusting as appropriate
- checking tables and table settings for stability and customer and service personnel access
- setting up furniture according to legislative and organisational requirements, bookings, customer requests, and customer and staff convenience and safety
- table dressing, including:
 - flatware
 - floral arrangements
 - glassware

- linen presentation, such as tablecloths, overlays and napkins
 - paper overlays and napkins
 - placemats
 - serviceware.
- Style of service* may include:
- à la carte
 - buffet
 - dégustation menu
 - function or event
 - set menu
 - silver service
 - table d'hôte.
- Dining environment* may include:
- background noise
 - floral and other decorations
 - lighting
 - music
 - privacy
 - room temperature.
- Pre-meal services* may include:
- bar service
 - lounge and waiting areas
 - valet services, including cloakroom facilities.
- Product information* may include:
- beverages:
 - beer
 - cocktails
 - non-alcoholic beverages
 - spirits
 - wine
 - food
 - location of customer facilities
 - menu choices, options and availability
 - recommendations for matching food and beverage
 - specials.
- Ordering system* may be:
- electronic:
 - PALM order pad
 - touch screen
 - manual
 - hand written on order pad.
- End of shift duties* may include:
- clearing, cleaning or dismantling work area, furniture and equipment such as coffee machines
 - disposing of food waste, disposables and recyclables
 - general cleaning of restaurant and customer facilities

Environmental considerations may include:

- removing used items from service areas and transferring them to the appropriate location for cleaning
- setting up for next service, including:
 - polishing cutlery and glassware
 - storing serviceware, flatware and glassware in allocated storage areas
 - resetting and dressing tables
- storing and preparing equipment for the next service.
- correct disposal of food waste, disposables and recyclables such as paper products, bottles, plastics
- minimising usage of energy and water
- minimising waste.

Unit Sector(s)

Hospitality

Competency Field

Food and Beverage