



Australian Government

SITHFAB308 Provide silver service

Release 1

SITHFAB308 Provide silver service

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	<p>E</p> <p>Replaces and is equivalent to SITHFAB018A Provide silver service.</p> <p>Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content. Two prerequisite units removed. SITXFSA101 Use hygienic practices for food safety retained as a prerequisite.</p>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide full silver service in a fine dining restaurant. It requires the ability to prepare tables for silver service and use silver service techniques to serve meals.

Application of the Unit

This unit applies to hospitality organisations where silver service of food is provided, such as a la carte or fine-dining restaurants.

Silver service standard refers to superior table service in a fine dining setting where diners are provided with a high level of personalised attention and table service. Some menu items may also be prepared and served at the table rather than being ready plated in the kitchen.

This unit applies to senior food and beverage attendants who operate independently or with limited guidance from others. They may provide operational advice and support to team members.

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 tables for silver service.
 - 1.1 ***Prepare tables*** to silver service standard, with the appropriate equipment and utensils for a given menu.
 - 1.2 Set tables to silver service standard, with the appropriate crockery, cutlery, glassware and silverware.
 - 1.3 Evaluate the presentation of tables and make adjustments before commencement of the service period.
 - 1.4 Change cutlery on the table in silver service style and at the appropriate time, to suit customer choice of menu items.
2. Work in cooperation with kitchen staff.
 - 2.1 Liaise with kitchen staff to ensure correct preparation, presentation and timing of meals.
 - 2.2 Establish an ***appropriate relationship*** between the chef and serving staff to ensure silver service between the kitchen and dining room is maintained effectively.
3. Use silver service techniques to serve meals.
 - 3.1 Complete mise en place requirements for silver service menu options.
 - 3.2 Select correct ***utensils and equipment*** for silver service.
 - 3.3 Balance servers correctly and position them appropriately at the table for silver service.
 - 3.4 Serve food items correctly, using the appropriate silver service techniques.
 - 3.5 Portion and place food and condiments correctly, based on advice from kitchen or head waiter.
 - 3.6 Handle hot dishes carefully and provide advice to customers.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - interact with kitchen staff in a polite, professional and friendly manner
 - develop rapport with chef to discuss precision timing and presentation of meals
- critical thinking skills to evaluate the standard of presentation of the tables against organisational and traditional silver service standards
- literacy skills to read and interpret menus to determine the table setting requirements
- numeracy skills to calculate portions and quantities for individual plate service
- planning and organising skills to select appropriate serviceware for a given menu and efficiently prepare tables to silver service standard in advance of the service period
- problem-solving skills to identify deficiencies in table set up and make adjustments to ensure standards are met
- self-management skills to manage own speed, timing and productivity
- teamwork skills to work closely and harmoniously with the chef and other kitchen staff to ensure precision service of customer's meals
- technology skills to select and use silver service equipment and utensils for a given menu.

Required knowledge

- organisational and traditional industry standards for silver service table setting of glassware, crockery and cutlery
- silver service techniques for the major food types including:
 - cheese and dairy products
 - condiments and accompaniments
 - desserts and sweets
 - fish and seafood
 - fruits
 - garnishes
 - hors d'oeuvres and appetisers
 - meat and poultry
 - salads
 - sauces
 - vegetables
- for the main food types listed above:
 - features and uses of silver service utensils and equipment
 - features and uses of different crockery, cutlery
 - features and uses of serviceware for garnishes and accompaniments
- features and uses of different types of glassware for different beverages
- mise en place requirements for silver service menu options.

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 silver service and use silver service techniques to serve meals from all the major food types and for service of entrees, main courses, accompaniments, desserts and cheeses
- select and use the correct silver service utensils, equipment, table serveware, crockery, cutlery and glassware for the dishes and beverages served
- provide silver service for the full service period and for multiple service periods
- work with speed and efficiency to deal with numerous silver service tasks simultaneously
- integrate knowledge of organisational and traditional standards for silver service table settings.

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 including specific equipment for providing silver service; 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
- meals from all the major food types and for 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 providing silver service for several meals in a fine dining environment
- projects that allow assessment of the individual's ability to prepare for and provide silver service for a fine dining event, function or meeting within designated deadlines
- written or oral questioning to assess knowledge of:
 - organisational and traditional standards for silver

service table settings

- features and uses of silver service utensils, equipment, table serviceware, crockery, cutlery and glassware
- silver service techniques for all major food types and for entrees, main courses, accompaniments, desserts and cheeses
- review of portfolio 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.

To *prepare tables* includes:

- folding napkins
- placing chairs in correct position
- polishing cutlery, glassware and crockery
- selecting and setting up linen, glassware, cutlery and crockery according to menu requirements
- using floral decorations or bud vases.

An *appropriate relationship* between the chef and food service staff includes:

- communication that shows respect
- identification of particular needs and problems
- timely lodgement of orders and requests to allow for preparation and garnishing of menu items.

Utensils and equipment for silver service include:

- candles and matches or lighter
- carafes for decanting red wine
- condiments and accompaniments
- cutlery appropriate for given menu items to be served
- heated plates and hot serving utensils
- service trays, platters and doilies
- serving utensils
- table crumber
- tea and coffee service
- waiter's friend
- water jugs
- white cotton gloves
- wine baskets.

Unit Sector(s)

Hospitality

Competency Field

Food and Beverage