



**Australian Government**

# **Assessment Requirements for SITHFAB007 Serve food and beverage**

**Release: 1**

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## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide effective food and beverage service during five different service periods, including at least one peak period
- demonstrate effective use of techniques for:
  - service style appropriate to organisation
  - carrying and placing plates containing meals
  - clearing and carrying multiple used plates and other service-ware
  - processing customer accounts as required
- demonstrate procedures for:
  - table and room set-up
  - end of shift activities
- interact with and positively respond to diverse demands and requests by multiple customers during above service periods
- perform above service within realistic commercial timeframes.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- specific organisation food and beverage features:
  - workflow structure for food and beverage service
  - ordering systems and procedures
  - workflow between kitchen and front of house areas
  - service procedures
  - set up procedures
  - end of shift procedures for:
    - clearing, cleaning and dismantling furniture
    - cleaning equipment
    - participating in debriefing sessions and quality service reviews
    - placing equipment and furniture in allocated storage areas
    - preparing for next service period

- common styles of food and beverage service:
  - bar
  - bistro
  - café
  - counter
  - espresso coffee bar
  - plate service
  - table
- techniques for:
  - carrying and placing plates containing meals
  - clearing and carrying multiple used plates and other service-ware
- key features of food and beverage items on the menu
- common organisational procedures used when processing accounts:
  - 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 touchscreen or PALM order pad
    - EFTPOS equipment
- correct and environmentally sound disposal methods for food and beverage waste.

## Assessment Conditions

Skills must be demonstrated in an operational food and beverage outlet. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- fixtures and large equipment:
  - sideboards or crockery and cutlery storage area
  - coffee and tea making equipment
  - ordering system
  - espresso machine
  - minimum of 15 chairs
  - minimum of five tables
  - point of sale system:
    - credit card facilities
    - EFTPOS facilities
  - restaurant service desk
- small equipment:
  - containers for condiments and accompaniments

- crockery
- cruets and pepper mills
- cutlery
- docket books
- food service-ware
- glassware for alcoholic and non-alcoholic beverages
- linen/table dressing
- milk and sugar containers
- service trays, platters and doilies
- service utensils
- tea and coffee pots
- tea and coffee service-ware
- water jugs
- stock:
  - freshly prepared meals to be served
  - wide commercial range of beverages
- cleaning materials and equipment:
  - brooms, brushes and dustpans
  - cleaning cloths
- organisational specifications:
  - equipment manufacturer instructions
  - commercial food and beverage menus currently used by the hospitality industry
  - promotional materials
- specific equipment for the service of alcoholic beverages if these are present:
  - ice buckets and wine stands
  - service cloths for wine service
  - waiter's cloths
  - waiter's friend
  - waiter's station
  - wine baskets
  - wine lists
- kitchen staff with whom the individual can interact
- industry-realistic ratio of service staff to customers; these can be:
  - customers in an industry workplace during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>