



Australian Government

Assessment Requirements for SITHFAB014

Provide table service of 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:

- prepare for and provide table service of food and beverage over a minimum of 12 service periods
- provide full explanations and advice on food and beverage menu options during each service period
- interact with and respond to customers during above service periods in a professional manner and in response to demands and requests relating to:
 - information on beverages and food
 - location of customer facilities
 - menu choices and availability
 - recommendations for food and beverage
 - specials
- demonstrate ability to:
 - work with speed and efficiency
 - deal with numerous service and operational tasks simultaneously
 - work cooperatively as part of the service team to maximise work flow and service efficiency.

Knowledge Evidence

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

- work flow structures for service in food and beverage service environments
- roles and responsibilities of a range of food and beverage attendants
- meaning of mise en place for food and beverage service and mise en place requirements for service styles specified in the performance evidence and different menu options
- organisational procedures to set up a dining venue:
 - checking and preparing equipment and materials for service
 - checking dining environment and customer facilities for cleanliness, and preparing and adjusting as appropriate
 - checking tables and table settings for stability and access for customers and service personnel

- setting up furniture according to legislative and organisational requirements, bookings, customer requests, and customer and staff convenience and safety
- table dressing
- organisational and traditional standards for table settings of glassware, crockery and cutlery
- ways of dressing and setting tables for service styles specified in the performance evidence 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:
 - furniture
 - seating
 - decoration
- organisational end of shift duties:
 - clearing, cleaning or dismantling work area, furniture and equipment
 - disposing of food waste, disposables and recyclables
 - general cleaning of service area and customer facilities
 - removing used items from service area and transferring them to appropriate location for cleaning
 - setting up for next service:
 - polishing cutlery and glassware
 - storing service-ware, flatware and glassware in allocated storage areas
 - resetting and dressing tables
 - storing and preparing equipment for next service
- food and beverage service styles and types of menus used in different hospitality contexts:
 - buffet
 - tray
 - plate
 - silver service
- comprehensive product knowledge of food and beverage items offered during the service specified in the performance evidence
- 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 service-ware
 - opening and pouring still and sparkling wines and other beverages
- features of industry and organisation-specific:
 - computerised ordering systems
 - work flow between kitchen and front of house areas
 - ordering and service procedures
 - closing procedures for the dining venue

- environmental impacts of food and beverage service and minimal impact practices to reduce them, especially those that relate to reusable resources, water and energy use
- 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 areas
 - coffee and tea making facilities
 - minimum of 15 chairs
 - minimum of five tables
- small equipment:
 - bread baskets
 - butter dishes
 - condiments and accompaniments
 - cruets and pepper mills
 - cutlery:
 - main and entrée knives and forks
 - soup and dessert spoons
 - teaspoons
 - side knives
 - serving utensils
 - food service-ware
 - glassware for alcoholic and non-alcoholic beverages
 - ice buckets and wine stands
 - linen/table dressing:
 - tablecloths
 - overlays
 - placemats
 - napkins/serviettes
 - milk and sugar containers
 - service cloths for wine service
 - service trays, platters and doilies
 - service utensils
 - standard range of glassware for the service of:

- beer
- cocktails
- spirits
- wine
- tea and coffee pots
- tea and coffee service-ware
- waiter's cloths
- waiter's friend
- waiter's station
- water jugs
- wine baskets
- stock:
 - ice
 - freshly prepared meals:
 - entrées
 - main courses
 - accompaniments
 - desserts
 - cheeses
 - wide commercial range of non-alcoholic beverages
 - wide commercial range of:
 - bottled and canned beers
 - wines
 - spirits
- 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
 - standard recipes for non-alcoholic drinks currently used by the hospitality industry
 - promotional materials
 - 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>