



Australian Government

SITHFAB027 Serve food and beverage

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to serve food and beverages to customers in a casual dining setting. It covers the 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 complete end of service tasks.

Higher order service techniques required by senior food and beverage attendants are covered by the unit SITXFAB034 Provide table service of food and beverage.

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

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

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

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

SITXFSA005 Use hygienic practices for food safety

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Prepare for food and beverage service.
 - 1.1. Discuss and clarify table and venue set-up, menu and style of service where required.
 - 1.2. Check furniture and fittings for cleanliness, stability and condition prior to the service period.
 - 1.3. Adjust furniture placement to meet service requirements and allow safe and easy access for service personnel.
 - 1.4. Prepare and adjust environment to ensure comfort and ambience for customers.
 - 1.5. Check and prepare equipment for service according to manufacturer instructions, and clean or replace items as required 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 information regarding food and beverage and facilities 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 orders promptly to the kitchen.
 - 3.2. Operate ordering system according to organisational procedures.
 - 3.3. Communicate special requests or dietary requirements to kitchen.
 - 3.4. Provide glassware, service-ware and cutlery suitable for menu choice.
 - 3.5. Process accounts and receive payment according to organisational policies and procedures.
4. Serve food and beverages.
 - 4.1. Promptly recognise and follow-up delays or deficiencies in service.
 - 4.2. Collect food and beverage selections from kitchen and check for accuracy and presentation.
 - 4.3. Use appropriate techniques to carry and place plates containing meals and serve to correct person.
 - 4.4. Advise and reassure customers about delays or problems.
 - 4.5. Check customer satisfaction at the appropriate time.
5. Clear food and beverages.
 - 5.1. Use appropriate techniques to clear and carry multiple used plates and other service-ware.
 - 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. Report customer feedback to relevant colleagues, supervisors or managers.
 - 6.3. Provide handover to incoming colleagues and share relevant information.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	read food and beverage menus and organisational procedures.
Writing skills to:	record customer orders and write clear and precise notes on special requests.
Oral communication skills to:	- use active listening and open and closed probe questioning to determine customer preferences - discuss causes of service delays or deficiencies with customers and colleagues in a professional manner.
Initiative and enterprise skills to:	recognise delays and deficiencies in food service and rectify to the customer's satisfaction.
Teamwork skills to:	provide timely operational information to colleagues to support efficient service.
Technology skills to:	use organisational ordering systems and equipment.

Unit Mapping Information

Supersedes and is equivalent to SITHFAB007 Serve food and beverage.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>