



Australian Government

Assessment Requirements for SITHFAB034 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 of the above service periods
- 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
- during the above service periods:
 - 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
- food and beverage service styles and types of menus used in different hospitality contexts:
 - buffet
 - tray
 - plate
 - silver service
- meaning of mise en place for food and beverage service and mise en place requirements for service styles 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 used in restaurants and for 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
- 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, including 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; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- fixtures and large and small equipment:
 - food service-ware
 - glassware for alcoholic and non-alcoholic beverages
 - food service-ware and glassware storage areas
 - minimum of 15 chairs
 - minimum of five tables
 - table dressing linen and equipment
 - service linen and equipment
 - crockery and cutlery
 - ice buckets and wine stands
 - waiter's friend
- stock:
 - freshly prepared meals:
 - entrées
 - main courses
 - desserts
 - condiments and accompaniments
 - commercial range of non-alcoholic and alcoholic beverages
- cleaning materials and equipment
- organisational specifications:
 - equipment manufacturer instructions
 - commercial food and beverage menus currently used by the hospitality industry
 - promotional materials
 - wine lists
- kitchen staff with whom the individual can interact and an industry-realistic ratio of service staff to customers. These can be:
 - kitchen staff and 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>