



Australian Government

Department of Education, Employment and Workplace Relations

SITHFAB004A Provide food and beverage service

Revision Number: 1

SITHFAB004A Provide food and beverage service

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide quality food and beverage service to customers in a range of hospitality industry enterprises.

The unit does not focus on basic product knowledge about food and beverage, which is found in SITHFAB011A Develop and update food and beverage knowledge and SITHFAB005A Provide table service of alcoholic beverages, which covers detailed knowledge of wine.

Some States and Territories have legislative requirements in relation to service of alcohol.

Application of the Unit

Application of the unit

This unit applies to establishments where table service of food and beverage is provided, such as restaurants, dining rooms, function and catering outlets, and some cafes. It reflects the role of a waiter or food and beverage attendant and may apply to different styles of service.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:
SITHFAB003A Serve food and beverage to customers
SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1	Organise tasks and plan work flow.	1.1	Access <i>relevant information</i> and plan and organise work; prioritising, sequencing and monitoring tasks and processes.
		1.2	Clarify job roles with other team members and delegate tasks to others as appropriate.
		1.3	Develop and follow a work schedule or plan to maximise efficiency, taking into consideration roles

ELEMENT	PERFORMANCE CRITERIA
2 Manage the service cycle.	<p>and responsibilities of other team members.</p> <p>1.4 Plan and monitor work flow during service, including own tasks and those of other team members and make adjustments where appropriate.</p> <p>2.1 Complete <i>set up and mise en place</i> of restaurant, dining area, function or catering outlet and check and adjust <i>dining environment</i> to ensure comfort and ambience for customers according to <i>service</i> requirements and enterprise procedures.</p> <p>2.2 Welcome customers and offer available <i>pre-meal services</i> according to enterprise procedures.</p> <p>2.3 Escort and seat customers according to table allocation, assisting with seating and providing napkin service according to enterprise procedures.</p> <p>2.4 Present menus and drinks lists to customers and provide <i>information</i>, giving clear explanations and descriptions and answering questions correctly and courteously.</p> <p>2.5 Make recommendations and suggestions to customers to assist them with drink and meal selection, and promote or up-sell products as appropriate.</p> <p>2.6 Take orders and relay to kitchen and bar, providing additional information about any special requests or dietary or cultural requirements where appropriate.</p> <p>2.7 Provide and adjust glassware, serviceware and cutlery suitable for menu choices and according to enterprise procedures.</p> <p>2.8 Monitor flow of service and meal delivery, serving and clearing food, drinks and plates at the appropriate time during service with minimal disruption to customers.</p> <p>2.9 Identify any delays or deficiencies in service or products and address promptly to customer satisfaction and according to enterprise policy and procedures.</p> <p>2.10 Organise and present accounts to customers on request, and <i>process</i> them according to enterprise procedures.</p> <p>2.11 Farewell customers courteously in a manner that will encourage them to return.</p> <p>2.12 Perform <i>close-down procedures</i> after service according</p>

ELEMENT	PERFORMANCE CRITERIA
	to enterprise procedures.
	2.13 Undertake tasks according to <i>environmental considerations</i> .
3 Manage relationships with colleagues and customers.	3.1 Liaise with kitchen, bar and other waiting staff before, during and after service to maximise communication and flow of information.
	3.2 Identify clearly any problems and address them promptly and courteously using appropriate communication techniques.
	3.3 Provide a hospitality experience, according to established protocols and service techniques, enterprise policies and customer expectations.
	3.4 Provide handover to incoming restaurant colleagues and share relevant information.
	3.5 Review and evaluate services with colleagues where appropriate, identifying possible improvements and innovations and informing relevant others as appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- table dressing and setting techniques for different settings, styles and occasions, including restaurants, functions and catering
- napkin folding for different settings, styles and occasions, including restaurants, functions and catering
- plate clearing and carrying techniques
- use of enterprise computerised ordering systems
- safe work practices and hygiene issues of specific relevance to food and beverage service
- problem-solving skills to deal with under or over-booking situation
- communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- literacy skills to read menu items and specials and explain them to customers
- numeracy skills to calculate and estimate accuracy of customer accounts.

The following knowledge must be assessed as part of this unit:

- ordering and service procedures
- ways of dressing and setting tables for a range of different functions, service styles and service periods, including restaurants, functions and catering
- typical work flow structure for service within a food and beverage service environment
- range and use of standard restaurant equipment
- typical food and beverage service styles and types of menus used in different hospitality contexts, including buffet, tray, plate and silver service
- typical table and room set-ups for different types of restaurants, functions and catering venues, including furniture, seating and decoration
- menus appropriate to the enterprise
- legislative and regulatory requirements, including OHS, food safety and responsible service of alcohol
- the environmental impacts of food and beverage service and minimal impact practices to reduce these especially those that relate to reusable resources, water and energy use
- correct and environmentally sound disposal methods for food and beverage waste including recyclable glass and plastic bottles and containers.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to provide integrated food and beverage service within a restaurant or dining area according to established systems and procedures
- ability to deal with typical issues such as workplace time constraints, late bookings, no-shows, walk-ins and menu changes
- ability to meet, greet and interact positively with customers throughout their dining experience
- ability to maintain the cleanliness and tidiness of service areas, including dealing with disposables and recyclables
- ability to monitor and adjust the service process and work flow to meet customer requirements, appropriate timing and enterprise policies and procedures
- compliance with regulatory and legislative requirements
- demonstrated health and safety practices.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational restaurant or dining area, including industry-current equipment as defined in the Assessment Guidelines, and actual food items and meals
- presence of industry-realistic conditions, such as commercial ratios of customers to staff.

EVIDENCE GUIDE

Methods 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 candidate preparing the restaurant for service, providing service to customers and closing down the restaurant or dining room
- direct observation of the candidate undertaking specific tasks, such as dressing or setting tables
- written or oral questions to test knowledge of sequence of service, typical problems, menu items and beverage selection
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB005A Provide table service of alcoholic beverages
- SITHFAB010C Prepare and serve non-alcoholic beverages
- SITHFAB011A Develop and update food and beverage knowledge
- SITHFAB018A Provide silver service
- SITXCOM006A Address protocol requirements
- SITXFIN001A Process financial transactions.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

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 in the performance criteria is detailed below.

Relevant information may include:

- bookings and reservations
- table and seating requirements
- customer requests and special requirements
- menus, wine lists and specials
- staffing availability
- job role
- station and table allocation.

RANGE STATEMENT

Set up and mise en place includes:

- checking dining environment and customer facilities for cleanliness, and preparing and adjusting as appropriate
- setting up furniture according to legislative and enterprise requirements, bookings, customer requests, and customer and staff convenience and safety
- checking tables and table settings for stability and customer and service personnel access
- checking and preparing equipment and materials for service, including:
 - glassware
 - crockery
 - cutlery
 - linen
 - condiments
 - tea and coffee-making facilities
 - tables and chairs
 - menus and wine lists
 - display materials
 - manual and electronic cash registers
 - computerised ordering systems
 - point-of-sale equipment and stationery
- table dressing, including:
 - linen presentation, such as tablecloths, overlays and napkins
 - paper overlays and napkins
 - placemats
 - glassware
 - serviceware
 - flatware
 - floral arrangements.

RANGE STATEMENT

Dining environment may include:

- lighting
- room temperature
- music
- floral and other decorations
- privacy
- background noise.

Styles of ***service*** may include:

- set menu (table d'hôte)
- à la carte
- buffet
- function
- breakfast.

Pre-meal services available to customers may include:

- bar service
- lounge and waiting areas
- valet services, including cloakroom facilities.

Information provided to customers may include:

- menu choices and options
- information about food and beverages
- specials
- information about the location or area
- location of customer facilities.

Process accounts will vary according to enterprise procedures and includes the following:

- depositing money in cash register, processing and giving change
- processing credit cards or electronic funds transfer at point of sale (EFTPOS)
- handing account to other person to process.

RANGE STATEMENT

Close-down procedures may include:

- removing used items from service areas and transferring them to the appropriate location for cleaning
- disposing of leftover food, disposables and recyclables
- storing and preparing equipment for the next service
- clearing, cleaning or dismantling work area, furniture and equipment such as coffee machines
- setting up for next service, including:
 - polishing flatware and glassware
 - storing serviceware, flatware and glassware in allocated storage areas
 - resetting and dressing tables
 - general cleaning of restaurant and customer facilities.

Environmental considerations may include:

- correct disposal of leftover food, disposables and recyclables such as paper products, toothpicks, bottles, plastics and linen
- minimising waste
- minimising usage of power and water.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage