



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SITHFAB021A Provide and coordinate food and beverage service**

**Revision Number: 1**

## **SITHFAB021A Provide and coordinate food and beverage service**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to organise, prepare and service food, and alcoholic and non-alcoholic beverages to customers. It incorporates all aspects of organising, preparing and serving a variety of menu items, and alcoholic and non-alcoholic beverage items for a service period in a hospitality enterprise, using a range of service methods and team coordination skills.

The unit integrates key technical and organisational skills required by a food and beverage attendant. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial cafe, dining room or restaurant.

It requires taking responsibility for own output, working as part of a team and taking limited responsibility for the work of others.

State or territory licensing requirements may apply.

### **Application of the Unit**

#### **Application of the unit**

This unit applies to individuals who apply a broad range of skills and knowledge to food and beverage services in various hospitality venues and settings.

### **Licensing/Regulatory Information**

Not applicable.

## Pre-Requisites

### Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITHFAB002C Operate a bar
- SITHFAB004A Provide food and beverage service
- SITHFAB009A Provide responsible service of alcohol
- 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 Coordinate, organise and prepare for food and beverage service. | 1.1 Plan and follow a jobs checklist and work schedule, according to floor and bar staff roster and roles and responsibilities of team members. |
|   | 1.2 Plan room layout to accommodate reservations and effective work flow.   |

**ELEMENT****PERFORMANCE CRITERIA**

- |     |   |
|-----|---|
| 1.3 | Liaise with other team members on the table and room set-up, <i>type of menu and style of service</i> , and wine and drink list.  |
| 1.4 | Liaise with chef about menu, available portions and specials.   |
| 1.5 | Carry out <i>mise en place</i> according to enterprise procedures and requirements.   |
| 1.6 | Check bar and wine list stock levels, <i>equipment</i> cleanliness and quantity required for food and beverage service according to established systems and procedures.                           |
| 2   | Serve menu, bar and wine list items to customers.   |
| 2.1 | Greet customers courteously and appropriately according to allocated table plan and provide relevant <i>information</i> .   |
| 2.2 | Recommend menu items, and alcoholic and non-alcoholic beverages to meet individual needs, <i>special requests or dietary requirements</i> of customers and up-sell as appropriate.                |
| 2.3 | Prepare alcoholic and non-alcoholic beverages and serve menu items and wines using appropriate service methods to meet customer expectations of quality, presentation and timeliness of delivery. |
| 2.4 | Work cooperatively as part of the floor or bar team according to the work plan and delegate tasks appropriately.  |
| 2.5 | Follow workplace safety and hygiene procedures according to enterprise and legislative requirements.  |
| 2.6 | Provide quality customer service and deal appropriately with complaints according to enterprise procedures.   |
| 2.7 | Identify problems, determine possible solutions and take appropriate action to resolve the situation according to job role and enterprise procedures.   |
| 2.8 | <i>Process accounts</i> and payment according to enterprise procedures and farewell customers appropriately.  |
| 3   | Coordinate and complete end of service procedures.  |
| 3.1 | Coordinate <i>end of service procedures</i> according to enterprise procedures, OHS requirements and <i>environmental considerations</i> .  |
| 3.2 | Store food and beverage service items, equipment and commodities appropriately to minimise waste.   |

**ELEMENT****PERFORMANCE CRITERIA**

- 3.3 Check bar closing stock, prepare a requisition for replacement stock and complete timesheets.
- 3.4 Participate in debriefing sessions with colleagues where appropriate, identifying possible improvements.

## 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:

- planning and organising work on the floor and in the bar environment, including:
- prioritising, sequencing and monitoring tasks and procedures according to enterprise procedures
- collecting information and resources
- working within or setting timelines
- integration and application of food and beverage service skills, including mise en place, service procedures, close down and customer relations
- team coordination, task allocation and providing advice and support as required
- using safe and hygienic work practices in relation to provision of food and beverage services and according to enterprise and legislative requirements
- communication skills to read workplace documents, deal effectively with colleagues and customers, and solve problems
- numeracy skills to calculate or estimate bills, stock requirements and required ingredients, materials or equipment.

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

- relevant legislative and regulatory requirements related to hygiene, health, safety, security and provision of hospitality products and services
- current knowledge of food and beverage menu items offered by the enterprise.

## 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.

## EVIDENCE GUIDE

### **Critical aspects for assessment and evidence required to demonstrate competency**

Evidence of the following is essential:

- collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 36 complete food service periods in order to address each of the required food and beverage service styles (cafe or bistro, table d'hôte, à la carte and functions), service periods (lunch, dinner and functions) and menu items
- serving a wide range of food and beverage items for a menu
- ability to carry out a number of activities effectively and simultaneously
- ability to deal with typical issues, such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems
- ability to meet, greet and interact positively with a diverse range of customers throughout the hospitality experience
- ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables
- ability to participate in the service process and work flow as part of a team and take responsibility for own work and the quality of outcomes
- compliance with relevant legislative and regulatory requirements, OHS requirements and demonstrated health and safety practices.

### **Context of and specific resources for assessment**

Assessment must ensure:

- demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services as described in the Assessment Guidelines
- presence of industry-realistic conditions, such as commercial ratios of customers to staff typically found in a busy commercial food outlet

## 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:

- training record book used as part of traineeship arrangements
- direct observation of the candidate serving food and beverage menu items in a commercial hospitality setting
- evaluation of customer feedback about service of food and beverage items, including speed and timing of service
- written or oral questions to test knowledge of service techniques, equipment and OHS requirements
- 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.

### 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.



## RANGE STATEMENT

*Type of menu and style of service* will vary according to enterprise and occasion but may include:

- set menu (table d'hôte)
- à la carte
- function requiring cocktail, finger food, set menu or buffet
- cafe or bistro espresso coffee service
- afternoon tea service
- wine service
- cocktail bar service
- plate, semi-silver, silver or gueridon service.

*Mise en place* may include:

- preparing bar garnishes, condiments and other commodities
- preparing alcoholic and non-alcoholic beverage orders
- collecting and checking the mise en place for silver or gueridon service
- preparing gueridon items
- organising serviceware and equipment.

## RANGE STATEMENT

Food and beverage service *equipment* may include:

- glassware for alcoholic and non-alcoholic beverages
- ice buckets
- crockery
- cutlery
- platters, lids and covers
- service utensils
- oven to tableware
- condiments and condiment containers
- linen
- chairs
- tables
- food menus
- wine, bar or cocktail lists
- display materials
- tea and coffee making equipment
- espresso machine
- electronic point-of-sale (POS) system with touch screen and/or PALM order pad
- electronic funds transfer at point of sale (EFTPOS) equipment.

*Information* provided to customers may include:

- food menu options, choices and specials
- wine and cocktail drink list choices and specials
- product knowledge of food, alcoholic and non-alcoholic beverages
- local area knowledge and venue facilities.

*Special requests or dietary requirements* may include:

- cultural needs and restrictions
- specific dietary requirements related to medical requirements, such as food exclusions for allergies and medications, and diabetic and other diets
- preferences for particular ingredients and cooking methods.

## RANGE STATEMENT

- Process accounts*** may include:
- depositing money in cash register, processing and giving change
  - using an electronic POS system with touch screen and/or PALM order pad
  - processing credit cards manually or EFTPOS
  - handing over account to the cashier to process.
- End of service procedures*** may include:
- safe storage of food and beverage items
  - cleaning procedures related to floor and bar areas and equipment
  - debriefing sessions, including quality service reviews
  - restocking
  - preparations for the next service period.
- Environmental considerations*** include:
- recycling and minimising waste
  - responsible disposal of waste
  - efficient energy use
  - efficient water use.

## Unit Sector(s)

**Sector** Hospitality

## Competency field

**Competency field** Food and Beverage