



Australian Government

SITHFAB311 Provide gueridon service

Release 1

SITHFAB311 Provide gueridon service

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITHFAB017A Provide gueridon service. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content. Three prerequisite units removed. SITXFSA101 Use hygienic practices for food safety retained as a prerequisite.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide gueridon service in a fine dining restaurant. It requires the ability to prepare gueridon trolleys and equipment and to prepare and serve gueridon menu items.

Application of the Unit

This unit applies to hospitality organisations where gueridon service of food is provided, such as a la carte or fine-dining restaurants.

It applies to experienced food and beverage attendants who work with some independence and under limited supervision. They may provide operational advice and support to team members.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

This unit must be assessed after the following prerequisite unit:	
SITXFSA101	Use hygienic practices for food safety

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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| 1. Prepare and maintain gueridon trolleys and equipment. | <ul style="list-style-type: none"> 1.1 Stock trolleys with clean implements, utensils and linen according to menu requirements. 1.2 Polish and clean <i>equipment</i> according to organisational standards and food safety procedures. 1.3 Select ingredients according to menu requirements. 1.4 Examine ingredients for quality and condition prior to display on the trolley. 1.5 Present and display foods effectively using their colours, varieties and shapes to attract customers. 1.6 Display <i>promotional materials</i> on trolleys. 1.7 Position trolleys appropriately for customers to view. 1.8 Clear trolleys and clean them hygienically. |
| 2. Recommend and sell foods and dishes to customers. | <ul style="list-style-type: none"> 2.1 Explain dish names correctly to customers, using appropriate language and terminology, to assist them in selection. 2.2 Explain the nature and features of gueridon service to customers. 2.3 Name, explain and show ingredients of food items and preparation methods. |
| 3. Prepare and serve foods. | <ul style="list-style-type: none"> 3.1 Prepare gueridon food dishes correctly to standard recipes according to food safety procedures. 3.2 Carve and serve meats, fish and poultry according to customer preferences. 3.3 Prepare appropriate accompaniments and finishing ingredients. 3.4 Involve customers in the preparation process and invite them to select ingredients, choose the finishing method and determine the size of portions. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

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

- communication skills to:
 - interact with customers to explain gueridon service and menu items
 - develop rapport with customers and sell appropriate menu items
- critical thinking skills to evaluate the presentation of the gueridon trolley against traditional industry service standards
- literacy skills to read and interpret menus to determine the gueridon service requirements
- numeracy skills to calculate ingredients for gueridon menu items and serving portions for individual customers
- planning and organising skills to select appropriate gueridon equipment and ingredients for a given menu and efficiently prepare in advance of the service period
- problem-solving skills to identify deficiencies in equipment and ingredients and make adjustments to ensure standards are met
- self-management skills to manage own speed, timing and productivity
- technology skills to select and use gueridon service equipment and utensils for a given menu.

Required knowledge

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

- historical origins of gueridon service
- organisational and traditional industry standards for gueridon service
- gueridon cooking, carving and service techniques for the major food types including:
 - cheese and dairy products
 - coffees
 - condiments and accompaniments
 - desserts
 - flambé foods
 - fish and seafood
 - fruits
 - garnishes
 - hors d'oeuvres and appetisers
 - meat and poultry
 - petits fours
 - salads
 - sauces
 - vegetables

- for the main food types listed above:
 - features and uses of gueridon trolleys
 - features and uses of gueridon cooking and service utensils
 - features and uses of serveware for gueridon dishes
- techniques for displaying foods effectively on gueridon trolleys using their colours, varieties and shapes.

Evidence Guide

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

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Evidence of the ability to:
- prepare for gueridon service and use gueridon service techniques to prepare and serve meals from all the major food types and for service of entrees, main courses, accompaniments, desserts and cheeses
- select and safely use gueridon equipment for the dishes served
- provide gueridon service for the full service period and for multiple service periods
- work with speed and efficiency to deal with numerous service and operational tasks simultaneously
- integrate knowledge of:
 - organisational and traditional industry standards for gueridon service
 - gueridon cooking, carving and service techniques
 - features and uses of gueridon trolleys and display techniques for gueridon dishes.

Context of and specific resources for assessment

Assessment must ensure use of:

- an operational restaurant with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines including specific equipment for providing gueridon service; this may be a:
 - real industry workplace
 - simulated industry environment such as a training restaurant servicing customers
- industry-realistic ratios of service staff to customers
- meals from all the major food types and for entrees, main courses, accompaniments, desserts and cheeses.

Method 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 individual providing gueridon service for several meals in a fine dining environment
- projects that allow assessment of the individual's ability to prepare for and provide gueridon service for a fine dining event, function or meeting within designated deadlines

- written or oral questioning to assess knowledge of:
 - organisational and traditional industry standards for gueridon service
 - gueridon cooking, carving and service techniques
 - features and uses of gueridon trolleys and display techniques for gueridon dishes
- review of portfolio of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHFAB308 Provide silver service
- SITHFAB310 Provide advice on food and beverage matching
- SITXCCS303 Provide service to customers.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Equipment includes:

- bowls
- burner
- carving boards
- cutlery
- fuel
- gueridon cooking and serving utensils
- gueridon trolleys
- lighter
- linen
- service crockery
- towels for hand cleaning.

Promotional materials include:

- advertising cards, flyers or brochures
- menus or recipes
- wine lists.

Unit Sector(s)

Hospitality

Competency Field

Food and Beverage