



Australian Government

SITHFAB014 Provide table service of food and beverage

Release: 1

SITHFAB014 Provide table service of food and beverage

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide quality table service of food and beverage in à la carte or fine-dining settings. It covers high order service techniques to prepare the restaurant for the service period, provide food and beverage advice to customers, serve and clear food and beverages, and complete end of service tasks.

Fundamental technical skills for food and beverage service are covered by the unit SITHFAB007 Serve food and beverage.

This unit applies to hospitality organisations where table service of food and beverage is provided, such as restaurants, dining rooms and function venues.

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

The sale and service of alcohol is subject to the provisions of Responsible Service of Alcohol (RSA) law in each state and territory of Australia. Skills and knowledge for compliance with this law are covered by the prerequisite unit SITHFAB002 Provide responsible service of alcohol.

Pre-requisite Unit

SITHFAB002 Provide responsible service of alcohol

SITXFSA001 Use hygienic practices for food safety

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Prepare restaurant for

PERFORMANCE CRITERIA

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

1.1. Access organisational information and prioritise and

- service.
- sequence tasks for the service period.
- 1.2.Complete set up of dining area and mise en place requirements according to style of service and menu options.
 - 1.3.Check and adjust dining environment to ensure comfort and ambience for customers.
2. Provide food and beverage advice to customers.
- 2.1.Welcome customers on arrival and offer available pre-meal services.
 - 2.2.Allocate tables, seat customers, and provide napkin service.
 - 2.3.Present food and beverage menus and provide product information.
 - 2.4.Give clear explanations and descriptions and use correct terminology and pronunciation to describe food and beverage menu options.
 - 2.5.Answer questions and make recommendations to assist with food and beverage selection.
 - 2.6.Assist customers with selection of food and beverage matching and promote or upsell products.
 - 2.7.Take customer orders, verify selection, and operate ordering system according to organisational procedures.
 - 2.8.Provide and adjust glassware, service-ware and cutlery suitable for food and beverage choices.
3. Serve and clear meals.
- 3.1.Monitor flow of service and meal delivery, promptly resolve delays or deficiencies in service, and advise or reassure customers.
 - 3.2.Collect meals from kitchen and check for accuracy and presentation.
 - 3.3.Use appropriate techniques to carry and place plates containing meals and serve to the correct person.
 - 3.4.Check customer satisfaction at the appropriate time.
 - 3.5.Use appropriate techniques to clear and carry multiple used plates and other service-ware.
 - 3.6.Clear used items at the appropriate time during service with minimal disruption to customers.
4. Serve and clear alcoholic beverages.
- 4.1.Select beverages and check both temperature and presentation prior to serving.
 - 4.2.Load, carry and unload trays where required, safely and avoiding spillage.
 - 4.3.Present beverages selected by customers and verify choice.
 - 4.4.Open and serve beverages correctly, safely and without spillage.
 - 4.5.Pour beverages as required according to organisational and industry standards.
 - 4.6.Refill glasses during service, with minimal disruption to

- customers.
- 4.7.Remove used and unused glassware from tables at the appropriate time.
5. Work cooperatively as part of the service team.
- 5.1.Liaise with kitchen, bar and other waiting staff before, during and after service to maximise efficient customer service.
- 5.2.Complete end of shift duties.
- 5.3.Provide handover to incoming restaurant colleagues and share relevant information.
- 5.4.Review and evaluate services with colleagues and suggest service improvements.
- 5.5.Undertake tasks according to environmental considerations.

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 menu items 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 delay or deficiencies with customers and colleagues.
Numeracy skills to:	• calculate timing of service across multiple tables.
Initiative and enterprise skills to:	• evaluate the standard of presentation of the dining area against organisational standards • recognise delays and deficiencies in food service and rectify to the customer's satisfaction.
Planning and organising skills to:	• monitor flow of service and meal delivery and serve and clear food at the appropriate time during service.
Technology skills to:	• use organisational ordering systems and equipment.

Unit Mapping Information

SITHFAB307 Provide table service of 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>

Assessment Requirements for SITHFAB014 Provide table service of food and beverage

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 service period
- 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
- demonstrate ability to:
 - 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
- meaning of mise en place for food and beverage service and mise en place requirements for service styles specified in the performance evidence 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 specified in the performance evidence for restaurants and 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
- food and beverage service styles and types of menus used in different hospitality contexts:
 - buffet
 - tray
 - plate
 - silver 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, especially 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
- a simulated industry environment.

Assessment must ensure access to:

- fixtures and large equipment:
 - sideboards or crockery and cutlery storage areas
 - coffee and tea making facilities
 - minimum of 15 chairs
 - minimum of five tables
- small equipment:
 - bread baskets
 - butter dishes
 - condiments and accompaniments
 - cruets and pepper mills
 - cutlery:
 - main and entrée knives and forks
 - soup and dessert spoons
 - teaspoons
 - side knives
 - serving utensils
 - food service-ware
 - glassware for alcoholic and non-alcoholic beverages
 - ice buckets and wine stands
 - linen/table dressing:
 - tablecloths
 - overlays
 - placemats
 - napkins/serviettes
 - milk and sugar containers
 - service cloths for wine service
 - service trays, platters and doilies
 - service utensils
 - standard range of glassware for the service of:

- beer
- cocktails
- spirits
- wine
- tea and coffee pots
- tea and coffee service-ware
- waiter's cloths
- waiter's friend
- waiter's station
- water jugs
- wine baskets
- stock:
 - ice
 - freshly prepared meals:
 - entrées
 - main courses
 - accompaniments
 - desserts
 - cheeses
 - wide commercial range of non-alcoholic beverages
 - wide commercial range of:
 - bottled and canned beers
 - wines
 - spirits
- cleaning materials and equipment:
 - brooms, brushes and dustpans
 - cleaning cloths
- organisational specifications:
 - equipment manufacturer instructions
 - commercial food and beverage menus currently used by the hospitality industry
 - standard recipes for non-alcoholic drinks currently used by the hospitality industry
 - promotional materials
 - wine lists
- kitchen staff with whom the individual can interact
- industry-realistic ratio of service staff to customers; these can be:
 - 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>