



Australian Government

SITHFAB014 Provide table service of food and beverage

Release: 1

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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>