



Australian Government

SITHFAB016 Provide advice on food

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide accurate information and advice on different menu options. It requires the ability to evaluate organisational menu items, provide advice to customers on their menu selection, contribute to menu design, and continuously extend personal product knowledge of food and cuisines.

The unit applies to hospitality organisations that serve food, including hotels, restaurants, cafes, wineries, fine food outlets and clubs.

It applies to food and beverage attendants who operate with some level of independence and under limited supervision to provide advice to others about menu selection.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Research information on food.

PERFORMANCE CRITERIA

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

- 1.1. Identify sources of information on food.
- 1.2. Develop current knowledge of food to provide informed customer advice.
- 1.3. Evaluate the characteristics of organisational menu items using sensory evaluation techniques.

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| 2. Advise customers on menu items. | <ul style="list-style-type: none">2.1. Provide accurate information on different menu options.2.2. Discuss methods of cooking and different culinary styles in clear and simple language.2.3. Respond correctly and in a professional manner to customer questions on menu items.2.4. Provide information and advice on menu items in response to special dietary requirements and in line with business considerations.2.5. Offer variations to menu items in response to customer preferences and dietary requirements.2.6. Assist customers with menu selections according to taste, price preferences and other specific needs. |
| 3. Contribute to menu development. | <ul style="list-style-type: none">3.1. Discuss and contribute to content of menus with appropriate managers.3.2. Suggest a variety of menu items at different cost points to reflect the type of food outlet.3.3. Provide information on customer feedback and preferences.3.4. Nominate preferences of particular target groups.3.5. Identify bestselling menu items to contribute to organisational profitability. |
| 4. Extend and update own food knowledge. | <ul style="list-style-type: none">4.1. Conduct research to access current, accurate and relevant information about food.4.2. Identify customer taste trends based on customer contact and workplace experience.4.3. Source information on current and emerging food service trends and customer preferences.4.4. Provide informed input about food trends and menu items to support organisational activities. |

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:	comprehend detailed product information, promotional material, menus, recipes and reviews about cuisines.
Writing skills to:	summarise notes on customer feedback to inform own knowledge and menu development, and record information in basic documents, information sheets and files.
Oral communication	interact effectively with diverse customers to listen to their

- skills to: preferences, discuss menu items using language appropriate to their knowledge, and provide advice about food selections.
- Learning skills to: • review own knowledge of foods and food service trends and participate in activities that continuously update it.
- Problem-solving skills to: • recognise customer preferences and adjust advice to take account of them.

Unit Mapping Information

SITHFAB309 Provide advice on food

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>