



Australian Government

Assessment Requirements for SITHFAB027 Serve food and beverage

Release: 1

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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:

- provide effective food and beverage service during five different service periods, including at least one peak period that includes:
 - effective use of techniques for:
 - service style appropriate to organisation
 - carrying and placing plates containing meals
 - clearing and carrying multiple used plates and other service-ware
 - processing customer accounts
 - following procedures for:
 - table and venue set-up
 - end of shift activities
- interact with and positively respond to diverse demands and requests by multiple customers during above service periods
- perform above service within realistic commercial timeframes.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- specific organisation food and beverage features:
 - workflow structure for food and beverage service
 - electronic and non-electronic ordering systems and procedures
 - workflow between kitchen and front of house areas
 - service procedures
 - set-up procedures
 - end of shift procedures for:
 - clearing, cleaning and dismantling furniture
 - cleaning equipment
 - participating in debriefing sessions and quality service reviews
 - placing equipment and furniture in allocated storage areas
 - preparing for next service period

- common styles of food and beverage service:
 - bar
 - bistro
 - café
 - counter
 - espresso coffee bar
 - plate service
 - table
- techniques for:
 - carrying and placing plates containing meals
 - clearing and carrying multiple used plates and other service-ware
- key features of food and beverage items on the menu
- common organisational procedures used when processing accounts:
 - cash
 - credit card
 - room charge
 - electronic systems
- 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; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- fixtures and large and small equipment:
 - ordering system
 - minimum of 15 chairs
 - minimum of five tables
 - point-of-sale system
 - restaurant service desk
 - docket books
 - food service-ware
 - glassware for beverages
 - linen or table dressing
 - service trays, platters and lids
 - service utensils
 - tea and coffee service-ware
- stock:
 - freshly prepared meals to be served

- wide commercial range of beverages
- cleaning materials and equipment
- organisational specifications:
 - equipment manufacturer instructions
 - commercial food and beverage menus currently used by the hospitality industry
 - promotional materials
- specific equipment for the service of alcoholic beverages if they are present:
 - ice buckets and wine stands
 - service cloths for wine service
 - waiter's cloths
 - waiter's friend
 - waiter's station
 - wine baskets
 - wine lists
- kitchen staff with whom the individual can interact and an industry-realistic ratio of service staff to customers. These can be:
 - kitchen staff and 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>