



Australian Government

SITHFAB027 Serve food and beverage

Release: 1

SITHFAB027 Serve food and beverage

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to serve food and beverages to customers in a casual dining setting. It covers the fundamental technical skills required to prepare the outlet for the service period, interact with customers to take orders, serve and clear food and beverage, and complete end of service tasks.

Higher order service techniques required by senior food and beverage attendants are covered by the unit SITXFAB034 Provide table service of food and beverage.

This unit applies to hospitality organisations that operate food and beverage outlets, including hotels, clubs, cafes and coffee shops.

Beverages may include alcohol but as many casual dining settings do not serve alcohol it is not a requirement of this unit.

The unit applies to operational food and beverage attendants who work with very little independence and under close supervision.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

Pre-requisite Unit

SITXFSA005 Use hygienic practices for food safety

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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

1. Prepare for food and beverage service.
 - 1.1. Discuss and clarify table and venue set-up, menu and style of service where required.
 - 1.2. Check furniture and fittings for cleanliness, stability and condition prior to the service period.
 - 1.3. Adjust furniture placement to meet service requirements and allow safe and easy access for service personnel.
 - 1.4. Prepare and adjust environment to ensure comfort and ambience for customers.
 - 1.5. Check and prepare equipment for service according to manufacturer instructions, and clean or replace items as required to meet service standards.
 - 1.6. Prepare and display food and beverage items according to organisational standards.
2. Welcome and advise customers.
 - 2.1. Greet customers on arrival according to organisational customer service standards.
 - 2.2. Provide information regarding food and beverage and facilities to customers, giving clear explanations and descriptions.
 - 2.3. Answer customer questions on menu items correctly and courteously.
3. Take and process orders.
 - 3.1. Take and record orders accurately and legibly using the format required by the organisation, and convey orders promptly to the kitchen.
 - 3.2. Operate ordering system according to organisational procedures.
 - 3.3. Communicate special requests or dietary requirements to kitchen.
 - 3.4. Provide glassware, service-ware and cutlery suitable for menu choice.
 - 3.5. Process accounts and receive payment according to organisational policies and procedures.
4. Serve food and beverages.
 - 4.1. Promptly recognise and follow-up delays or deficiencies in service.
 - 4.2. Collect food and beverage selections from kitchen and check for accuracy and presentation.
 - 4.3. Use appropriate techniques to carry and place plates containing meals and serve to correct person.
 - 4.4. Advise and reassure customers about delays or problems.
 - 4.5. Check customer satisfaction at the appropriate time.
5. Clear food and beverages.
 - 5.1. Use appropriate techniques to clear and carry multiple used plates and other service-ware.
 - 5.2. Remove used items in a timely manner and safely transfer them to the appropriate location for cleaning.

- 5.3. Safely dispose of food waste, disposables and recyclable items to minimise negative environmental impacts.
6. Complete end of shift duties.
- 6.1. Follow end of shift procedures.
- 6.2. Report customer feedback to relevant colleagues, supervisors or managers.
- 6.3. Provide handover to incoming colleagues and share relevant information.

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 menus 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 delays or deficiencies with customers and colleagues in a professional manner.
Initiative and enterprise skills to:	recognise delays and deficiencies in food service and rectify to the customer's satisfaction.
Teamwork skills to:	provide timely operational information to colleagues to support efficient service.
Technology skills to:	use organisational ordering systems and equipment.

Unit Mapping Information

Supersedes and is equivalent to SITHFAB007 Serve 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 SITHFAB027 Serve 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:

- 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.

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