



Australian Government

SITHFAB035 Provide silver service

Release: 1

SITHFAB035 Provide silver service

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide full silver service in a fine-dining restaurant. It requires the ability to prepare tables for silver service and use silver service techniques to serve meals.

The unit applies to hospitality organisations where silver service of food is provided, such as à la carte or fine-dining restaurants.

Silver service standard refers to superior table service in a fine-dining setting where diners are provided with a high level of personalised attention and table service. Some menu items may also be prepared and served at the table rather than being ready plated in the kitchen.

The unit applies to senior food and beverage attendants who operate independently or with limited guidance from others. They may provide operational advice and support to team members.

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

1. Prepare tables for

PERFORMANCE CRITERIA

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

1.1. Prepare tables to silver service standard with the appropriate

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| silver service. | <p>equipment and utensils for designated menu.</p> <p>1.2. Set tables to silver service standard with the appropriate crockery, cutlery, glassware and silverware.</p> <p>1.3. Evaluate the presentation of tables and make adjustments before commencing service period.</p> <p>1.4. Change cutlery on the table in silver service style and at the appropriate time to suit customer choice of menu items.</p> |
| 2. Work in cooperation with kitchen staff. | <p>2.1. Liaise with kitchen staff in a professional manner to ensure correct preparation, presentation and timing of meals.</p> <p>2.2. Establish appropriate relationship with chef to ensure that silver service between the kitchen and dining room is maintained effectively.</p> |
| 3. Use silver service techniques to serve meals. | <p>3.1. Complete mise en place requirements for silver service menu options.</p> <p>3.2. Select correct utensils and equipment for silver service.</p> <p>3.3. Balance servers and position them correctly at the table for silver service.</p> <p>3.4. Serve food items using appropriate silver service techniques.</p> <p>3.5. Portion and place food and condiments based on advice from kitchen or head waiter.</p> <p>3.6. Handle hot dishes carefully and provide advice to customers.</p> |

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:	interpret menus to determine the table setting requirements.
Oral communication skills to:	discuss precision timing and presentation of meals with chef and other kitchen staff.
Numeracy skills to:	calculate portions and quantities for individual plate service.
Problem-solving skills to:	evaluate the standard of presentation of the tables against organisational and traditional silver service standards.
Teamwork skills to:	work closely and harmoniously with chef and other kitchen staff to ensure precision service of customer meals.
Planning and organising	select appropriate service-ware for a given menu and

- skills to: efficiently prepare tables to silver service standard in advance of the service period.
- Technology skills to:
- select and use silver service equipment and utensils for a given menu.

Unit Mapping Information

Supersedes and is equivalent to SITHFAB015 Provide silver service.

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 SITHFAB035 Provide silver service

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 use silver service techniques for service of entrées, main courses, desserts and cheeses over three service periods
- serve meals from each of the following major food types using silver service techniques during the above service periods:
 - cheese or dairy products
 - condiments and accompaniments
 - dessert
 - seafood
 - fruits
 - garnishes
 - hors d'oeuvres or appetisers
 - meat or poultry
 - salads
 - sauces
 - vegetables
- select and use the correct silver service utensils, equipment, table service-ware, crockery, cutlery and glassware for the dishes and beverages served during the above service periods
- work to commercially-realistic timeframes and demonstrate ability to deal with multiple silver service tasks simultaneously during the above service periods.

Knowledge Evidence

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

- processes involved in preparing tables for silver service:
 - folding napkins
 - placing chairs in correct position
 - polishing cutlery, glassware and crockery
 - selecting and setting up linen, glassware, cutlery and crockery according to menu requirements

- organisational and traditional industry standards for silver service table setting of glassware, crockery and cutlery
- silver service techniques for the major food types specified in the performance evidence
- features and uses of the following items for each of the main food types specified in the performance evidence:
 - silver service utensils and equipment
 - different crockery and cutlery
 - service-ware for garnishes and accompaniments
- features and uses of different types of glassware for different beverages
- mise en place requirements for silver service menu options.

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:
 - food service-ware
 - glassware for alcoholic and non-alcoholic beverages
 - food service-ware and glassware storage areas
 - minimum of 15 chairs
 - minimum of five tables
 - table dressing linen and equipment
 - service linen and equipment
 - carafes for decanting wine
 - crockery and cutlery appropriate for designated menu items to be served
 - heated plates and hot serving utensils
 - table crumber
 - waiter's friend
 - white cotton gloves
- stock:
 - freshly prepared meals:
 - entrees
 - main courses
 - desserts
 - cheeses
 - condiments and accompaniments
 - wide commercial range of alcoholic and non-alcoholic beverages
- cleaning materials and equipment

- organisational specifications:
 - equipment manufacturer instructions
 - commercial food and beverage menus currently used by the hospitality industry
 - 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

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