



Australian Government

Department of Education, Employment and Workplace Relations

SITHFAB020A Apply food and beverage skills in the workplace

Revision Number: 1

SITHFAB020A Apply food and beverage skills in the workplace

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to organise, prepare and serve food, and alcoholic and non-alcoholic beverages to customers. It incorporates all aspects of organising, preparing and serving a variety of menu items and alcoholic and non-alcoholic beverage items for a service period in a hospitality enterprise, using a range of service methods and team coordination skills.

The unit integrates key technical and organisational skills required by a food and beverage attendant. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial cafe, dining room or restaurant.

It requires individual responsibility or autonomy in relation to own work roles and responsibilities and collaboration with others as part of a team or group.

State or territory licensing requirements may apply.

Application of the Unit

Application of the unit

This unit applies to individuals who apply a defined range of skills and knowledge to food and beverage services in various hospitality venues and settings.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITHFAB003A Serve food and beverage to customers
- SITHFAB009A Provide responsible service of alcohol
- SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

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| 1 Prepare for food and beverage service. | 1.1 Follow a jobs checklist and work schedule according to enterprise policies and procedures to prepare for <i>food and beverage service</i> . |
| | 1.2 Liaise with other team members on the table and room set-up, <i>type of menu and style of service</i> , and wine and drinks list. |

ELEMENT	PERFORMANCE CRITERIA
	1.3 Liaise with the chef about the menu, available portions and specials. 1.4 Carry out <i>mise en place</i> according to enterprise procedures and requirements. 1.5 Check availability of bar stock and food items, <i>equipment</i> cleanliness and quantity required for food and beverage service according to established systems and procedures.
2 Serve menu, bar and wine list items to customers.	2.1 Greet customers courteously and appropriately according to allocated table plan and provide relevant <i>information</i>. 2.2 Recommend menu items and alcoholic and non-alcoholic beverages to meet individual needs, <i>special requests or dietary requirements</i> of customers and up-sell as appropriate. 2.3 Prepare alcoholic and non-alcoholic beverages and serve menu items and wines, using appropriate service methods to meet customer expectations of quality, presentation and timeliness of delivery. 2.4 Work cooperatively as part of the floor or bar team and according to the work plan. 2.5 Follow workplace safety and hygiene procedures according to enterprise and legislative requirements. 2.6 Provide quality customer service and deal appropriately with complaints according to enterprise procedures. 2.7 Identify problems, determine possible solutions and take appropriate action to resolve the situation according to job role and enterprise procedures. 2.8 <i>Process accounts</i> and payment according to enterprise procedures and farewell customers appropriately.
3 Complete end of service procedures.	3.1 Complete <i>end of service procedures</i> according to enterprise procedures, OHS requirements and <i>environmental considerations</i>. 3.2 Store food and beverage service items, equipment and commodities appropriately to minimise waste. 3.3 Check bar closing stock, prepare a requisition for replacement stock and complete timesheets where

ELEMENT**PERFORMANCE CRITERIA**

appropriate.

- 3.4 Participate in debriefing sessions with colleagues where appropriate, identifying possible improvements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- planning and organising work in the floor and bar environment, including:
- prioritising and sequencing tasks and procedures according to enterprise requirements
- collecting information and resources
- working within or setting timelines
- integration and application of food and beverage service skills, including mise en place, service procedures, close down and customer relations
- team participation and providing support to team members as required
- using safe and hygienic work practices in relation to provision of food and beverage services and according to enterprise and legislative requirements
- communication skills to read workplace documents, deal effectively with colleagues and customers, and resolve problems
- numeracy skills to calculate or estimate bills, stock requirements and required ingredients, materials or equipment.

The following knowledge must be assessed as part of this unit:

- relevant legislative and regulatory requirements related to hygiene, health, safety, security and provision of hospitality products and services
- current knowledge of food and beverage menu items offered by the enterprise.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum of 12 complete food service periods in order to address a range of food and beverage service styles (cafe or bistro, table d'hôte, à la carte and functions), food and beverage service periods (lunch, dinner and functions) and menu items
- service of a wide range of food and beverage items for a menu
- ability to carry out a number of activities effectively and simultaneously
- ability to deal with typical issues such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems
- ability to meet, greet and interact positively with a diverse range of customers throughout the hospitality experience
- ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables
- ability to participate in the service process and work flow as part of a team and take responsibility for own work and the quality of outcomes
- compliance with relevant legislative and regulatory requirements, OHS requirements and demonstrated health and safety practices.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully-operational hospitality environment, including industry-current equipment and actual products and services as described in the Assessment Guidelines
- presence of industry-realistic conditions such as commercial ratios of customers to staff typically found in a busy commercial food outlet.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- training record book used as part of traineeship arrangements
- direct observation of the candidate serving food and beverage menu items in a commercial hospitality setting
- evaluation of customer feedback about service of food and beverage items, including speed and timing of service
- written or oral questions to test knowledge about service techniques, equipment and OHS requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

RANGE STATEMENT

Food and beverage service must cover the following service periods:

- lunch
- dinner
- function.

Type of menu and style of service may include:

- set menu (table d'hôte)
- à la carte
- function requiring cocktail, finger food, set menu or buffet
- cafe or bistro espresso coffee service
- afternoon tea service
- wine service
- cocktail bar service
- plate service.

Mise en place may include:

- preparing bar garnishes, condiments and other commodities
- preparing alcoholic and non-alcoholic beverage orders
- assembling and preparing items and ingredients for silver or gueridon service
- organising serviceware and equipment.

RANGE STATEMENT

Food and beverage service **equipment** may include:

- glassware for alcoholic and non-alcoholic beverages
- ice buckets
- crockery
- cutlery
- platters, lids and covers
- service utensils
- oven to tableware
- condiments and condiment containers
- linen
- chairs
- tables
- food menus
- wine, bar or cocktail lists
- display materials
- tea and coffee making equipment
- espresso machine
- electronic point-of-sale (POS) system with touch screen and/or PALM order pad
- electronic funds transfer at point of sale (EFTPOS) equipment.

Information provided to customers may include:

- food menu options, choices and specials
- wine and cocktail drink list choices and specials
- product knowledge of food, alcoholic and non-alcoholic beverages
- local area knowledge and venue facilities.

Special requests or dietary requirements may include:

- cultural needs and restrictions
- specific dietary requirements related to medical requirements, such as food exclusions for allergies and medications, and diabetic and other diets
- preferences for particular ingredients and cooking methods.

RANGE STATEMENT

- Process accounts*** may include:
- depositing money in cash register, processing and giving change
 - using an electronic POS system with touch screen and/or PALM order pad
 - processing credit cards manually or EFTPOS
 - handing over account to the cashier to process.
- End of service procedures*** may include:
- safe storage of food and beverage items
 - cleaning procedures related to floor and bar areas and equipment
 - debriefing sessions, including quality service reviews
 - restocking
 - preparations for the next service period.
- Environmental considerations*** include:
- recycling and minimising waste
 - responsible disposal of waste
 - efficient energy use
 - efficient water use.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Food and Beverage