

U06602**Provide a table or tray service**

Unit Descriptor:

This unit describes the competence required in providing a table or tray service.

The unit describes the essential abilities of:

- Communicating effectively
- Problem solving
- Responding to customer needs
- Working in a safe and hygienic manner
- Operating within organisational procedures
- Meeting legal requirements

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Greet and seat customers

- 1.1 **Customers** are greeted with a smile and attended to without delay in a polite and helpful manner at all times.
- 1.2 Reservations are checked and verified accurately.
- 1.3 Customers are escorted to appropriate table or waiting area and politely advised or waiting time if so required.
- 1.4 Correct menus are made available to the customer and the presentation of the menu is in accordance with organisational procedures
- 1.5 Water, bread and butter are served according to organisational procedures.
- 1.6 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.7 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

2. Take food orders
 - 2.1 Customers' enquiries are responded to without delay in a polite and helpful manner.
 - 2.2 Accurate information is given to meet customers' needs and to promote establishment's products and services.
 - 2.3 Customers' orders are accurately identified, recorded and processed accordingly.
 - 2.4 Orders are taken in accordance with organisational procedures.
 - 2.5 Menus are retrieved and returned to the appropriate place.
 - 2.6 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
 - 2.7 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.
3. Place and pick up food orders
 - 3.1 Orders are placed and picked up in accordance with organisational procedures..
 - 3.2 Customers are informed politely and promptly of any delay in supplying orders.
 - 3.3 Dishes are consistent with those ordered by the customer.
 - 3.4 **Food items** are served on clean and undamaged service equipment of the appropriate type.
 - 3.5 **Service equipment** is correctly set up for room service with appropriate condiments and accompaniments.

- 3.6 Service equipment is appropriately loaded and balanced.
- 3.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 3.8 All work is prioritized and carried out in an organized and efficient manner in line with appropriate safety and hygiene **regulations** and organizational procedures.
4. Serve customers
- 4.1 Customers are dealt with in a polite and helpful manner at all times.
- 4.2 **Service items, condiments and accompaniments** selected and served are appropriate for the dishes and satisfy customers' requirements.
- 4.3 Flambé dishes are appropriately prepared within customers' view.
- 4.4 Meals are served at the appropriate temperature and in accordance with type of service.
- 4.5 All customers at table are served correctly in accordance with organisational procedures.
- 4.6 Customer complaints are handled in accordance with organisational procedures.
- 4.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 4.8 All work is prioritized and carried out in an organized and efficient manner in line with appropriate safety and hygiene **regulations** and organizational procedures.

5. Clear tables
- 5.1 Left over food items, condiments and accompaniments are removed from table when appropriate and handled correctly.
 - 5.2 Tablecloths are brushed clean of crumbs and changed where necessary.
 - 5.3 Clearing of tables is done with minimum of disturbance to customers.
 - 5.4 Customers' approval is solicited prior to cleaning the table.
 - 5.5 Cleared plates are uniformly stacked and returned to dish washing area.
 - 5.3 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
 - 5.4 All work is prioritized and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Greet and seat customers**A. Customers:**

- (i) adults
- (ii) children
- (iii) persons with disabilities (mobility, visual, speech, hearing)
- (iv) unexpected
- (v) regular
- (vi) large parties

B. Service areas:

- (i) cafeteria/restaurant
- (ii) formal dining
- (iii) weddings
- (iv) banquets
- (v) parties and similar non-formal settings

C. Unexpected situations:

- (i) overcrowding
- (ii) disgruntled guest
- (iii) reserved seats occupied (overcrowding)
- (iv) accidents
- (v) equipment faults

D. Regulations: (also applies to element 4)

- (i) legislation
- (ii) manufacturer
- (iii) supplier

Element 2: Take food orders**E. Food orders taken by way of: (also applies to element 4)**

- (i) breakfast service
- (ii) lunch
- (iii) dinner
- (iv) special occasions
- (v) cocktails
- (vi) afternoon tea
- (vii) buffet
- (viii) brunches
- (ix) weddings

F. Information:

- (i) items available
- (ii) dish composition
- (iii) prices
- (iv) special offers
- (v) promotions

G. Unexpected situations:

- (i) shortage of items
- (ii) accidents
- (iii) non-payment
- (iv) inability to pay

H. Regulations: *(also applied to elements 3 and 5)*

- (i) Legislation: e.g. Health and Safety Act; Occupiers Liability Act: e.g., HACCP
- (ii) Safety and hygiene regulations (e.g. HACCP)
- (iii) organisational
- (iv) manufacturer
- (v) supplier

Element 3: Place and pick up food orders**I. Pick up orders:**

- (i) kitchen
- (ii) service trolley
- (iii) hatch/window

J. Food items:

- (i) hot plated items
- (ii) cold plated items

K. Service equipment:

- (i) hot and cold beverage serving containers
- (ii) refrigerated units
- (iii) heated units
- (iv) service utensils
- (v) trolleys
- (vi) trays

Element 4: Serve customers**L. Service items:**

- (i) table linen
- (ii) crockery
- (iii) cutlery
- (iv) silverware
- (v) glassware
- (vi) trays
- (vii) ashtrays
- (viii) napkins
- (ix) table decorations
- (x) condiments
- (xi) promotional items

Element 4: Serve customers.../Continued**M. Condiments and accompaniments:**

- (i) seasonings
- (ii) sugars/sweeteners
- (iii) prepared sauces/dressings
- (iv) prepared bread items

N. Unexpected situations:

- (i) accidents
- (ii) staff shortage
- (iii) dissatisfied faults
- (iv) equipment faults
- (v) shortage of items

Element 5: Clear tables**O. Unexpected situations:**

- (i) spills
- (ii) special requests
- (iii) lost and found items

UNDERPINNING KNOWLEDGE AND SKILLS

1. Why waste must be handled and disposed of correctly.
2. Why condiments and accompaniments should be prepared ready for service.
3. When to prepare dining areas and equipment for service.
4. Why all service items should be checked before service.
5. Why menus and promotional items should be checked before use.
6. Why a constant stock of service items should be maintained
7. Why all service areas should be kept tidy and free from rubbish and food debris.
8. Why ‘No Smoking’ zones should be observed.
9. Why customer dining areas should be cleared of soiled and un-required service items at appropriate times.
10. Why refuse and waste containers should be emptied.
11. Why sufficient stocks of clean service items, condiments and accompaniments should be maintained throughout the service.
12. Why all food service areas should be left clean after service.
13. Why certain electrical equipment should be turned off after service.
14. Who are the employees allowed in the storage areas.
15. What organisational procedures are for maintaining a secure restaurant environment for customers and staff.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

Element 1: Greet and seat customers

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 5 and a minimum of:

- 3 items from the range of A
- 2 items from the range of B

Element 2: Take food orders

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 5 and a minimum of:

- 2 items from the range of E
- 3 items from the range of F
- 4 items from the range of G

Element 3: Place and pick up food orders

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 – 6 and a minimum of:

- 1 item from the range of I
- All items from the range of J
- 4 items from the range of K

Element 4: Clear dining and service areas after food service

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1, 2 and 4 to 6 and a minimum of:

- 5 items from the range of L
- All items from the range of M

Element 5: Clear tables

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 5 and a minimum of:

- All items from the range of O

The following applies to Elements: 1, 2, 3, 4 and 5:

By supplementary evidence in the form of questioning, and/or role play and/or witness testimony to cover **all** the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

Performance Evidence for this unit could include:

- Observation reports by your assessor of how you greet and seat customers
- Observation reports by your assessor of how you take food orders
- Observation reports by your assessor of how you place and pick up food orders
- Observation reports by your assessor of how you serve customers
- Observation reports by your assessor of how you clear tables

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you greet and seat customers, take food orders, place and pick up food orders, serve customers and clear tables when providing a table or tray service.
- Witness testimony from customers, colleagues and line managers of how you greet and seat customers, take food orders, place and pick up food orders, serve customers and clear tables when providing a table or tray service.

Knowledge and understanding evidence for this unit could include:

- Answers to questions given to you by your assessor.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement;
- Simulation **not** allowed for any performance evidence within this unit.