

U06702**Provide a buffet service**

Unit Descriptor:

This unit describes the competence required to provide a buffet service.

The unit describes the essential abilities of:

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

ELEMENT**PERFORMANCE CRITERIA***To be competent you must achieve the following:*

1. Prepare and maintain a buffet display	1.1 Customers are dealt with in a polite and helpful manner at all times. 1.2 Buffet table is clean, free from damage and positioned correctly according to service. 1.3 Table items are clean, free from damage and arranged correctly for food service. 1.4 Service equipment is clean, free from damage and positioned ready for use. 1.5 Food items are presented and displayed appropriately for food service. 1.6 Food items are stored and displayed in accordance with food hygiene regulations. 1.7 Food items are replenished at the appropriate times and carvery or buffet is kept tidy and free of debris during the food service.
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- 1.8 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.9 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures
2. Serve customers at the buffet
- 2.1 Customers are greeted and dealt with in a polite and helpful manner at all times and their requirements are identified correctly.
- 2.2 Accurate information is given to meet customers' needs and to promote establishment's products and services.
- 2.3 Food is served with clean and undamaged food **service equipment** of the appropriate type, according to **service style**
- 2.4 **Food items** served are of the type and quality required.
- 2.5 Food is proportioned, served and arranged in accordance with operational and customer requirements.
- 2.6 Unexpected situations are dealt with effectively and the appropriate person(s) are 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. Maintain customer dining areas
- 3.1 Customers are dealt with in a polite and helpful manner at all times.
 - 3.2 Customer dining areas are kept tidy and free from rubbish and food debris.
 - 3.3 Customer tables are cleared of soiled and unnecessary **table items** at appropriate times.
 - 3.4 Spillages and breakages are dealt with appropriately.
 - 3.5 Leftover food items and accompaniments are removed from the table when appropriate and dealt with correctly.
 - 3.6 Work is carried out with a minimum disturbance to customers.
 - 3.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary
 - 3.8 All work is prioritised 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: Prepare and maintain a buffet display *(also applies to element 2)*

- A. Service style:** *(also applies to element 2)*
 - (i) served buffet/carvery
 - (ii) self service buffet/carvery

- B. Table items :** *(also applies to elements 2 and 3)*
 - (i) crockery
 - (ii) cutlery/silverware
 - (iii) glassware
 - (iv) table coverings
 - (v) napkins
 - (vi) decorative items
 - (vii) flowers

- C. Service equipment:** *(also applies to element 2)*
 - (i) dishes/flat/plates
 - (ii) service cutlery/silverware
 - (iii) service cloths/linen

- D. Food items:** *(also applies to elements 2)*
 - (i) hot food
 - (ii) cold food
 - (iii) accompaniments

Element 3: Maintain customer dining areas

- E. Unexpected situations:**
 - (i) damaged table items
 - (ii) customer incidents

UNDERPINNING KNOWLEDGE AND SKILLS**Working Practices**

1. Why food items should be replenished and displayed correctly throughout service.
2. Why product should be controlled when serving food to customers.

Food Hygiene

3. What is the correct time and temperature for maintaining different dishes during the buffet service.
4. Why temperature control should be continuously monitored during the buffet service.

Customer Care

5. Why information given to customers should be accurate.
6. Why and to whom all customer incidents should be reported.

Health and Safety:

7. Why dining and service areas must be kept tidy and free from rubbish and food debris.
8. Why waste must be handled and disposed of correctly
9. Why table items should be checked for damage and cleanliness before service.
10. Why and to whom breakages should be reported.

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: Prepare and maintain a buffet display

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 7 and a minimum of:

- All items from the range of A
- All items from the range of B
- All items from the range of C
- All items from the range of D

Element 2: Serve customer at the buffet

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 A
- All items from the range of B
- All items from the range of C

Element 3: Maintain customer dining areas

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 3 and a minimum of:

- 5 items from the range of B

The following applies to Elements 1, 2 and 3:

By supplementary evidence in the form of questioning, and/or role-play and/or witness testimony to cover the rest of 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 record by your assessor of how you prepare and maintain a buffet display, serve customers at the buffet and maintain customer dining areas when providing a buffet service.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you prepare and maintain a buffet display, serve customers at the buffet and maintain customer dining areas when providing a buffet service.
- Witness testimony from customers, colleagues, line manager that you provide evidence of how you prepare and maintain a buffet display, serve customers at the buffet and maintain customer dining areas when providing a buffet 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 is **not** allowed for any performance evidence within this unit.