

**U06802****Provide a silver service**

Unit Descriptor:

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

**The unit describes the essential abilities of:**

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

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

1. Silver serve food

- 1.1 Customers are dealt with in a polite and helpful manner at all times and requirements identified correctly.
- 1.2 **Service equipment** is clean, undamaged and positioned ready for service, according to **service operation**.
- 1.3 Food to be served is of the type, quality and quantity required and is arranged to allow for easy service.
- 1.4 **Food items** are portioned, served and arranged using the appropriate service equipment.
- 1.5 Surplus food items and used service equipment are dealt with appropriately.
- 1.6 Work is carried out with minimum disturbance to customers.
- 1.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.

2. Clear finished courses
- 1.8 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures
  - 2.1 Finished **courses** are cleared from the table at appropriate time, according to **service operation**.
  - 2.2 Finished courses and used crockery and cutlery are cleared systematically with assistance from other service staff.
  - 2.3 Crockery, cutlery and **table items** are checked and removed or replaced as appropriate.
  - 2.4 Table is cleared of food debris and waste in line with service operation.
  - 2.5 Customers' request are dealt with in a polite and helpful manner.
  - 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.

## RANGE STATEMENT

*You must cover the items below:*

### **Element 1: Silver serve food**

#### **A. Service equipment:**

- (i) dishes/liners/flats
- (ii) service cutlery and silverware
- (iii) service cloths/linen

#### **B. Service operation: (also applies to element 2)**

- (i) banquet silver service
- (ii) restaurant silver service
- (iii) buffet service
- (iv) carvery silver service

#### **C. Food items:**

- (i) soups
- (ii) gravies/sauces
- (iii) bread rolls
- (iv) potatoes/other solid items
- (v) sliced meat/poultry
- (vi) rice/vegetables/other chopped items
- (vii) pies/tarts/gateaux, puddings/spooned desserts
- (viii) cheese

#### **D. Unexpected situations: (also applies to elements 2)**

- (i) customer incidents
- (ii) problems with food

### **Element 2: Clear finished courses**

#### **E. Courses:**

- (i) starter
- (ii) main course
- (iii) dessert

#### **F. Table items:**

- (i) crockery and cutlery
- (ii) ashtrays
- (iii) glassware
- (iv) condiments and accompaniments
- (v) table decorations

**UNDERPINNING KNOWLEDGE AND SKILLS****Working Practices**

1. Why it is important to be familiar with available menu items.
2. What the operational procedures for service courses are.
3. What the operational procedures for clearing finished courses are.
4. Why food has to be carefully portioned during service.

**Food Hygiene**

5. Why care has to be taken to serve and arrange food correctly.

**Health and Safety:**

6. Why care should be taken to avoid accidents.
7. Why and to whom all customer incidents or accidents 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: Silver serve food

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

- All items from the range of A
- 1 item from the range of B
- 4 items from the range of C

#### Element 2: Clear finished courses

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 B
- 3 items from the range of E
- 3 items from the range of F

*The following applies to Elements 1 and 2:*

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 silver food and clear finished courses when providing a silver service.

**Supplementary evidence** for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you silver serve food and clear finished courses when providing a silver service.
- Witness testimony from customers, colleagues, line manager that you provide evidence of how you silver serve food and clear finished courses when providing a silver 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.