

U12601**Prepare and clear table and service areas**

Unit Descriptor:

This unit describes the competence required in preparing and clearing tables and service areas.

The unit describes the essential abilities of:

- Responding to customer needs
- Ensuring the safe use of equipment
- Problem solving
- Operating within organisational procedures
- Meeting the requirements of legislation

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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| 1. Prepare service areas and equipment for table/tray service | <p>1.1 Service areas are hygienic, clean and ready for use.</p> <p>1.2 Service items are selected and of the appropriate type.</p> <p>1.3 Service items are clean, free from damage and in adequate supply.</p> <p>1.4 Service equipment is clean, free from damage, correctly located and where appropriate switched on ready for use.</p> <p>1.5 Condiments and accompaniments are prepared ready for service and selections are appropriate for menu and function.</p> <p>1.6 Linen is appropriate, of the required standard and spread according to the organizational policy and function requirements.</p> <p>1.7 Refuse and waste food containers are hygienic, clean and ready for use.</p> |
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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. Prepare customer dining tables for table/tray service
- 2.1 Service area is checked and is clean, free from damage and correctly positioned in line with **service style**.
- 2.2 **Service items** are checked, and are clean free from damage and located ready for customer use.
- 2.3 Service items are placed in accordance with service style.
- 2.4 Menus and promotional items are checked and ready for customer use.
- 2.5 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 2.6 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 dining and service areas
- 3.1 “No Smoking” zones are observed.
- 3.2 Customers are dealt with in a polite and helpful manner at all times.
- 3.3 Service areas are kept tidy and free from rubbish and food debris.
- 3.4 Customer dining areas are cleared of soiled and unnecessary **service items** at appropriate times.
- 3.5 Sufficient stocks of clean service items, **condiments and accompaniments** are maintained throughout the service.

- 3.6 Refuse and food waste containers are emptied as required.
- 3.7 Accidents/spillages are appropriately handled.
- 3.8 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 3.9 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. Clear dining and service areas after food service
- 4.1 **Service items** are gathered for cleaning or stored correctly.
- 4.2 Used and soiled table and service linen are prepared for dispatch for laundry or stored correctly.
- 4.3 Food items, **condiments and accompaniments** for future use are in accordance with food hygiene regulations and appropriate organizational procedures.
- 4.4 All waste is disposed of correctly.
- 4.5 **Service equipment** is cleaned, correctly stored and where appropriate turned off.
- 4.6 Dining and service areas are left tidy and ready for cleaning.
- 4.7 Dining furniture is clean and ready for future use.
- 4.8 Environmental systems are turned off or set in accordance with organizational procedures.
- 4.9 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.

5. Secure food service area
- 5.1 Organisational procedures are followed in maintaining a secure food service environment for customers and staff.
 - 5.2 Storage areas are appropriately locked, admittance is allowed only to designated employees.
 - 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: Preparing service areas and equipment for table/tray service

- A. Service areas:** *(also applies to element 2)*
- (i) customer dining areas
 - (ii) sideboards and trolleys
 - (iii) service preparation areas
 - (iv) bar area
- B. Place setting á la carte menu:**
- (i) table d'hôte menu
- C. Service items:** *(also applies to element 2, 3 and 4)*
- (i) table linen
 - (ii) crockery
 - (iii) cutlery
 - (iv) trays
 - (v) silverware
 - (vi) glassware
 - (vii) ashtrays
 - (viii) napkins
 - (ix) table decorations
 - (x) condiments
 - (xi) promotional items
- D. Service equipment:** *(also applies to element 4)*
- (i) hot plates/warmers
 - (ii) refrigerated units
 - (iii) hot/cold beverage service
 - (iv) utensils
 - (v) sideboards/side-tables
 - (vi) trolleys
- E. Condiments and accompaniments:** *(also applies to element 3 and 4)*
- (i) seasonings
 - (ii) sugars/sweeteners
 - (iii) prepared sauces/dressings
 - (iv) prepared bread items
- F. Unexpected situations:**
- (i) equipment faults
 - (ii) insufficient supplies of table and service items

- G. Regulations:** *(also applied to element 2, 4 and 5)*
- (i) Legislation: (Health and Safety Act; Occupiers Liability Act;)
 - (ii) Safety and hygiene regulations (e.g. HACCP)
 - (iii) organisational
 - (iv) manufacturer
 - (v) supplier

Element 2: Prepare customer dining tables for table/tray service

H. Service style:

- (i) table
- (ii) tray

I. Food and service areas: *(also applies to element 3 and 4)*

- (i) customer dining areas
- (ii) sideboards and trolleys
- (iii) service preparation areas
- (iv) bar area

J. Unexpected situations:

- (i) staff shortage
- (ii) inadequate table items
- (iii) breakage of glassware or flatware

Element 3: Maintain dining and service areas

K. Unexpected situations:

- (i) customer complaints
- (ii) customer incidents
- (iii) problem with food
- (iv) insufficient service items

Element 4: Clear dining and service areas after food service

L. Unexpected situations:

- (i) equipment faults
- (ii) problems with food
- (iii) customer related incident

Element 5: Secure food service area

M. Security of:

- (i) food service and bar supplies/stocks
- (ii) physical assets in food service area
- (iii) bar and restaurant's customers and staff

Element 5: Secure food service area.../Continued**N. Unexpected situations:**

- (i) undesirable persons in restaurant
- (ii) security of customers and staff threatened

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: Prepare service areas and equipment for table/tray service

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:

- 3 items from the range of A
- 1 item from the range of B
- 5 items from the range of C
- 3 items from the range of D
- 3 item from the range of E

Element 2: Clear areas after counter/take-away service

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

- 5 items from the range of C
- 1 item from the range of H

Element 3: Maintain dining and service 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 7 and a minimum of:

- 2 items from the range of I
- 6 items from the range of C
- 3 items from the range of E

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 to 7 and a minimum of:

- 1 item from the range of A
- 6 items from the range of C
- 3 items from the range of D
- 3 items from the range of E

Element 5: Secure food service area

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:

- 1 item from the range of A
- 6 items from the range of C
- 3 items from the range of D
- 3 items from the range of E

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 prepare service areas for table/tray service.
- Observation reports by your assessor of how you prepare customer dining tables for table/tray service.
- Observation reports by your assessor of how you maintain dining and service areas
- Observation reports by your assessor of how you clear dining and service areas after food service.
- Observation reports by your assessor of how you secure food service area.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you prepare service areas and customer dining tables for table/tray service, how you maintain dining and service areas, clear dining and service areas after food service and how you secure food service area for table/tray service.
- Witness testimony from customers, colleagues and line managers of how you prepare service areas and customer dining tables for table/tray service, how you maintain dining and service areas, clear dining and service areas after food service and how you secure food service area for table/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.