

**U12801****Take and serve beverage orders**

Unit Descriptor:

This unit describes the competence required to ensure accurate and efficient taking and serving beverage orders.

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

- Responding to customer needs
- Communicating effectively
- Problem solving
- Operating within organisational procedures
- Meeting the requirements of legislation

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

1. Take beverage orders

- 1.1 **Customers** are greeted with a smile and attended to without delay in a polite and helpful manner at all times.
- 1.2 Customers are assisted in making choice of **beverage** and the information given is accurate.
- 1.3 **Beverage orders are taken** in accordance with organisational procedures.
- 1.4 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.5 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

2. Place and pick up beverage orders
  - 2.1 Orders are placed and picket up in accordance with organisational procedures.
  - 2.2 Guests are informed politely and promptly of any delay in supplying orders.
  - 2.3 **Beverage** collected is consistent with orders taken.
  - 2.4 **Service items** are clean, undamaged and of the appropriate type.
  - 2.5 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary
  - 2.6 All work is carried out in an organized and efficient manner in line with appropriate organisational procedures and health and safety **regulations** and organisational procedures.
  
3. Serve beverage
  - 3.1 **Customers** are served without delay in a polite and helpful manner at all times in line with service style.
  - 3.2 **Beverages** served are consistent with orders and meet customers' requirements.
  - 3.3 Service items are clean, undamaged and of the appropriate type.
  - 3.4 **Unexpected situations** are dealt with effectively and the appropriate people informed where necessary.
  - 3.5 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: Take beverage orders:** *(also applies to element 2)***A. Beverage orders taken by:**

- (i) key system
- (ii) written records
- (iii) memory

**B. Customers:** *(also applies to elements 2 and 3)*

- (i) adults
- (ii) children
- (iii) persons with special needs e.g., (visually impaired, hearing impaired, mobility impaired, medical conditions (diabetic).

**C. Beverages:** *(also applies to element 2 and 3)*

- (i) hot beverage (tea, coffee)
- (ii) cold beverage
- (iii) carbonated beverage
- (iv) alcoholic
- (v) non-alcoholic
- (vi) non-alcoholic
- (vii) juices

**D. Service Areas:** *(also applies to elements 2)*

- (i) dining room
- (ii) snack bar
- (iii) conference room
- (iv) hospitality room
- (v) ballroom

**E. Unexpected Situations:** *(also applies to elements 2 and 3)*

- (i) customer incidents
- (ii) equipment faults
- (iii) short staff

**F. Regulations:** *(also applies to elements 2 and 3)*

- (i) Legislation: (Health and Safety Act; Occupiers Liability Act;)
- (ii) safety and hygiene regulations (e.g. HACCP)
- (iii) organisational

**Element 2: Place and pick up beverage orders****G. Service items:** *(also applies to element 3)*

- (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

**H. Unexpected situations:**

- (i) equipment faults
- (ii) breakages of stock

**UNDERPINNING KNOWLEDGE AND SKILLS**

1. Why customers should be informed politely and promptly of any delays in supplying orders.
2. What are the beverages available, the content, flavor and costs.
3. Why service items should be clean and undamaged.
4. Why beverages should be consistent with orders and meet customers' requirements.
5. What are the organisational procedures for taking beverage orders
6. What are the organisational procedures for handling customer complaints.

**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: Take beverage orders**

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

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

**Element 2: Place and pick up beverage 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 4 and a minimum of:

- All items from the range of A
- 2 items from the range of B
- 2 items from the range of C
- 6 item from the range of D

*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 take, place and pick up and serve beverage orders.

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

- Answers to written or oral questions from your assessors.
- Personal statements describing how you take, place and pick up and serve beverage orders.
- Witness testimony from colleagues, line manager that you take, place and pick up and serve beverage orders.

**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.