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| Title | **Prepare and clear service and guest areas for food and beverage service** |
| Level | **2** | **Credits** | **12** |

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| Purpose | The aim of the module is to develop skill knowledge & understanding regarding food, beverage and takeaway services |

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| Classification ISCED | 1013 Hotel, restaurants and catering |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **C1: Prepare and clear equipment and materials for food and beverage service**This Competency Standard is about preparing areas and equipment for food and beverage service by checking stock levels and ensuring waste food containers are ready for use. It also covers preparing customer and dining areas; including laying up the tables and checking that condiments are ready for use. Finally, the standard covers clearing areas after service, e.g. stacking cutlery for cleaning and checking that service equipment such as hot plates are clean and turned off. | P1: Understand a range of food and beverage settings and cover lay-upsK2: Cover layouts for different settings and styles, including table d’hôte, à la carte, functions, counter and take-away serviceP3: Prepare and clear equipment and materials for food and beverage service in different settingsP4: Prepare and clear service area for food and beverage service in different settingsP5: Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage serviceP6: Handle equipment and materials needed for service area, including correct menus and beverage lists, cutlery/silverware, glassware, service dishes/flats, plate rings, sauce boats, soup tureens, hot plates/plate warmers (stocked as required for service), refrigerated units, hot/cold beverage service containers, trays/trolleys, condiments and accompaniments, | K1: Explain food and beverage settings, including breakfast, lunch, high tea, dinner, coffee shop/café, banqueting; room layouts for different settings (formal, informal, buffet)K2: Identify the need for an adequate stock of food service equipment and materials in the service area, in order to be fully prepared for service and to avoid delays during service periodK3: Know when the service equipment (including hot plates/plate warmers, refrigerated units, hot/cold beverage service containers, equipment for making hot drinks) should be turned on before service and off afterwards, including ensuring they are readyand operating at the correct temperature for use during service, saving power after serviceK4: Knowledge of sources of information on health and safety and food information, including Standard Operating Procedures, Captain or supervisor, HR departmentK5: Know and practice the importance of checking linen (including table cloths, buffet cloths, slip cloths, napkins, waiters‟ cloths) and table items before service (clean and in good order), in order to provide a high standard of service and to avoid delaysK6: Identify the importance of checking heating/air conditioning/ventilation and lighting before use when preparing guest dining areas for table serviceK7: Knowledge of different types of unexpected situations that may occur when preparing and clearing dining and service areas and equipment, including shortage of equipment, shortage of |
|  | equipment for making hot drinks (including still-set machines, coffee and espresso machines, kettles, supplies of tea, coffee and other drinks, milk/cream, sugar) etc.P7: Keep Safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service, including waiter’s uniform, using correct equipment, following correct procedures, to ensure there is no danger or risk to food or guests‟ and associates‟ healthP8: Keep cleanliness of the service area after service, to maintain professional standards and to support the next shiftP9: Ensure that food items and equipment are returned and/or stored appropriately following service, including checking and wrapping/covering any returned food items for re-use, returning food items for storage at the correct temperatures, disposing of any unsafe food correctlyP10: Dispose of broken glass and crockery safely, by wrapping in old newspaper and securing with tape or stringP11: Check the table and other linen for cleanliness following service period, returning used linen to housekeeping in line with organizational requirements | staff, breakages and damage, and dealing with these, and coordinate with F&B Captain, seeking help from other associates, ensuring details are recorded in food outlet log |
| **C2: Prepare and clear guest area for food and beverage service** | P1: Check at the beginning of a shift that the work area and service equipment are hygienic, free from damage and prepared ready for useP2: Check that there are sufficient stocks of service items ready for serviceP3: Switch on appropriate service equipment in time to reach the recommended operating temperatureP4: Display promotional materials ready for guest useP5: Check that refuse and waste food containers are clean and ready for useP6: Display food immediately before service, in line with operational proceduresP7: Assemble for cleaning or store any reusable service items and equipment from the food serviceP8: Where appropriate, store condiments and accompaniments for future use in line with food hygiene legislationP9: Dispose of rubbish, used disposables and waste food following recommended procedures | K1: Explain the importance of following safe and hygienic working practices when preparing and clearing take-away areas for counter/take-away service, including waiter’s uniform, using correct equipment, following correct procedures, to ensure there is no danger or risk to food or guests‟ and associates‟ healthK2: Brief the importance of checking for damage in all work areas and service equipment, in order to maintain standards, ensure service areas and equipment meet service requirements, informing Captain if areas need attention or equipment needs replacingK3: Elaborate the importance of displaying hot and cold food safely, to ensure food is safe to eat, to avoid spillages on guests or staff, to make food look attractive and appealing to guestsK4: Define the importance of checking expiry dates on appropriate food and drink items, to ensure that all food is safe to eat and there is no risk to guests‟ healthK5: Know the need to check all promotional material (including posters, blackboard / whiteboards, illustrated menu boards, vouchers and loyalty cards, additional promotional information) before use, to ensure that it is informative for guests and presents a good image of the organizationK6: Identify and practice the importance of having the correct serving equipment available for service, in order to ensure a smooth service and avoid delays for the guestK7: Explain the need for all perishable food and drink items to be returned to the kitchen and storage area immediately after service, so that it can be re-used or disposed of as appropriateK9: Define the types of unexpected situations that may occur |

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|  | P10: Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use | when preparing and clearing areas, including shortage of service equipment, linen, table space, wrong allocation of table covers, and dealing with these, including informing the Captain, seeking help from other associates (including from other departments, - housekeeping, engineering) |