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| Title | **Provide a carvery and buffet service** |
| Level | **2** | **Credits** | **10** |

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| Purpose | The aim of the module is to develop the skill knowledge and understanding to provide food and beverage service through a carvery / buffet. |

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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** |
| **E1: Prepare and maintain a carvery/buffet display** | P1: Make sure the carvery/buffet table is clean, undamaged and positioned according to the service styleP2: Make sure table items are clean, undamaged and arrange them correctly for food serviceP3: Make sure service equipment is clean, undamaged and positioned ready for useP4: Display food items ready for serviceP5: Display and store food items according to food safety requirementsP6: Replenish food items as necessary and keep the carvery or buffet free from food debris during food serviceP7: Purpose of carver or buffet, including extended service periods, breakfasts, large numbers of guests, special occasions (birthdays, weddings, | K1: Define different types of buffet, including finger buffet, fork buffet, plated buffet, maintained by staff, self-serviceK2: Check table items for damage and cleanliness before service, in order to present a good image of the organization, to clean or replace damaged items if required prior to service |

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|  | parties)P8: Plan a buffet or carvery service, including, starting time, how many dishes, style of dishes, methods of service, vegetarian options, special equipmentP9: Prepare table items, service equipment and food items, in order to meet guest needs efficiently and effectivelyP10: Check heating/air conditioning/ventilation and lighting before use when preparing areas for service, in order to create a welcoming atmosphere, to ensure a comfortable food outlet environment for guests, to enable any faults to be reportedin good time |  |
| **E2: Serve and assist guests at the carvery/buffet** | P1: Give information that meets the guests' needs and promotes the products and services of the organizationP2: Serve food with service equipment of the appropriate type that is clean and undamaged using the correct service styleP3: Serve only food items that are of the required type and quality | K1: Knowledge of Giving guests information, including welcoming them, explaining the procedure for the carvery or buffet, explaining dishes to them, guiding them on where to find plates, cutlery, serviettes, condiments, sauces and accompanimentsK2: Knowledge of the importance of giving guests accurate information’s or knowledge, including meeting their needs, enhancing the reputation of the organization, ensuring there is no risk to guests‟ health (including allergies, anaphylactic shock)K3: Knowledge of the importance of cultural awareness, including religious beliefs, using only the designated service cutlery for |

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|  | P4: Portion and arrange food in line with the organization’s style and guest requirementsP5: Keep guest dining areas tidy and free from rubbish and food debrisP6: Clear any used table items and left over food items when necessaryP7: Carry out work with the minimum of disturbance to guests | each dish, not using the same equipment for serving different meatsK4: Understand portion control and controlling portions when serving food to guests, to ensure guest satisfaction, to maintain availability of dishes and to maintain cost-effective serviceK5: Describe different types of unexpected situations that may occur when serving guests from the carvery or buffet, including slow delivery from kitchen, managing spillages or breakages, managing angry or upset guests, and dealing with these, including working within limits of own authority, reporting situations to Captain or other supervisor |