

	<b>Unit ID: 296</b>
<b>Domain</b>	<b>FOOD AND BEVERAGE SERVICE</b>
<b>Title:</b>	<b>Provide buffet service in a hospitality establishment</b>
<b>Level: 3</b>	<b>Credits: 4</b>

### Purpose

This unit standard specifies the competency required to provide buffet service in a hospitality establishment. People credited with this unit standard are able to: prepare for buffet service; and provide buffet service.

### Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the end user in the assessment activity may be the assessor, there must be documented evidence of multiple occasions where the candidate has provided services for 'guests' who have the expectations of a paying guest.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield. Of significant relevance are:

- Unit 51 *Demonstrate general cleaning techniques for premises and equipment in a hospitality establishment*
- Unit 60 *Set tables in a hospitality establishment and identify, clean and store cutlery, crockery, glassware and table linen.*

4. The establishment's policies and procedures relating to lost and found property are adhered to.

5. Glossary of terms:

- *Buffet* refers to a meal-serving system where guests serve themselves from a display of various dishes. It is a popular method of feeding large numbers of people with minimal staff. *Buffet food* may include starters, main courses (salads, meat, poultry, seafood, bread), desserts (fruit, cheeses), hot and cold condiments, fruit, vegetables, salt, ice, bread, chocolate, sugar, decorated cakes and display cakes.
- *Buffet and service equipment* may include but are not limited to serviceware, crockery, cutlery, dishes, plates, service cutlery, platters, glassware, table coverings, serviettes, decorative items, labels, service cloths, linen, decorations, candles and lighting, centerpieces, flowers and plants.
- The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
- *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
- *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

6. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

7. Regulations and legislation relevant to this unit standard include the following:

- Labour Act No 11 2007 as amended
- Tobacco Products Control Act No 1 of 2010
- The Social Security Act 1994
- The Employee Compensation Amendment Act 5 of 1995
- Public Health Amendment Act 45 of 1976
- The International Health Regulation Act 28 of 1974
- Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

### **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Prepare for buffet service**

#### **Range**

*Decorations* may include but are not limited to food items, table decorations, floral, bread and fruit displays, silverware and thematic decorations.

*Relevant staff* may include supervisors and managers, display artists and decoration wholesalers, interior designers and decorators, cooks and chefs, service staff.

#### **Performance Criteria**

- 1.1 Serviceware and linen are selected in line with establishment and guest requirements.
- 1.2 Equipment for service is checked and prepared.
- 1.3 Tables are planned and service points arranged so they are suitable for buffet display and service in line with establishment requirements.
- 1.4 Tables and service areas are set in accordance with any guest requirements and with service style in accordance with establishment procedures.
- 1.5 Food is presented in line with establishment and guest requirements.
- 1.6 Decorations are selected and positioned in line with establishment and guest requirements.
- 1.7 Relevant staff members are liaised with to organise preparation and conduct of buffets where required in line with establishment and guest requirements.

### **Element 2: Provide buffet service**

#### **Performance Criteria**

- 2.1 Food items are displayed in line with guest requirements and establishment procedures.
- 2.2 Dishes are garnished and accompaniments are provided in line with guest and establishment requirements.
- 2.3 Food items are served to guests in a safe manner as required in line with establishment procedures.

- 2.4 Potential health problems through cross-contamination and food spoilage are identified and appropriate preventative measures taken to eliminate such risks in line with establishment procedures.
- 2.5 Food on display is kept at temperature levels as prescribed by legislation and safety requirements.
- 2.6 Service equipment and buffet display are maintained in line with guest and establishment procedures.
- 2.7 Food items are replenished throughout service and buffet area is kept tidy and free from food debris in line with guest and establishment procedures.
- 2.8 Service and traffic areas are kept clear throughout service in line with establishment procedures.
- 2.9 Buffet food and service equipment are cleaned after service in timely manner in line with establishment procedures.
- 2.10 Food items, condiments and accompaniments are stored or disposed of in line with establishment procedures.
- 2.11 Furniture, service areas and equipment are cleaned and prepared for next service in line with establishment procedures.

## **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
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