

	<b>Unit ID: 525</b>
<b>Domain</b>	<b>FOOD AND BEVERAGE SERVICE</b>
<b>Title:</b>	<b>Supervise food and beverage service as part of hospitality operations</b>
<b>Level: 4</b>	<b>Credits: 8</b>

### Purpose

This unit standard specifies the competency required to supervise the service of food and beverages to guests in a hospitality establishment. It includes overseeing the preparation of the dining or restaurant area for service, setting tables for service, welcoming and seating of guests, and coordinating the taking and processing of food and beverage orders and closing down the restaurant or dining area. This unit standard is intended for those who work as supervisors in food and beverage service in the hospitality and tourism industry.

### 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 and personal hygiene for food and beverage service* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

3. Glossary of terms:

- *EFTPOS* (Electronic Funds Transfer at Point Of Sale) refers to the use of a card as method of payment for goods or services without the customer having to carry cash.

4. Service items may include but are not limited to food and beverage items (hot plated food, cold plated food, cold soft drinks, hot non-alcoholic drinks, juice) and equipment (crochery, service equipment, glassware, cutlery, accompaniments).

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

6. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.

7. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
8. Regulations and legislation relevant to this unit standard include the following:
  - Labour Act No 6, 1992
  - The Social Security Act 1994
  - The Employee Compensation Amendment Act 5 of 1995
  - Tobacco Act (Draft 2008)
  - Liquor Act 6 of 1998
  - Public Health Amendment Act 45 of 1976
  - The International Health Regulation Act 28 of 1974
  - Occupational Health and Safety Regulations No.18, 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: Coordinate the preparation of dining area for service.**

##### **Range**

Dining area may include but is not limited to restaurant, bar and banqueting area for service, and includes furniture, tables, tableware, serveware; all set up according to legislative and establishment requirements, bookings, guest requests and guest or staff convenience and safety.

Preparation of dining area includes but is not limited to checking tables and table settings for stability and guest and service staff access; checking and preparing equipment for service; verifying menu variations (limitations and out of stock items) and checking daily specials with kitchen staff.

Table dressing includes but is not limited to linen presentation including table cloths, overlays and napkins, paper overlays, placemats, glassware, service ware, flatware, floral arrangements and other decorations.

Cleanliness and ambience of dining area may include but is not limited to lighting, room temperature, music, floral and other decorations, privacy, background noise.

Preparation and setting of tables may include but is not limited to service styles (table d'hôte, a la carte, buffet, function, breakfast, tea and coffee service; tray service or plate service using two plates on one arm carrying method); guest requests; number of covers; service plate; sideboard, cutlery, glassware, condiments, table accessories

(vase, table number, tent cards, ashtrays); table linen (tablecloth, placemat and serviettes); ensuring guest safety and comfort, minimal invasion of personal space of guest and meeting guest needs.

### **Performance Criteria**

- 1.1 Dining or restaurant area and guest facilities are checked for cleanliness, ambience and comfort prior to service and corrective actions are taken where required in line with establishment procedures.
- 1.2 Preparation and dressing of tables by service staff is monitored for compliance with establishment requirements and appropriate corrective action is taken, as required.
- 1.3 Selection, use and storage of equipment for service are monitored in line with establishment procedures and appropriate corrective action is taken, as required.

### **Element 2: Coordinate food and beverage service and monitor guest satisfaction.**

#### **Range:**

Staff handling of food and drinks orders includes but is not limited to presenting menus and drinks; orders taken with minimal disruption to guests; information about food and beverage items provided as required (food and beverage items available, items out of stock, dish composition, prices, special offers and promotions, menu alterations, special requirements, menu choices and options, information about the location or area, location of guest facilities); making recommendations and suggestions to assist guests with drink and meal selections; auctioning guest requests promptly (such as for placement of jackets or hats, special requests, time constraints).

Food and beverage service includes but is not limited to pre-meal services; prompt service; offering of food and drinks throughout service; friendliness; liaison with kitchen staff; serving food and drinks; maintenance of sufficient stocks of clean service items; condiments and accompaniments during meal; clearing of food and drinks from table; minimal disruption of guests.

Equipment for service includes but is not limited to glassware, crockery, cutlery, linen, condiments, tea and coffee making facilities, chairs, tables, menus and wine lists, display materials, manual and electronic cash registers, computerised ordering systems, EFTPOS equipment.

### **Performance Criteria**

- 2.1 Staff taking and handling of food and drinks orders is monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.
- 2.2 Flow of service of food and beverage is coordinated and monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.
- 2.3 Guest satisfaction is monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.

### **Element 3: Coordinate closing down of dining area.**

#### **Range:**

Closing down of restaurant area includes but is not limited to removing food plates and cutlery associated with the finished meal, removing glassware from table using a tray; changing ashtrays promptly and correctly; clearing guest tables and dining areas of soiled and unnecessary service items; wiping up liquid spills and removing leftover food and waste in a safe and hygienic manner; keeping guest tables, dining areas and service areas hygienically clean, tidy and free from waste and food debris; clearing, cleaning and dismantling the dining area after guest departure.

Setting up for next service includes but is not limited to polishing flatware and glassware, placing service ware, flatware and glassware in allocated storage areas, resetting and dressing tables, cleaning equipment such as coffee machines and *bain marie*; general cleaning of restaurant and customer facilities, cleaning of surfaces.

#### **Performance Criteria**

- 3.1 Closing down of restaurant, banqueting area or bar and setting up for next service is coordinated and monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.
- 3.2 Presentation of accounts to guests and organizing processing of bills are coordinated and monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.
- 3.3 Fawelling of guests from the restaurant or dining area is coordinated and monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.
- 3.4 Services are reviewed and evaluated with colleagues, where appropriate and possible improvements identified.
- 3.5 Handover is provided to incoming restaurant colleagues and any relevant information shared in line with establishment procedures.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	13 November 2008
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<b>Body responsible for review:</b>	Namibia Training Authority