

		Unit ID: 531
Domain	FOOD AND BEVERAGE SERVICE	
Title:	Supervise buffet and banquet setup and service	
Level: 4	Credits: 8	

Purpose

This unit standard specifies the competency required to supervise buffet and banquet setup and service and provide gueridon service. It includes designing, planning, preparation and supervision of the display and maintenance of buffet and banquet setup and service and providing gueridon service. 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:

- *'Buffet'* refers to a meal-serving system where guests serve themselves. It is a popular method of feeding large numbers of people with minimal staff.
- *'Banquet'* refers to a sit-down meal, often for a formal occasion involving a relatively large number of guests.

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

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

6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

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

- Labour Act, 15 of 2004
- The Social Security Act 1994
- The Employee Compensation Amendment Act 5 of 1995
- Water Resources Management Act, 24 of 2004
- Local Authorities Amendment Act, 14 of 2004
- 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

Elements and Performance Criteria

Element 1: Supervise buffet and banquet setup

Range

The design of the total concept, selection of food items and display will vary according to guest requirements, occasion and type of buffet; and should include but is not limited to selection of appropriate food and food items; table arrangements; service equipment; serviceware; linen; decorations; candles and lighting; centrepieces.

Planning of buffets may be associated with a variety of occasions and situations that include but are not limited to indoor or outdoor functions; parties; special celebrations; breakfasts; lunches; dinners.

Personnel involved in the design, planning, preparation and conduct of buffets may include but are not limited to customers; supervisors and managers; display artists and decoration wholesalers; interior designers and decorators; other cooks and chefs; service staff.

Buffet food may include but is not limited to starters, salads, bread, main courses (meat, poultry, seafood), desserts (fruit, cheeses), condiments.

Buffet and service equipment may include but is not limited to serviceware (including serviettes), crockery (dishes, plates) cutlery, service cutlery, platters, glassware, table coverings, decorative items, labels, linen (serviettes, service cloths).

Table decorations and condiments may include but are not limited to silverware, thematic decorations, candles and lighting, centerpieces, fruit displays, vegetables, floral and plant displays, salt, ice, bread, chocolate, sugar, decorated cakes and display cakes, margarine, hot and cold condiments.

Decorations and centerpieces may be carved, moulded or assembled and can be made from edible or non-edible materials such as fruit; vegetables; flowers and plants; salt; ice; bread; chocolate; sugar; decorated cakes and display cakes; margarine.

Performance Criteria

- 1.1 The total concept, food items and display are designed, as required, in consultation with customers and other relevant personnel.
- 1.2 Development of buffet or banquet theme or occasion is monitored, in consultation with customers and other relevant personnel.
- 1.3 An appropriate range and quantity of food items are selected and organised with consideration given to quality and price related to the establishment and customer requirements.
- 1.4 Selection of appropriate service equipment, serviceware and linen to display food and decorations is monitored and corrected where required in line with establishment procedures.
- 1.5 Planning and arrangement of tables and service points for buffet or banquet display and service are monitored for compliance with establishment requirements, occasion, and efficient and safe customer/staff accessibility.
- 1.6 Preparation and organization of food presentation are monitored for compliance with establishment standards and customer requirements.
- 1.7 Selection, preparation and organization of appropriate and attractive decorations and centerpieces are monitored for compliance with establishment standards and customer requirements.
- 1.8 Liaison with relevant personnel associated with the organisation, preparation and conduct of buffets or banquets is maintained in line with establishment procedures.

Element 2: Supervise food preparation for buffet or banquet

Performance Criteria

- 2.1 Preparation and production of food for buffet or banquet are supervised in line with hygiene and establishment requirements.
- 2.2 Preparation and production of desserts for buffet or banquet are supervised in line with hygiene and establishment requirements.

Element 3: Supervise buffet and banquet service and hygienic presentation

Performance Criteria

- 3.1 Display of food items is monitored throughout buffet or banquet service in line with establishment procedures.
- 3.2 Use of garnishes and accompaniments to enhance taste and appeal is supervised in line with establishment procedures.
- 3.3 Buffet or banquet service is supervised to ensure that food items are replenished, and that the total display remains neat and attractive in line with establishment procedures.
- 3.4 Potential health problems through cross-contamination and food spoilage are identified and appropriate preventative measures taken to eliminate these risks in line with establishment procedures.
- 3.5 Temperature levels of food on display is monitored and maintained at levels that comply with the relevant food safety plan and legislative and establishment requirements.

Element 4: Supervise cleaning and storage of buffet or banquet foods after service

Performance Criteria

- 4.1 Clearing and cleaning of buffet or banquet area after service is monitored in line with the relevant food safety plan and establishment requirements.
- 4.2 Disposal or storage of leftover food items after service is monitored in line with the relevant food safety plan and establishment requirements.
- 4.3 Service equipment, serviceware, linen and décor items are removed, checked, cleaned and stored appropriately in line with safety procedures and establishment requirements.

Element 5: Provide gueridon service

Range

Gueridon trolleys may include but are not limited to those set up for desserts; flambé; salads; hors d'oeuvres; smoked salmon.

Food, beverage and other items to be served may include but are not limited to meat and poultry; fish and seafood; hors d'oeuvres and appetizers; desserts and sweets; condiments and accompaniments; sauces; garnishes; cheeses and dairy products; fruits; salads; wines; spirits; coffees; petit fours.

Promotional materials may include but are not limited to wine lists; menus or recipes; advertising cards, fliers or brochures.

Non-food items available for guest or customer choice may include but are not limited to cigars.

Preparation and maintenance of gueridon trolleys and equipment include but are not limited to stocking and displaying trolleys with clean implements, utensils and linen; polishing and cleaning equipment; selecting food, alcohol and other ingredients according to menu and service requirements; examining ingredients for quality and condition prior to display on trolley; presenting and displaying foods for colour, variety and shapes; using promotional materials appropriately on trolleys; positioning trolleys for guests or customers to view; clearing and hygienically cleaning trolleys.

Food service includes but is not limited to carving and serving meats, fish and poultry as required by guest preferences; preparing appropriate accompaniments and finishing ingredients; involving guests in the preparation process and inviting them to select ingredients, choosing the finishing method and determining the size of portions.

Gueridon equipment may include but is not limited to flatware (cutlery); carving boards; cutlery (cooking and service); linen; service crockery; fuel; towel for hand cleaning; lighter; burner; trolleys; bowls.

Performance Criteria

- 5.1 Gueridon trolleys and equipment are prepared and maintained for food, promotional materials and non-food items, in line with establishment requirements.
- 5.2 Food items are promoted to guests, including explanations of dishes, in line with establishment requirements.
- 5.3 The nature and features of gueridon service are explained to customers in clear, simple language as required, in line with establishment requirements.
- 5.4 Ingredients of dishes and preparation methods are identified, explained and showed to guests or customers to assist them in making their selection, in line with establishment requirements.
- 5.5 Foods are prepared and served, in accordance with relevant hygiene, safety and establishment procedures.

Registration Data

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