

<b>Domain</b>	<b>FOOD AND BEVERAGE SERVICE</b>	<b>Unit ID: 60</b>
<b>Title:</b>	<b>Set tables in a hospitality establishment and identify, clean and store associated cutlery, crockery, glassware and table linen</b>	
<b>Level: 2</b>		<b>Credits: 6</b>

### Purpose

This unit standard specifies the competencies required to set tables and demonstrate knowledge of the different types and uses of hospitality glassware, cutlery and crockery and table linen. People credited with this unit standard are able to: identify types and uses of cutlery and crockery; clean and store cutlery and crockery; use, clean and store glassware; identify, clean and store various types of table linen; and prepare and set tables for service

### Special Notes

1. Entry information:

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures 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.

While the end user in the assessment activity need not be a guest, there must be documented evidence of multiple occasions where the candidate has provided service or similar 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.
4. 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.
5. Specifications of suppliers must be strictly adhered to all times.
6. 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
- Liquor Act 6 of 1998
- Public Health Amendment Act 45 of 1976
- International Health Regulation Act 28 of 1974
- Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments.

### **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 who 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 on [www.nta.com.na](http://www.nta.com.na)

### **Elements and Performance Criteria**

#### **Element 1: Identify types and uses of cutlery and crockery in a hospitality establishment**

##### **Range**

*Standard cutlery* may include but are not limited to stainless steel and silver items including small knives (side, starter, cheese, dessert), big knives (main course, steak knives, fish knives), small forks (starter, cheese, dessert), big forks (main course, cake fork, service fork; snail fork), soup spoon, dessert spoon, tea spoon, ice cream/sundae spoon, espresso spoon, service spoon. Evidence of identifying six types of standard cutlery and their uses is required for assessment purposes.

*Special cutlery* may include but is not limited to grapefruit spoon, oyster knife, cheese knife, ice tongue (bird claw), cake lifter, carving knife and fork, snail tongue. Evidence of identifying three types of special cutlery and their uses is required for assessment purposes.

*Standard crockery* may include but is not limited to porcelain, pottery, glass, tin and enamel, plastic, clay, woven, wooden, and ceramics (side plates, starter plates, main plates, fish plates, dessert plates, service plates, soup plates, pasta plates, steak plates, saucers, special plates, tea cup, coffee cup, cappuccino cup, espresso cup, mugs, egg cups, sauce cup, soup bowls, salad bowls, cereal bowls, rice bowls, teapots, coffee pots, milk pots, milk jugs, butter dishes, ashtrays, gravy boats, porcelain vases). Evidence of identifying eight types of standard crockery and their uses is required for assessment purposes.

*Special plates and dishes* may include but are not limited to: service plates, snail dishes, finger bowls, sugar bowls. Evidence of identifying three types of special plates or dishes and their uses is required for assessment purposes.

##### **Performance Criteria**

- 1.1 The types of standard cutlery are identified and their uses explained.
- 1.2 The types of special cutlery are identified and uses are explained.
- 1.3 The types of standard crockery are identified and uses are explained.
- 1.4 The types of special plates and dishes are identified and uses are explained.

## **Element 2: Clean and store cutlery and crockery**

### **Range**

*Washing equipment for cutlery and crockery* may include but is not limited to automatic dishwasher or hand washing in a double sink.

*Equipment and agent to clean silver cutlery* may include but is not limited to silver bath and special silver cleaning detergents.

The cleaning of crockery must include one or more items of fine china.

*Storage equipment* may include but is not limited to cutlery trays, cutlery drawers, shelves, cupboards and special trolleys.

### **Performance Criteria**

- 2.1 Cutlery and crockery are rinsed and prepared for washing.
- 2.2 Cutlery and crockery washing equipment is prepared and loaded in a safe manner to maximise water flow around items to be washed and minimize breakage.
- 2.3 Cutlery and crockery is washed by machine or hand washed in a double sink.
- 2.4 Cutlery and crockery is left clean, dry and free of water marks.
- 2.5 Stainless steel and silver cutlery are rinsed in clean water and drained before being polished with a clean tea towel.
- 2.6 Silver cutlery when darkened, is polished with special silver cleaner, according to manufacturers' instructions.
- 2.7 Cutlery and crockery are stored in a clean condition and in a correct location for cutlery type, and kept ready for use in line with establishment requirements.
- 2.8 Damaged or broken crockery is identified and disposed off in a safe manner in line with establishment requirements.

## **Element 3: Use, clean and store glassware in a hospitality establishment**

### **Range**

*Unexpected situations* can include problems with equipment and accidents causing injury.

*Glass washing equipment* may include but is not limited to automatic dish washer and hand washing in a double sink.

*Preparation of glass washing equipment* includes ensuring: the correct equipment is set at the correct temperature, free from blockages, set on correct cycle times, and the correct selection and quantity of detergent.

*Polishing equipment for glassware* may include but is not limited to steam, hot water, towels and/or disposable towels.

*Type of glassware used for beer* may include but is not limited to beer mugs, standard beer glasses, Pilsner glasses, Weissen glasses. Evidence of identifying and using two types of glassware used for beer is required for assessment purposes.

*Type of glassware used for juices, soft drinks and water* may include but not be limited to highball, Zombie, tumbler. Evidence of identifying and using two types of glassware used for juices, soft drinks and water is required for assessment purposes.

*Type of glassware used for wines* includes glasses for champagne, sparkling wine, red wine, white wine, port, sherry. Evidence of identifying and using four types is required for assessment purposes.

*The type of glasses used for spirits* includes martini, brandy balloon, high ball, tumbler, shot glass, cocktail, liqueur, liqueur coffees. Evidence of identifying and using four types is required for assessment purposes.

At least one of the types of glassware used for wines or spirits must be crystal.

### **Performance Criteria**

- 3.1 Glassware used for beer, wines, spirits, water and fruit juices and soft drinks are identified.
- 3.2 Glassware is emptied and prepared for washing.
- 3.3 Glass washing equipment is prepared and loaded in a safe manner to maximise water flow around items to be washed and to minimise breakage.
- 3.4 Glassware is left clean, dry and free from watermarks by using steam or hot water and polishing towel and using correct handling procedures according to establishment procedures.
- 3.5 Glassware is stored with care in clean condition and in correct location for glassware type, and kept ready for use in line with establishment requirements.
- 3.6 Damaged or broken glassware is identified and disposed of in a safe manner in line with establishment requirements.

- 3.7 Glassware breakage records are maintained in line with establishment procedure.
- 3.8 Effective ways of dealing with unexpected situations are explained in line with establishment requirements and legislation.

#### **Element 4: Identify, clean and store various types of table linen**

##### **Range**

*Linen* is to include but is not limited to that commonly used in restaurants, and for buffet, decorative, and conference uses. The different kinds of linen may include but is not limited to tablecloths, overlays, service cloths, napkins, place mats and table runners. Evidence of identifying and using three types is required for assessment purposes.

*The causes of soiled, stained and damaged linen* may include but are not limited to: food spills; non-alcoholic liquids; machines and equipment; high temperatures of irons; dust, burns and sharp equipment.

##### **Performance Criteria**

- 4.1 The names of different types of table and decorative linen are identified and uses are explained.
- 4.2 The advantages, disadvantages and care requirements for different types of linen fabrics are identified and explained.
- 4.3 The uses of different type of table linen are demonstrated.
- 4.4 The causes of soiled, stained and damaged linen are explained.
- 4.5 Cleaning materials and agents used for cleaning linen are identified, selected and used, in line with manufacturers' instructions and establishment procedures.
- 4.6 Linen is used, handled, transported and stored according to establishment procedures and manufacturer's specifications.
- 4.7 Washing, ironing and pressing of linen is safely undertaken in accordance with manufacturers' specifications and establishment procedures.

#### **Element 5: Prepare and set tables for service**

##### **Range**

*Condiments* include salt and pepper and may include other condiments such as balsamic vinegar, oils, mustard, dipping sauces etc.

*Table accessories* include but are not limited to vase, table number, tent cards, ashtrays.

*Styles of service* may include but are not limited to table d'hôte, a la carte, buffet, function, breakfast, tea and coffee service. For assessment, evidence for two different styles is required.

*Table dressing* may include linen presentation, including table cloths, overlays and napkins, paper overlays and napkins, placemats, glassware, service ware, flatware, floral arrangements.

### **Performance Criteria**

- 5.1 Table setting requirements are established in line with establishment procedures.
- 5.2 Tables are set in line with establishment procedures, service styles, required timeframes and special guest requests where applicable.
- 5.3 Sideboard is set up and used in line with establishment procedures.
- 5.4 Sufficient cutlery for number of covers is checked for cleanliness and laid in correct position, using a service plate in line with establishment requirements.
- 5.5 Sufficient glassware for number of covers is checked for cleanliness and laid in correct position on the table using a service salver in line with establishment requirements.
- 5.6 Condiments and table accessories are checked for cleanliness and laid in correct position in line with establishment requirements.
- 5.7 Dressed tables are checked for compliance with establishment, industry and any special requirements.
- 5.8 Cleanliness and condition of table and all table items are checked prior to service, and items not meeting establishment standards are removed, cleaned or replaced.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	28 September 2006
<b>Date this version registered:</b>	15 November 2012
<b>Anticipated review:</b>	2017
<b>Body responsible for review:</b>	Namibia Training Authority