

-SQA- SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number- 5130216

-Session-1996-97

-Superclass- NB

-Title- SILVER SERVICE

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Extending use of waiting skills and manipulative techniques in serving food at tables from a variety of serving dishes.

OUTCOMES

1. identify a variety of accompaniments relevant to a range of dishes;
2. prepare and maintain the service area for a variety of meals and types of service to a pre-set standard;
3. serve and present customers with dishes which are not pre-portioned;
4. create and maintain customer goodwill and anticipate customer needs.

CREDIT VALUE: 1 NC Credit

ACCESS STATEMENT: Candidates should have competence in waiting on tables. This may be evidenced by possession of NC module 5130376 Table Service of Food and Drink or relevant practical experience.

For further information contact: Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

Additional copies of this unit may be purchased from SQA (Sales and Despatch section). At the time of publication, the cost is £1.50 (minimum order £5.00).

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STATEMENT OF STANDARDS

UNIT NUMBER: 5130216

UNIT TITLE: SILVER SERVICE

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. IDENTIFY A VARIETY OF ACCOMPANIMENTS RELEVANT TO A RANGE OF DISHES

PERFORMANCE CRITERIA

- (a) A variety of accompaniments for all courses of the menu are correctly identified.
- (b) The correct accompaniment is offered to the customer along with their meal.

RANGE STATEMENT

Accompaniments: dry seasoning; flavourings; mustards; sauces; salad dressings; prepared bread items.

EVIDENCE REQUIREMENTS

Practical evidence that the candidate can identify and offer the correct accompaniment for a range of meals.

This may be supported by recorded evidence to ensure full coverage of the range.

OUTCOME

2. PREPARE AND MAINTAIN THE SERVICE AREA FOR A VARIETY OF MEALS AND TYPES OF SERVICE TO A PRE-SET STANDARD

PERFORMANCE CRITERIA

- (a) Dining area is prepared and maintained correctly for service.
- (b) Table linen and items are checked and are clean and free from damage.
- (c) Tables are correctly laid up for the appropriate menu.
- (d) Menus are checked and contain accurate information ready for customer use.

RANGE STATEMENT

Menus: à la carte; table d'hôte.

Laying up of tables: crockery; cutlery; silverware; glassware; ashtrays; napkins; table coverings; table decorations; condiments; accompaniments.

EVIDENCE REQUIREMENTS

Recorded evidence by means of a checklist that the candidate can carry out the practical activities for silver service and the associated area.

OUTCOME

3. SERVE AND PRESENT CUSTOMERS WITH DISHES WHICH ARE NOT PRE-PORTIONED

PERFORMANCE CRITERIA

- (a) Food is presented, portioned and served to the customer using appropriate service equipment.
- (b) Effective manipulative skills are demonstrated during service.
- (c) Table items are cleared and cleaned as necessary to a professional standard throughout service.
- (d) Effective manipulative skills are demonstrated during clearing and cleaning.

RANGE STATEMENT

Service equipment: dishes; liners; flats; trays/trolley; service cutlery and silverware; service cloths and linen.

Table items: crockery; cutlery; ashtrays; glassware; condiments; accompaniments; table decorations.

EVIDENCE REQUIREMENTS

Evidence will be recorded by means of a checklist that portioning and presentation are in response to a request for an item or items from a customer.

The candidate will be required to serve 4 covers for a 4 course meal (to include non-alcoholic beverages) from arrival to departure on a minimum of 2 occasions. The menu should be varied and permit a comprehensive range of manipulative skills to be demonstrated.

OUTCOME

- 4. CREATE AND MAINTAIN CUSTOMER GOODWILL AND ANTICIPATE CUSTOMER NEEDS

PERFORMANCE CRITERIA

- (a) Customers are greeted and dealt with in a polite and welcoming manner at all times.
- (b) Menus are interpreted to ensure customer understanding in terms of their base ingredients and methods of cooking.
- (c) Orders are taken accurately using an appropriate system.
- (d) Customers are provided with the correct accompaniments for the food to be served at the appropriate times.
- (e) Bills are issued and settled in accordance with given procedures.

RANGE STATEMENT

Customers: individual; group.

EVIDENCE REQUIREMENTS

Performance evidence of the candidate dealing with customers' orders, displaying a friendly and positive attitude and anticipating customer needs.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of support notes.

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NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**SUPPORT NOTES**

UNIT NUMBER: 5130216

UNIT TITLE: SILVER SERVICE

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 40 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This unit is designed to develop the understanding and skills associated with silver service and the maintenance of the service area. It aims to develop self-confidence in dealing with the public, portion control, manipulative skills and accompaniments.

SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

This unit will enable you to develop the understanding and skills associated with silver service and the maintenance of the service area. It will help you develop self-confidence in dealing with the public and skills in portion control and manipulative skills.

CONTENT/CONTEXT The practical activities of silver service are crucial to the success of this unit and should be explored in details with candidates.

Corresponding to outcomes 1-4:

1. Understand accompaniments for all common courses of the menu.
2. A variety of types and standards of meals to suit different customer requirements. Selection of equipment for table and service.
3. Utilisation of service cutlery, carrying and clearing techniques to a professional standard. Follows house checking/billing procedures. Correct practical use of tray and salver.

4. Social skills should be practised to develop the candidates ability to relate the menu items and their composition, to approach tables and interrupt conversation where necessary, to suggest suitable items and to ensure customer satisfaction.

APPROACHES TO GENERATING EVIDENCE The learning and delivery approach should allow outcomes to be achieved in a candidate-centred, participative and practical manner.

The variety of accompaniments can be explored by group discussion, resource material and practical activities.

ASSESSMENT PROCEDURES Centres may use the instruments of assessment that the tutors consider to be the most appropriate, however, the nature or evidence required relate very much to the practical exercises and the approach to generating evidence, ie the worksheets, checklists and report are considered to be the most practical in this instance.

The candidate will be presented with 15 questions modelled on performance criterion (a) and which reflect the menu range and a comprehensive range of dishes. The candidate must correctly state an appropriate accompaniment for 12 different menu items.

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised Groupings of National Certificate Modules'.

REFERENCES

1. Guide to unit writing. (A018).
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment. (B005).
3. Procedures for special needs statements are set out in SQA's guide 'Candidates with Special Needs'. (B006).
4. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures. (F009).
5. For details of other SQA publications, please consult SQA's publications list. (X037).

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