## -SQA-SCOTTISH QUALIFICATIONS AUTHORITY

**Hanover House**
**24 Douglas Street**
**GLASGOW G2 7NQ**

## NATIONAL CERTIFICATE MODULE DESCRIPTOR

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| **-Module Number-** | **0093204** | **-Session-** | **1989-90** |

**-Superclass-**      **NC**

**-Title-**      **INTEGRATED RESTAURANT SERVICE**

**-DESCRIPTION-**

Purpose
Module which enables the student to develop his/her food service abilities by working under pressure as a member of a team.  It also serves to extend his/her awareness and perception of customer needs, the ability to manage customers, situations and respond positively to requests for information.

Preferred
Entry Level
93202 Food Service
93203 Silver Service

Learning
Outcomes
The student should:

1.   control the customer relationship in a variety of situations;

2.   display a high level of waiting skills under pressure while working as a member of a team;

3.   describe the range of background knowledge which would be supportive to the waiter in dealing with customers.

Content/
Context
Corresponding to Learning Outcomes 1-3:

1.   Body language, perception of customer satisfaction, anticipation of customer needs, maintaining customer goodwill, willingness to take on responsibility, adopting a positive approach in dealing with customers.

2.   Development of waiting skills, expanded menu knowledge, working as part of a team, use of specialist service techniques eg. speciality coffees, wine service, liqueur service etc. Pressure through other areas of establishment eg. kitchen, ancillary areas, customer(s) with particular requirements, range of menu, methods of service required.

3.   Types of knowledge for different establishments, geographical location, local/general knowledge, current issues etc.

**Suggested Learning and Teaching Approaches**

The use of group discussions and briefing/debriefing is strongly recommended for the module.  In addition a small element of exposition may be useful particularly with regard to learning outcome 3.

The necessary information and experience should be gained from group discussions, simulations and practical work (within the training restaurant and work situation where possible).  The use of VCR may be beneficial for practical work and simulations.

The use of relevant films on customer relationships is suggested.

Discussions on co-operation of other workers and problems arising within the work team should be held. The work experience element should be regularly observed by the lecturer particularly during peak loading.

The student should be kept informed of progress throughout and remedial tuition should be provided in a suitable form when appropriate.

**Assessment Procedures**

Acceptable performance in the module will be satisfactory achievement of all the performance criteria specified for each Learning Outcome.

The following abbreviations are used below:

LO   Learning Outcome
IA   Instrument of Assessment
PC   Performance Criteria

LO1  CONTROL THE CUSTOMER RELATIONSHIP IN A VARIETY OF SITUATIONS

PC   The student

(a)   anticipates and reacts to customer needs throughout the meal experience;

(b)    creates and maintains customer goodwill throughout;

(c)    deals positively with customer comment or complaint while under commercial pressures;

(d)    displays a positive approach for duration of customer stay, under commercial pressures;

(e)    reinforces establishment image to promote return business.

IA    1.1  Restricted Response Questions.

The student will be presented with 20 questions which consist of a range of different scenarios outlining different situations, client types and hypothetical problems which could occur in the restaurant.

Satisfactory performance will be that the student describes an appropriate course of action in each instance.

1.2    Practical Exercise - see LO2

LO2  DISPLAY A HIGH LEVEL OF WAITING SKILLS UNDER PRESSURE WHILE WORKING AS A MEMBER OF A TEAM

PC    The student:

(a)    displays a proficient level of expertise in waiting skills under pressure;

(b)    serves a range of customer groups at different stages of service;

(c)    makes a positive contribution to the team effort;

(d)    uses specialist service techniques.

IA    Practical Exercise - LO1 & LO2

The student will be required, in a restaurant situation, to serve a meal (minimum 4 course, including coffee), which requires a high standard of table service and involving specialist service techniques on 2 occasions.  The tutor will ensure that the situations are diverse and elements of pressure are incorporated.

Satisfactory performance will be that evidence of PC (a) - (e) LO1 and PC (a) - (d) LO2 is generated. Evidence of achievement should be recorded by the tutor with the aid of an appropriate checklist modelled on the PC and which contains sections relating to each LO.

LO3 DESCRIBE THE RANGE OF BACKGROUND KNOWLEDGE WHICH WOULD BE SUPPORTIVE TO THE WAITER IN DEALING WITH CUSTOMERS

PC   The student:

(a)   outlines the types of knowledge required whilst working in a specified location;
(b)   describes the more general type of knowledge which would be assistance to the waiter.

IA   Assignment

For an establishment type specified by the tutor, the student will require to undertake an investigative assignment which will be in two sections:

(I)   in which the student will describe the information relating to details on local geography, amenities and history, and
(ii)   in which the student will describe broader information such as current issues.

which would be of assistance to the waiter working in the specified type of establishment. Satisfactory performance will be that the student details a range of information which would be appropriate for the specified establishment type.