



Unit DT13 04 (284)

Provide a Table/Tray Service

Unit Summary

The Unit is about greeting and seating customers, answering any questions they may have, and taking their orders. It also covers serving customers and maintaining the area, for example: by clearing away crockery and cutlery and maintaining the levels of condiments.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

Achievement of this Unit will provide you with opportunities to develop the following SQA Core Skills:

Problem Solving Access 3

- ◆ Analyse a simple situation or issue.
- ◆ Plan, organise and complete a simple task.

I have completed the requirements of this Unit.

Candidate name: _____ **Date:** _____

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

IV signature: _____ **Date:** _____

Assessment centre: _____

You must be able to		Evidence Requirements	Evidence/ Activity Ref No.
1	<p>Greet customers and take orders</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Help your customers with dining arrangements as necessary, in line with the service style. (b) Make sure customers have access to the correct menus. (c) Answer any questions your customers may have and give them information which meets their needs and promotes your organisation's products and services. (d) Identify your customers' orders and record and process them. 	<p>Evidence of greeting customers and taking orders in accordance with workplace procedures.</p>	
2	<p>Serve customer orders</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Serve your customers in line with the service style. (b) Provide your customers with the service items, condiments and accompaniments appropriate to their food. (c) Serve food and drink items with clean, hygienic and undamaged equipment of the appropriate type. (d) Keep customer dining and service areas tidy, hygienic and free from rubbish and food debris. (e) Clear customer dining areas of soiled and unused service items at the appropriate times. (f) Maintain sufficient stocks of clean service items, condiments and accompaniments throughout the services. 	<p>Evidence of serving customers orders in accordance with workplace procedures.</p>	

Evidence of Performance

Evidence of performance may employ examples of the following assessment:

- ◆ observation
- ◆ written and oral questioning
- ◆ evidence from company systems (eg Food Safety Management System)
- ◆ reviewing the outcomes of work
- ◆ checking any records of documents completed
- ◆ checking accounts of work that the candidate or others have written

Candidate name:		Assessor initials/date
No	Activity	
1		
2		

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You need to know and understand		Evidence
Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.		
K1	Your organisation's standards for customer care and service style and why you should follow these.	
K2	The correct procedures when greeting and seating customers and why these are important.	
K3	Why information given to customers should be accurate.	
K4	Why it is important to take customer orders accurately and how to make sure that you do so.	
K5	Why it is important to promote the organisation to your customers.	
K6	The types of unexpected situations that may occur when taking orders and how to deal with these.	
K7	Safe and hygienic working practices when serving customers and why these are important.	
K8	Which condiments and accompaniments go with each dish.	
K9	Why it is important to use the appropriate equipment when serving food and drink items to customers.	
K10	Why it is important to check that food service equipment is clean and hygienic.	
K11	The types of unexpected situations that may occur when serving food and how to deal with these.	
K12	Safe and hygienic working practices for maintaining dining and service areas and why these are important.	
K13	Why dining and service areas must be kept tidy and free from rubbish and food debris.	
K14	Why waste must be handled and disposed of correctly.	
K15	Why a constant stock of table and service items should be maintained.	

Notes/Comments

Assessor signature: _____

Date: _____