

## Provide a buffet service

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### Overview

This standard is about how you prepare a buffet food display area. It covers the preparation of items such as crockery, cutlery, napkins and display equipment. Serving of the food follows, which includes your interaction with customers and how you enhance their dining experience, portioning and product knowledge. Finally the standard is completed by maintaining the food display area to uphold food safety standards and an appealing display for your customers

This standard focuses on the technical knowledge and skills required to provide a buffet service; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:

- Maintain basic food safety in catering
- Maintain food safety in a hospitality environment
- Provide basic advice on allergens to customers
- Minimise the risk of allergens to customers

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

- Provide a buffet service

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## Performance criteria

You must be able to:

### **Prepare a buffet display**

1. Clean the buffet display area ensuring it is undamaged and positioned in a way that meets your workplace service standard as well as giving the customers the best view of the food on offer
2. Check that heated / refrigerated units are switched on in time ready for service
3. Ensure that table items are clean, undamaged and readily accessible to your customers
4. Clean service equipment ensuring it is undamaged and positioned ready for use
5. Display food items in an appealing manner and in accordance with food safety requirements

### **Serve customers at the buffet**

6. Acknowledge your customers on arrival at the buffet and provide them with assistance as necessary
7. Ensure your customers have the correct choice of dishes available
8. Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services
9. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
10. Identify your customers' choices correctly, serve them promptly and efficiently while taking care to portion and present food according to your workplace standards

### **Maintain the buffet area**

11. Replenish food items according to your workplace standards and following food safety requirements
12. Keep the buffet area free from food debris or unwanted items

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## Knowledge and understanding

You need to know and understand:

### **Prepare a buffet display**

1. Safe and hygienic working practices when preparing a buffet display
2. Why service equipment should be turned on before use
3. Why heating, air conditioning, lighting, ventilation should be checked before service
4. Why table items should be checked for damage and cleanliness before service
5. The types of unexpected situations that may occur when preparing a buffet display and how to deal with these

### **Serve customers at the buffet**

6. Safe and hygienic working practices when serving customers at a buffet area
7. Why information given to customers should be correct
8. Why portions should be controlled when serving food to customers
9. Why and to whom all customer incidents should be reported
10. The types of unexpected situations that may occur when serving food to customers and how to deal with these

### **Maintain the buffet**

11. Safe and hygienic working practices when maintaining a buffet display area
12. Why maintaining food at the correct temperature is important and how you can achieve this
13. Why food items should be replenished and displayed correctly throughout service
14. Why buffet areas should be kept free from rubbish and food debris

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**Scope/range related to performance criteria**

**1. Service style**

- 1.1 served
- 1.2 self-service

**2. Table items**

- 2.1 crockery
- 2.2 cutlery
- 2.3 napkins

**3. Service equipment**

- 3.1 dishes / flats / plates
- 3.2 service cutlery
- 3.3 service cloths / linen

**4. Food items**

- 4.1 hot
- 4.2 cold
- 4.3 accompaniments

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