

Provide a silver service

Overview

This standard is about the silver service of a variety of food items. It covers the equipment that you will need to provide a silver service, the types of foods that may be served in this way from soups and sauces to meat, poultry, vegetables and desserts. This standard also covers how you clear the table in between finished courses in order to maintain an appealing environment for your customers.

This standard focuses on the technical knowledge and skills required to provide a silver 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 silver service

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Performance criteria

You must be able to:

Silver serve food

1. Ensure that your prepared, clean and undamaged service equipment is ready for service according to your workplace service standards
2. Ensure that the food you are going to serve is the correct type, quantity and quality required and that it is arranged in a way that allows easy service
3. Portion, serve and present the food items in an appealing manner, using the appropriate service equipment
4. Handle and dispose of surplus food items and equipment appropriately in order to maintain the appearance and ambience of the customer dining area
5. Carry out your work with the minimum of disturbance to customers, whilst remaining available to assist your customers as required

Clear finished courses

6. Clear finished courses from the table at the appropriate time, systematically, with the assistance of other staff members and according to your workplace service standards
7. Check crockery, cutlery and other table items in between courses. Replace or remove items as necessary
8. Maintain the appearance of the table by clearing waste and food debris according to your workplace service standards

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Knowledge and understanding

You need to know and understand:

Silver serve food

1. Safe and hygienic working practices when providing a silver service
2. Why it is important to have correct information regarding the menu, availability, dish composition, ingredients and cooking methods
3. What your workplaces procedures for the serving of each courses are
4. The importance of correctly portioning food
5. The importance of food presentation
6. Why and to whom all customer incidents should be reported
7. The types of unexpected situations that may occur when providing a silver service and how to deal with these

Clear finished courses

8. Safe and hygienic working practices when clearing finished courses
9. Your workplace procedure for clearing finished courses
10. Why customer dining and service areas must be kept free from rubbish and food debris
11. Why waste must be handled and disposed of correctly
12. The types of unexpected situations that may occur when clearing finished courses and how to deal with them

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**Scope/range related
to performance
criteria**

1. Service equipment

- 1.1 dishes / liners / flats
- 1.2 service cutlery
- 1.3 service cloths / linen / gloves

2. Service operation

- 2.1 function
- 2.2 restaurant
- 2.3 buffet / carvery

3. Food items

- 3.1 soups
- 3.2 sauces / gravies
- 3.3 solid items (meat / poultry / potatoes / bread rolls)
- 3.4 small chopped items (vegetables / rice)
- 3.5 sliced meat / poultry
- 3.6 wedged items (pies / tarts / gateaux)
- 3.7 spooned desserts / puddings
- 3.8 cheese

4. Courses

- 4.1 starter
- 4.2 main course
- 4.3 dessert / cheese

5. Cleared table items

- 5.1 crockery
- 5.2 cutlery
- 5.3 glassware
- 5.4 condiments and accompaniments
- 5.5 table items / napkins

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Developed by	People 1st
Version Number	2
Date Approved	February 2016
Indicative Review Date	March 2021
Validity	Current
Status	Original
Originating Organisation	People 1st
Original URN	PPL2FS3/10
Relevant Occupations	Team Member; Waiter/Waitress; Bar Staff
Suite	Hospitality - Food and Beverage Service
Keywords	silver service
