

Serve food at table (casual dining)

Overview

This standard is about providing customers with an excellent food and beverage service experience in a casual dining environment. It covers greeting and assisting customers, providing customers with information to enhance their visit, serving food at the table and the maintenance of a welcoming customer dining area.

This standard focuses on the technical knowledge and skills required to serve food at the table (casual dining); 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:

- Serve food at table (casual dining)

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Performance criteria

You must be able to:

Greet customers and take orders

1. Acknowledge your customers on arrival, check any booking records and help with their requirements in line with your workplace service operation
2. Provide customers with assistance as necessary
3. Ensure your customers have the correct menu to choose from
4. Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services
5. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
6. Identify your customers' orders correctly and process them promptly and efficiently

Serve customers and maintain the customer dining area

7. Provide your customers with correct, clean and undamaged table items, at the appropriate times
8. Serve your customers using clean, undamaged and appropriate service equipment
9. Serve your customers with the correct quality food items, at the correct temperature and according to your workplace service style and standards
10. Carry out your work with the minimum of disturbance to customers, whilst remaining available to assist your customers where necessary
11. Clear the customer area of soiled, used or unused table items at appropriate times according to your workplace service style and standard
12. Keep the customer area appealing and welcoming to customers according to your workplace standard
13. Restock and replenish table items when necessary during the service
14. Keep the customer service area clean and tidy and free from rubbish and food debris

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Knowledge and understanding

You need to know and understand:

Greet customers and take orders

1. Your workplace standard for customer service
2. Why menus and promotional items should be checked before service
3. Why information regarding the menu, availability, dish composition, ingredients and cooking methods given to the customer should be accurate
4. The types of assistance that customers may need and how to deal with these
5. The types of unexpected situations which may occur when greeting customers and processing their orders and how to deal with these

Serve customers and maintain the dining area

6. Safe and hygienic working practices when serving customers and maintaining the dining area
7. Which service equipment is appropriate for different menu items and food service methods
8. Which condiments and accompaniments are appropriate for each menu item
9. Why a constant stock of service and table items must be maintained
10. Why food should be presented in line with the menu specifications
11. Why and to whom all customer incidents should be reported
12. Why customer dining and service areas must be kept free from rubbish and food debris
13. Why waste must be handled and disposed of correctly
14. The types of unexpected situations which may occur when serving food at the table and how to deal with these

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**Scope/range related
to performance
criteria**

1. Customers

- 1.1 with special requirements
- 1.2 without special requirements

2. Customer requirements

- 2.1 number of place settings
- 2.2 special seating requirements
- 2.3 dietary requirements

3. Service operation

- 3.1 table
- 3.2 function

4. Information

- 4.1 dishes available
- 4.2 dish composition, ingredients and method of cooking
- 4.3 prices
- 4.4 special offers and promotions

5. Table items

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

6. Service equipment

- 6.1 cutlery
- 6.2 dishes / flats
- 6.3 service cloths / linen / paper alternatives
- 6.4 trays, trolleys

7. Service method

- 7.1 plated

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Suite	Hospitality - Food and Beverage Service
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