

Prepare and clear areas for table service

Overview

This standard is about how you prepare the customer dining areas ready for table service. It covers creating a welcoming environment for your customers, laying up the tables, making sure that all the necessary service items and equipment are available and concludes with the efficient clearing of the dining area.

This standard focuses on the technical knowledge and skills required to prepare and clear areas for table 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:

- Prepare and clear areas for table service

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Performance criteria

You must be able to:

Prepare service areas and equipment for table service

1. Ensure that the food service area is clean, undamaged and ready for use according to your workplace standard
2. Ensure that the service equipment (including waste containers) is clean, undamaged, where it should be and switched on ready for use
3. Check that you have sufficient supply of service items clean, undamaged, ready for use and stored appropriately
4. Prepare condiments and accompaniments ready for service and store them appropriately

Prepare customer and dining areas for table service

5. Ensure that customer and dining furniture, table coverings and table items are clean, undamaged and ready for use
6. Arrange the dining area furniture and lay up the tables according to the required service style and number of covers
7. Ensure that menus and promotional items are available, clean and correct
8. Check that condiments and the appropriate accompaniments are filled, clean and ready for customers' use
9. Ensure the customer area is appealing and welcoming to customers according to your workplace standard

Clear customer, dining and service areas after table service

10. Assemble service items, food items, condiments and accompaniments for cleaning or store reusable items according to your workplace standard and food safety regulations
11. Dispose of rubbish and waste food appropriately
12. Check that all service equipment is clean, turned off and stored away correctly
13. Keep the service area clean and ready for the continuing service
14. Keep the customer areas and furniture clean, tidy and ready for the continuing service

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Knowledge and understanding

You need to know and understand:

Prepare service areas and equipment for table service

1. Safe and hygienic working practices when preparing service areas and equipment for table service
2. Your workplace service style standards and procedures for stock control
3. Why it is important to check expiry dates and how to do so
4. Why a constant stock of food service items and equipment must be maintained
5. Why service equipment must be switched on before service
6. Why waste must be handled and disposed of correctly
7. Where and from whom health and safety and food safety information can be obtained
8. The types of unexpected situations that may occur when you are preparing the service areas and equipment and how to deal with these

Prepare customer and dining areas for table service

9. Safe and hygienic working practices when preparing customer and dining areas for table service
10. Why it is essential to check table coverings, napkins and table items before service
11. Why menus and promotional information must be checked before service
12. Why heating, air conditioning, ventilation and lighting should be checked before service
13. The types of unexpected situations that may occur when you are preparing the customer and dining areas for table service and how to deal with these

Clear customer, dining and service areas after table service

14. Safe and hygienic working practices when clearing customer, dining and service areas after table service
15. Why all customer, dining and service areas must be left clean after service
16. Why particular electrical equipment should be turned off after service
17. Why waste must be handled and disposed of correctly
18. How to dispose of broken glass and crockery correctly
19. The security procedures you should follow
20. The types of unexpected situations that may occur when you are clearing areas after table service and how to deal with these

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**Scope/range related
to performance
criteria**

1 Service operation

- 1.1 restaurant table
- 1.2 function

2 Service equipment

- 2.1 service cutlery
- 2.2 service dishes / flats
- 2.3 refrigerated units
- 2.4 warmers
- 2.5 hot plates
- 2.6 sideboards / service stations
- 2.7 trays / trolleys
- 2.8 hot / cold beverage service containers

3 Condiments and accompaniments

- 3.1 dry seasonings / flavourings
- 3.2 sauces / dressings
- 3.3 prepared bread items

4 Table items

- 4.1 crockery
- 4.2 cutlery
- 4.3 glassware
- 4.4 menus and promotional items
- 4.5 table decorations
- 4.6 table coverings and napkins
- 4.7 condiments and accompaniments

5 Cover lay-up

- 5.1 à la carte menu
- 5.2 table d'hôte menu
- 5.3 function

6 Food service areas

- 6.1 customer dining
- 6.2 sideboards / service station / trolleys
- 6.3 service preparation

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