

Provide a food and beverage service

Overview

This standard is about providing customers with an excellent food and beverage service experience. It covers greeting and seating customers, providing customers with information to enhance their visit, the service and appealing display of food and beverages and the maintenance of a welcoming service area.

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

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Performance criteria

You must be able to:

Greet customers and take orders

1. Acknowledge your customers on arrival and help with their requirements in line with your workplace service style
2. Ensure your customers have the correct menu to choose from
3. Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services
4. Identify your customers' orders correctly and process them efficiently

Serve customers

5. Serve your customers with the correct quality items, at the correct temperature and according to your workplace service style and standards
6. Provide your customers with appropriate, clean and undamaged service items, condiments and accompaniments

Maintain the customer service area

7. Clear the customer area of soiled, used or unused service items at appropriate times according to your workplace service style and standard
8. Ensure the customer area is kept appealing and welcoming to customers according to your workplace standard
9. Restock, replenish, store and display food and beverage items when necessary during the service
10. 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:

For the whole standard

1. Your workplace standard for customer care and service style and why you should follow these

Greet customers and take orders

2. The correct procedures when greeting and determining customer requirements and why these are important

3. Why accuracy of the information given to customers is important

4. Why it is important to take customer orders accurately and how to make sure that you do so

5. Why it is important to give customers information that will enhance their visit and promote your workplace

6. The types of unexpected situations that may occur when greeting customers and taking orders and how to deal with these

Serve customers

7. Safe and hygienic working practices when serving customers and why these are important

8. Why it is important to use appropriate, clean, undamaged service equipment when serving food and beverage items to customers

9. Why portions must be controlled when serving customers

10. Why food which is prepared first must be served first

11. The types of unexpected situations that may occur when serving food and beverage items and how to deal with these

Maintain the customer service area

12. Safe and hygienic practices for maintaining the customer service areas and why these are important

13. Why customer service areas must be kept tidy, free from rubbish and food debris

14. Why a constant stock of service items and the appropriate condiments and accompaniments must be maintained

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Scope/range

1. Customers

- 1.1 with routine needs
- 1.2 with non-routine needs

2. Service styles

- 2.1 table
- 2.2 tray
- 2.3 counter / takeaway
- 2.4 trolley
- 2.5 buffet / carvery

3. Information

- 3.1 items available
- 3.2 dish composition
- 3.3 prices, special offers, promotions

4. Service items

- 4.1 crockery
- 4.2 cutlery
- 4.3 napkins
- 4.4 trays
- 4.5 service cutlery

5. Condiments and accompaniments

- 5.1 seasonings
- 5.2 sugars / sweeteners
- 5.3 prepared sauces / dressings
- 5.4 prepared bread items

6. Food and drink items

- 6.1 hot food items
- 6.2 cold food items
- 6.3 hot drinks
- 6.4 cold drinks

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