

-SQA- SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number- 5130376

-Session-1996-97

-Superclass- NB

-Title- TABLE SERVICE OF FOOD AND DRINK

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Demonstrating skills required to provide a table service including an awareness of customer expectations, working as part of a team, and dealing confidently with the public.

OUTCOMES

1. explain the range of food service establishments;
2. interpret the menu with reference to service requirements;
3. prepare and maintain service and ancillary areas before, during and after service;
4. serve customers with food and drinks as requested;
5. operate effectively as an individual and as part of a team in familiar and unfamiliar circumstances;
6. create and maintain customer goodwill and anticipate customer needs.

CREDIT VALUE: 2 NC Credits

ACCESS STATEMENT: No formal entry requirements. However, it may be beneficial if the candidate was in possession of NC module 5130366 Counter Service of Food and Drink.

For further information contact: Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

Additional copies of this unit may be purchased from SQA (Sales and Despatch section). At the time of publication, the cost is £1.50 (minimum order £5.00).

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

STATEMENT OF STANDARDS

UNIT NUMBER: 5130376

UNIT TITLE: TABLE SERVICE OF FOOD AND DRINK

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. EXPLAIN THE RANGE OF FOOD SERVICE ESTABLISHMENTS

PERFORMANCE CRITERIA

- (a) Characteristics of food service establishments are correctly identified with reference to style of service and customer requirements.
- (b) Differing possibilities of service styles are accurately outlined in relation to types of outlet.

RANGE STATEMENT

Customers: individuals; groups.

Types of outlet: commercial; welfare.

Style of service: fast-food; plated; silver.

EVIDENCE REQUIREMENTS

Recorded evidence that the candidate can correctly explain a variety of establishment types and appropriate service styles.

OUTCOME

2. INTERPRET THE MENU WITH REFERENCE TO SERVICE REQUIREMENTS

PERFORMANCE CRITERIA

- (a) The menu items are interpreted to ensure customer understanding in terms of their base ingredients and methods of cooking.
- (b) The cover requirements for the service are correctly identified and matched to the food items selected.
- (c) The necessary accompaniments for different menu items are accurately related to the appropriate menu items.

RANGE STATEMENT

Cover requirements: crockery, cutlery.

EVIDENCE REQUIREMENTS

Recorded evidence that the candidate can correctly identify relevant cover requirements and accompaniments throughout the practical activities of a food service operation.

OUTCOME

3. PREPARE AND MAINTAIN SERVICE AND ANCILLARY AREAS BEFORE, DURING AND AFTER SERVICE

PERFORMANCE CRITERIA

- (a) Service and ancillary areas are prepared to meet organisational standard in terms of image and cleanliness.
- (b) All relevant items are placed appropriately on the tables in accordance with the menu.
- (c) Standards are maintained throughout service.
- (d) Service and ancillary areas are re-instated on completion of task to a standard required of given instructions.

RANGE STATEMENT

Service area: sideboards; room layout; tables; chairs; linen; crockery; cutlery; glassware.

Ancillary areas: still room; plate wash; bar; reception.

EVIDENCE REQUIREMENTS

Performance evidence that the candidate can prepare, maintain and re-instate the service and ancillary areas in accordance with organisational standards, while carrying out the practical activities of a food service operation. Performance evidence must include at least two of the ancillary areas. Where performance evidence is not possible for the other ancillary areas, supplementary evidence in the form of written or oral questions should be presented.

OUTCOME

4. SERVE CUSTOMERS WITH FOOD AND DRINKS AS REQUESTED

PERFORMANCE CRITERIA

- (a) Customers are correctly served with items requested.
- (b) Tables are cleared without using a tray.

RANGE STATEMENT

The range for this outcome is fully expressed in the performance criteria.

EVIDENCE REQUIREMENTS

Performance evidence that the candidate can serve and clear a table of four covers with a minimum of two courses and correct accompaniments.

The clearing of the table should include:

- the removal, in one operation of a minimum of four plates and eight items of cutlery
- the removal of debris onto one 'cover' plate
- the neat stacking of cutlery onto the 'cover' plate
- the pile of cleaned plates should be held on the lower arm and index finger with the 'cover' plate held correctly in the same hand.

OUTCOME

5. OPERATE EFFECTIVELY AS AN INDIVIDUAL AND AS PART OF A TEAM IN FAMILIAR AND UNFAMILIAR CIRCUMSTANCES

PERFORMANCE CRITERIA

- (a) Allocated duties are always performed in a co-operative manner.
- (b) Other members of the team are assisted willingly as required.

- (c) Full co-operation with other members of the team is demonstrated at all times.
- (d) Opportunities to improve working relationships with colleagues are consistently sought.
- (e) Targets for improving performance are negotiated.
- (f) Personal effectiveness is regularly measured against negotiated targets.
- (g) Future self-development goals are derived from assessment of own performance.

RANGE STATEMENT

Co-operative manner: adopt appropriate manner when seeking advice/assistance from others; respond positively and tactfully to instructions and advice.

Willingly assist: anticipate and respond to the needs of others.

Co-operate fully: play a leading role within the team.

EVIDENCE REQUIREMENTS

Performance evidence that, in a variety of familiar and unfamiliar circumstances, the candidate can:

- (i) clearly and accurately identify strengths and weaknesses of personal and interpersonal skills;
- (ii) develop target plan for improving performance during subsequent practical sessions;
- (iii) implement ideas;
- (iv) obtain feedback from supervisor/peer group;
- (v) record conclusions clearly and accurately and identify requirements regarding the future self-development of personal effectiveness.

This may be supported by supplementary evidence to ensure complete coverage of the performance criteria and range.

OUTCOME

- 6. CREATE AND MAINTAIN CUSTOMER GOODWILL AND ANTICIPATE CUSTOMER NEEDS**

PERFORMANCE CRITERIA

- (a) A positive, friendly yet business-like attitude is displayed to customers at all times.
- (b) Advice and assistance is given to customers as appropriate.
- (c) Customers orders are dealt with promptly and politely.
- (d) Good hygiene and safety standards are evident at all times.

- (e) Customer complaints or queries are dealt with or referred as appropriate.
- (f) Orders are taken accurately using an appropriate system.
- (g) Bills are issued and settled in accordance with given procedures.
- (h) Opportunities for improving working relationships with customers are actively sought.

RANGE STATEMENT

Customers: individuals; groups.

Advice and assistance: regarding menu choice and availability; the requirements of other items during the meal should be anticipated without the need for customers to request them.

All times: on arrival; during customers' stay; on departure.

Hygiene and safety standards: uniform; personal hygiene; personal appearance.

EVIDENCE REQUIREMENTS

Performance evidence on an ongoing basis of the candidate's ability to create and maintain customer goodwill and anticipate customer needs.

This may be supported by supplementary evidence to ensure complete coverage of the performance criteria and range.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of support notes.

© Copyright SQA 1996

Please note that this publication may be reproduced in whole or in part for educational purposes provided that:

- (i) no profit is derived from the reproduction;
- (ii) if reproduced in part, the source is acknowledged.

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**SUPPORT NOTES**

UNIT NUMBER: 5130376

UNIT TITLE: TABLE SERVICE OF FOOD AND DRINK

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 80 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This unit is designed to develop the understanding and skills associated with table service and the maintenance of the service area. It aims to develop self-confidence in dealing with the public and awareness of varying food service styles and types of establishment.

SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

This unit will develop your skills in providing a table service including an awareness of customer expectations, working as part of a team and self-confidence in dealing with the public.

CONTENT/CONTEXT This unit aims to extend candidates' awareness of customer expectations and needs in food service and introduce them to the practical activities of food service operations.

Corresponding to outcomes 1 - 6:

1. The candidates will be required to identify different types of food outlets and their differing styles of service.
2. Interpretation of menu is blueprint of service.
3. Setting up of work area, maintenance and re-instatement.
4. Level of service required with the customer group is appropriate.

Knowledge required for this outcome related to carrying out each process correctly with emphasis on safety and hygiene.

5. Clear, relevant and complete information must be present in the target plan. The negotiation of targets should be realistic and accurate; correct and feasible in terms of training and resources; salient points should be recognised from discussion with others and potential problems should be identified.

Minimal assistance should be given with the preparation of the plan and the identification of goals.

6. Unfamiliar circumstances may be candidates working in an unfamiliar restaurant; the provision of 'room service'; operation of the normal restaurant in an unfamiliar way or with unfamiliar types of customers.

Candidates will be required to show they can deal with customers in a pleasant and courteous manner under varying circumstances.

APPROACHES TO GENERATING EVIDENCE The learning and delivery approach should allow outcomes to be achieved in a candidate-centred, participative and practical manner.

The different styles of food service can be explored by requesting candidates to visit a variety of local outlets and be aware of differing service styles.

ASSESSMENT PROCEDURES Centres may use instruments of assessment that the tutors consider to be the most appropriate, however, the nature or evidence required related very much to the practical exercises and the approach to generating evidence, ie the worksheets, checklist and report are considered to be the most practical in this instance.

For outcome 2 the candidate could be presented with 10 questions modelled on performance criterion (c) which reflect the menu range and a comprehensive range of dishes. The candidate must correctly state an appropriate accompaniment for 8 different menu items.

PROGRESSION NC module Silver Service: 5130216

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised Groupings of National Certificate Modules'.

REFERENCES

1. Guide to unit writing. (A018).
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment. (B005).
3. Procedures for special needs statements are set out in SQA's guide 'Candidates with Special Needs'. (B006).
4. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures. (F009).

5. For details of other SQA publications, please consult SQA's publications list. (X037).

A support pack for this unit is available from SQA. Please call our Sales and Despatch section on 0141-242 2168 to check availability and cost. Quote product code B101.

© Copyright SQA 1996

Please note that this publication may be reproduced in whole or in part for educational purposes provided that:

- (i) no profit is derived from the reproduction;
- (ii) if reproduced in part, the source is acknowledged.