

National Unit Specification: general information

UNIT	Service of Food and Drink - Table (Higher)
NUMBER	D280 12
COURSE	Hospitality - Food and Drink Service (Higher)

SUMMARY

On successful completion of this unit, the candidate should be competent in:

- the preparation and operation of appropriate styles of food and drink service
- the interpretation of the content of the menu
- the satisfaction of customer expectations

OUTCOMES

- 1 Demonstrate knowledge and understanding of the range and characteristics of establishments where food and drink may be served and the relationship between types of establishment and styles of service.
- 2 Interpret menus with reference to customer and service requirements.
- 3 Prepare and serve drinks.
- 4 Serve customers with food and drinks as required in a pleasant and courteous manner.
- 5 Prepare and reinstate service areas to appropriate organisational standards.
- 6 Operate effectively as an individual and as part of a team.
- 7 Provide advice for others in carrying out a task.

Administrative Information

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National Unit Specification: general information (cont)

UNIT Service of Food and Drink: Table (Higher)

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates would find it advantageous to have attained:

- Hospitality: General Operations at Intermediate 2
- Home Economics: Health and Food Technology at Intermediate 2
- other appropriate food service-related units, or
- equivalent industrial experience

Candidates under 18 years may be restricted to non-alcoholic beverage service.

CREDIT VALUE

2 credits at Higher.

CORE SKILLS

Core skills for this qualification remain subject to confirmation and details will be available at a later date.

Additional information about core skills is published in the *Catalogue of Core Skills in National Qualifications* (SQA, 2001).

National Unit Specification: statement of standards

UNIT Service of Food and Drink - Table (Higher)

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

OUTCOME 1

Demonstrate knowledge and understanding of the range and characteristics of establishments where food and drink may be served and the relationship between types of establishment and styles of service.

Performance criteria

- (a) The range and characteristics of establishments are described correctly.
- (b) The range and characteristics of styles of service are described correctly.
- (c) The relationship between types of establishment and styles of service is explained correctly.

Evidence requirements

Evidence should be provided of ability to interpret given situations in relation to the nature of the establishment and the style of service. These should include at least five of the following:

Establishments: hotels, restaurants, hospitals, public houses, industrial catering, fast food establishments; hospitals.

Styles of service: plated, silver, plate/silver, assisted service.

OUTCOME 2

Interpret menus with reference to customer and service requirements.

Performance criteria

- (a) The menu items are interpreted to ensure customer understanding and enhance customer enjoyment.
- (b) The cover requirements for the service are identified correctly and matched to the food items selected.
- (c) A range of accompaniments for different menu items is identified accurately and offered as appropriate.

Evidence requirements

Evidence should be provided using checklist items ensuring the candidate can identify relevant cover requirements correctly and offer accompaniments throughout the practical activities of a service operation. The base ingredients and method of cookery should be described in a way to enhance the meal experience.

National Unit Specification: statement of standards (cont)

UNIT Service of Food and Drink: Table (Higher)

OUTCOME 3

Prepare and serve drinks.

Performance criteria

- (a) A drinks list is interpreted as to the suitability of items at various stages of dining.
- (b) Wines and drinks are offered to customers to enhance the meal experience.
- (c) Glassware requirements are identified correctly and matched to the drink selected.
- (d) All drinks are served according to relevant weights and measures specifications.
- (e) The service of different drinks is carried out correctly and skilfully.

Evidence requirements

Evidence will be recorded by means of a checklist with associated marking schedule while the candidate is carrying out practical activities during service operations. These should include aperitif, drink during meal and tea or coffee.

OUTCOME 4

Serve customers with food as required in a pleasant and courteous manner.

Performance criteria

- (a) Orders are taken accurately using an appropriate checking/billing system.
- (b) Customers are served correctly with items of food as requested, using a predetermined style of service.
- (c) Tables are cleared efficiently.
- (d) Appropriate action is taken to enhance customer satisfaction throughout the meal experience.

Evidence requirements

Evidence will be recorded by means of a checklist with associated marking instructions while the candidate is carrying out the practical activities of the service operation. These should include the following:

Serving customers: Using a predetermined style of service, serve a minimum of four customers at least three courses (not including coffee or tea).

Clearing tables: Using appropriate manipulative skills, clear tables after each course without the use of a tray.

National Unit Specification: statement of standards (cont)

UNIT Service of Food and Drink - Table (Higher)

OUTCOME 5

Prepare and reinstate service areas to appropriate organisational standards.

Performance criteria

- (a) Service areas are prepared to meet organisational standards in terms of cleanliness and appearance.
- (b) Service areas are reinstated on completion of the service operation to organisational standards as instructed

Evidence requirements

Evidence will be recorded by means of a checklist with associated marking instructions that the candidate prepares and reinstates the service area in accordance with organisational standards. Service areas should include:

- stillroom
- dishwash
- serving area - restaurant, dining room, bar

OUTCOME 6

Operate effectively as an individual and as part of a team.

Performance criteria

- (a) Good personal appearance, hygiene and safety standards are maintained throughout service.
- (b) Duties are analysed, agreed and allocated.
- (c) Personal effectiveness with customers is demonstrated at all times.
- (d) Co-operation with and assistance to other members of the team is given willingly and effectively.
- (e) Strengths and weaknesses in personal and team's performance are identified.
- (f) Strategies for improving personal and team performances are devised.
- (g) A debriefing session takes place with active participation from all individuals.

Evidence requirements

The evidence should be in the form of a checklist with associated marking schedule.

National Unit Specification: statement of standards (cont)

UNIT Service of Food and Drink - Table (Higher)

OUTCOME 7

Provide advice for others in carrying out a simple task.

Performance criteria

- (a) Prepare a plan for providing advice in carrying out a simple task.
- (b) Present information and instruction to the target audience.
- (c) Review the effectiveness of the presentation.

Evidence requirements

Evidence should be provided of ability to carry out the delivery of instruction on a simple task related to food or drink service eg, napkin fold or preparation of tray for tea service. This can be recorded on a suitably constructed checklist linked to the performance criteria. The candidate should prepare a plan of the activity before attempting to deliver the session. This plan should include a list of the equipment required and key tasks in chronological order along with the methodology and suitable questions to test understanding. The assessor should be present during the instruction and the review of the effectiveness of the presentation should be carried out by the candidate in consultation with the assessor.

National Unit Specification: support notes

UNIT Service of Food and Drink (Higher)

This part of the unit specification is offered as guidance. The support notes are not mandatory.

While the time allocated to this unit is at the discretion of the centre, the notional design length is 80 hours.

GUIDANCE ON CONTENT AND CONTEXT FOR THIS UNIT

Range of establishments

The candidate, through a structured learning approach, will become aware of the diversity of establishments, and the range of customer needs and associated expectations. Candidates should be able to draw from a range of styles of service to select and apply a style appropriate to circumstances. The implications for staffing and equipment of different styles of service should be understood and taken into account.

Menu interpretation

The interpretation of menu items should include the base ingredients and methods of cookery described in a way which will enhance the meal experience. Candidates should also be familiar with the accompaniments required for such dishes, balancing knowledge of traditional accompaniments with an awareness of the need for flexibility to respond to customer needs.

Drinks list interpretation - glassware

Candidates should be introduced to:

- a range of glassware
- styles and sizes most appropriate to each type of drink
- names given (for example highball) to particular styles of glassware
- presentation of drinks in an appropriate glass, with or without ice, with or without the appropriate garnish

Service to customers

The development of manipulative skills in order to serve customers with style is fundamental to the implementation of this unit.

Although the provision and assessment of a full silver service is not required, the development of the key techniques is to be encouraged. Such tuition should include the ability to serve competently, items using the 'spoon and fork' method, and the clearing of tables to full silver service standard, that is:

- the removal, in one operation, of a minimum of four plates and eight items of cutlery, stacking on the lower arm and index finger
- the concurrent removal of food debris onto one 'cover' plate
- the neat stacking of cutlery onto one 'cover' plate

Preparation and reinstatement of service areas

Planning and preparation of service areas will include opportunities to work in a realistic environment, to carry out procedures and demonstrate manipulative skills in the service of food and

drink. Candidates should also be able to reinstate service areas according to the house standard at the end of each service session.

National Unit Specification: support notes (cont)

UNIT Service of Food and Drink - Table (Higher)

Effective operation as an individual and as part of a team

Practical sessions should be used to enhance candidates' awareness of the importance of teamwork and of roles within a team. They should have opportunities to work in different roles within teams and to reflect on their personal contribution to the team. It will be important that candidates experience working in both familiar and unfamiliar situations. Unfamiliar situations might include: a different restaurant; the provision of 'room service'; the operation of the normal restaurant in an unfamiliar way or with a very different clientele.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

The purpose of this unit is to give the candidate the opportunity to perform various styles of food and drink service in a controlled environment and to develop personal and social skills relevant to the hospitality industry. As much variety as possible should, therefore, be introduced into the practical activities to cover various meals, establishment types and customer expectations. Role-play, involving the acting out of various parts - sullen waiter, awkward customer, etc. - could play a valuable part in developing the candidates' inter-personal skills.

The method of delivery of the course is left to the discretion of the centre, but the drinks service should be integrated into the food service and consideration given to an appropriate style of service for each.

The use of trays being taken to the customer's table for the service of food should be actively discouraged. The service of drinks should take place using a round salver where appropriate.

Candidates allocated duties in the ancillary areas of dishwash and stillroom should be involved in briefing and debriefing sessions and have these performances logged.

The log book should be completed by the candidate with staff comment on each occasion, and the use of a debriefing session is strongly recommended as a tool for this.

It is understood that candidates under 18 years may not be permitted to serve alcoholic drinks. However, the evidence requirements have been written in such a way as to allow other beverages to be served and legal requirements assessed using supplementary evidence. In addition, simulation using corked, bottled water may be used to supplement training.

Where the unit is delivered as part of the Higher course, the importance of complete product knowledge for both food and drink items should be incorporated into the structure for delivery of the unit.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Knowledge and understanding related to Outcomes 1 and 2 should be acquired in an integrated way.

An end-of-unit list, requiring extended responses, may be used to assess knowledge and understanding related to Outcomes 1 and 2.

National Unit Specification: support notes (cont)

UNIT Service of Food and Drink - Table (Higher)

For Outcomes 3-6, candidates should maintain a log book in which they record information they have gathered throughout the unit.

A practical activity may be used to assess food and beverage service skills, and the ability to communicate relevant information to others. An observation checklist could be used to record attainment based on a marking schedule.

Outcome 7 may be assessed by observation of the presentation of instruction in carrying out a simple task and recorded on a suitably constructed checklist.

SPECIAL NEEDS

This unit specification is intended to ensure that there are no artificial barriers to learning or assessment. Special needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements* (SQA, 2001).