

**Unit DT13 04 (1FS2)**

**Provide a table/tray service**

This Unit has the following elements:

**Element 1 (1FS2.1)**

**Greet customers and take orders**

**Element 2 (1FS2.2)**

**Serve customer orders**

**Candidate Name:**

**Assessment Centre:**

*I have completed the requirements of this Unit.*

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I can confirm the candidate has completed all requirements of this Unit.*

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

## Unit DT13 04 (1FS2)

## Provide a table/tray service

### Unit Summary

This Unit is about greeting and seating customers, answering any questions they may have, and taking their orders. It also covers serving customers and maintaining the area, for example: by clearing away crockery and cutlery and maintaining the levels of condiments.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ greeting and seating customers
- ◆ providing menus
- ◆ taking and recording orders
- ◆ serving customers with their orders
- ◆ providing seasonings and sauces
- ◆ cleaning and clearing away

<b>What some of the words in this Unit mean</b>	
<b>Seasonings</b>	for example, salt and pepper
<b>Prepared sauces and dressings</b>	for example, mustard
<b>Prepared bread items</b>	for example, rolls

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**Element 1 (1FS2.1)**

**Greet customers and take orders**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Help your <b>customers</b> with dining arrangements as necessary, in line with the <b>service style</b>	
②	Make sure <b>customers</b> have access to the correct menus	
3	Answer any questions your <b>customers</b> may have and give them information which meets their needs and promotes your organisation's products and services	
④	Identify your <b>customers'</b> orders and record and process them	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Customers, at least one required from the following:</i></b>						
with special requirements						
without special requirements						
<b><i>Service styles, at least one required from the following:</i></b>						
table service						
tray service						
<b><i>Information, at least none required from the following:</i></b>						
items available						
dish composition						
prices, special offers and promotions						

**Unit DT13 04 (1FS2)**

**Provide a table/tray service**

**Element 1 (1FS2.1)**

**Greet customers and take orders**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DT13 04 (1FS2)**

**Provide a table/tray service**

**Element 2 (1FS2.2)**

**Serve customer orders**

What you must do (circled numbers must be observed)		Assessor initials/date
①	Serve your <b>customers</b> in line with the <b>service style</b>	
②	Provide your <b>customers</b> with the service items, <b>condiments and accompaniments</b> appropriate to their food	
③	Serve <b>food and drink items</b> with clean, hygienic and undamaged equipment of the appropriate type	
④	Keep customer dining and service areas tidy, hygienic and free from rubbish and food debris	
⑤	Clear customer dining areas of soiled and unused <b>service items</b> at the appropriate times	
⑥	Maintain sufficient stocks of clean <b>service items, condiments and accompaniments</b> throughout the services	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Service style, at least one required from the following:</i></b>						
table service						
tray service						
<b><i>Service items, at least two required from the following:</i></b>						
crockery						
cutlery						
glassware						
<b><i>Condiments and accompaniments, at least two required from the following:</i></b>						
seasonings						
sugar, sweeteners						
prepared sauces, dressings						
prepared bread items						
<b><i>Food and drink items, at least two required from the following:</i></b>						
hot plated items						
cold plated items						
cold drinks						
hot drinks						

**Unit DT13 04 (1FS2)****Provide a table/tray service****Element 2 (1FS2.2)****Serve customer orders**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DT13 04 (1FS2)****Provide a table/tray service**

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	Your organisation's standards for customer care and service style and why you should follow these
<b>Element 1 (1FS2.1) Greet customers and take orders</b>	
K2	The correct procedures when greeting and seating customers and why these are important
K3	Why information given to customers should be accurate
K4	Why it is important to take customer orders accurately and how to make sure that you do so
K5	Why it is important to promote the organisation to your customers
K6	The types of unexpected situations that may occur when taking orders and how to deal with these
<b>Element 2 (1FS2.2) Serve customer orders</b>	
K7	Safe and hygienic working practices when serving customers and why these are important
K8	Which condiments and accompaniments go with each dish
K9	Why it is important to use the appropriate equipment when serving food and drink items to customers
K10	Why it is important to check that food service equipment is clean and hygienic
K11	The types of unexpected situations that may occur when serving food and how to deal with these
K12	Safe and hygienic working practices for maintaining dining and service areas and why these are important
K13	Why dining and service areas must be kept tidy and free from rubbish and food debris
K14	Why waste must be handled and disposed of correctly
K15	Why a constant stock of table and service items should be maintained

Knowledge evidence retained

**Assessor signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Unit DT13 04 (1FS2)****Provide a table/tray service**

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		



Assessor Feedback