

Unit DR9X 04 (2FS2)

Serve food at the table

This Unit has the following elements:

Element 1 (2FS2.1)

Greet customers and take orders

Element 2 (2FS2.2)

Serve customer orders and maintain the dining area

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:** _____

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Unit Summary

This Unit is about greeting and assisting customers when they arrive, giving them accurate information about dishes and taking their orders. It also covers serving customer orders, providing customers with items such as cutlery and condiments and keeping the dining area clean and tidy during service.

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

- ◆ greeting customers and providing them with assistance
- ◆ providing customers with information on menu items and taking their orders
- ◆ checking that customers have the correct table items and serving their order
- ◆ clearing and tidying the table area as required

What some of the words in this Unit mean	
Served items	For example, bread rolls, vegetables

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Element 1 (2FS2.1)

Greet customers and take orders

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Identify customers' requirements and check any booking records as appropriate to the service operation	
②	Provide customers with assistance when they arrive	
③	Make sure customers have access to the correct menu	
④	Give accurate information on individual dishes according to customers' requirements	
5	Take the opportunity to maximise the order by up-selling	
⑥	Assist customers to make a choice	
⑦	Identify, record and deal with order promptly	

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						
Customers, at least one required from the following:						
customers with special requirements						
customers without special requirements						
Customer requirements, at least two required from the following:						
correct number of place settings						
dietary requirements						
special seating requirements						
Service operations, at least one required from the following:						
table service						
function service						
Information, at least two required from the following:						
dishes available						
dish composition and method of cooking						
prices						
special offers and promotions						

Unit DR9X 04 (2FS2)**Serve food at the table****Element 1 (2FS2.1)****Greet customers and take orders**

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

Unit DR9X 04 (2FS2)

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Element 2 (2FS2.2)

Serve customer orders and maintain the dining area

What you must do (circled numbers must be observed)		Assessor initials/date
①	Provide customers with the correct table items for the food to be served at the appropriate times	
②	Serve food with clean and undamaged service equipment of the appropriate type	
③	Serve food of the type quality and quantity required using the appropriate service method	
④	Keep the customer area tidy and clean	
⑤	Remove and replace used table items as required and maintain the correct stocks	
⑥	Remove left over food items, condiments and accompaniments from the table when required and deal with them correctly	
⑦	Carry out work with the minimum of disturbance to customers	

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						
Table items , at least three required from the following:						
crockery						
cutlery and silverware						
glassware						
napkins						
condiments and accompaniments						
Service equipment , at least two required from the following:						
dishes, linens, flats						
trays/trolleys						
service cutlery and silverware						
service cloths/linen						
Service method , at least one required from the following:						
plated items						
served items						

Unit DR9X 04 (2FS2)**Serve food at the table****Element 2 (2FS2.2)****Serve customer orders and maintain the dining area**

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

Unit DR9X 04 (2FS2)**Serve food at the table**

What you must know for the Unit	
Element 1 (2FS2.1) Greet customers and take orders	
K1	Your organisation's standards for customer service
K2	Why menus should be checked before use
K3	Why information about the menu should be given accurately to customers
K4	Types of assistance that customers may need when they arrive and how to deal with these
K5	The types of unexpected situations that may occur when greeting customers and dealing with their orders and how to deal with these
Element 2 (2FS2.2) Serve customer orders and maintain the dining area	
K6	Safe and hygienic working practices when serving customers' orders
K7	Which condiments and accompaniments best complement each menu item
K8	Which service equipment is appropriate for different menu items
K9	Why food should be arranged and presented in line with the menu specifications
K10	Why care has to be taken to serve food hygienically
K11	Safe and hygienic working practices when maintaining dining and service areas
K12	Why dining and service areas must be kept tidy and free from rubbish and food debris
K13	Why waste must be handled and disposed of correctly
K14	Why a constant stock of linen, table items and accompaniments must be maintained
K15	The types of unexpected situations that may occur when serving food at table and how to deal with these

Knowledge evidence retained

Assessor signature: _____**Date:** _____

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

Assessor Feedback