

Unit DT0Y 04 (2FS4)

Provide a carvery/buffet service

This Unit has the following elements:

Element 1 (2FS4.1)

Prepare and maintain a carvery/buffet display

Element 2 (2FS4.2)

Serve and assist customers at the carvery/buffet

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 preparing the carvery or buffet display by arranging items such as crockery, cutlery and napkins. It also covers serving customers at the carvery or buffet which including portioning the food and using the correct service style. Finally the Unit covers keeping customer dining areas clean by clearing tables and dealing with spillages.

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

- ◆ displaying and replenishing food on the carvery and buffet tables
- ◆ making sure that the service areas and equipment are clean
- ◆ greeting customers and serving their food
- ◆ keeping dining areas clean and tidy, mopping up spillages and breakings

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Element 1 (2FS4.1)

Prepare and maintain a carvery/buffet display

| What you must do (circled numbers must be observed) | | Assessor initials/date |
|--|---|-------------------------------|
| ① | Make sure the carvery/buffet table is clean, undamaged and positioned according to the service style | |
| ② | Make sure table items are clean, undamaged and arrange them correctly for food service | |
| ③ | Make sure service equipment is clean, undamaged and position it ready for use | |
| ④ | Display food items ready for service | |
| ⑤ | Display and store food items according to food safety requirements | |
| ⑥ | Replenish food items as necessary and keep the carvery or buffet free from food debris during food service | |

| 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 | | | | | | |
| <i>Service style, at least one required from the following:</i> | | | | | | |
| served buffet/carvery | | | | | | |
| self-service buffet/carvery | | | | | | |
| <i>Table items, at least three required from the following:</i> | | | | | | |
| crockery | | | | | | |
| cutlery/silverware | | | | | | |
| glassware | | | | | | |
| table coverings | | | | | | |
| napkins | | | | | | |
| decorative items | | | | | | |
| flowers | | | | | | |
| <i>Service equipment, at least two required from the following:</i> | | | | | | |
| dishes/flats/plates | | | | | | |
| service cutlery/silverware | | | | | | |
| service cloths/linen | | | | | | |
| <i>Food items, at least two required from the following:</i> | | | | | | |
| hot food | | | | | | |
| cold food | | | | | | |
| accompaniments | | | | | | |

Unit DT0Y 04 (2FS4)**Provide a carvery/buffet service****Element 1 (2FS4.1)****Prepare and maintain a carvery/buffet display**

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

Unit DT0Y 04 (2FS4)

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Element 2 (2FS4.2)

Serve and assist customers at the carvery/buffet

| What you must do (circled numbers must be observed) | | Assessor initials/date |
|--|---|-------------------------------|
| ① | Give information that meets the customers' needs and promotes the products and services of your organisation | |
| ② | Serve food with service equipment of the appropriate type that is clean and undamaged using the correct service style | |
| ③ | Serve only food items that are of the required type and quality | |
| ④ | Portion and arrange food in line with your organisation's style and customer requirements | |
| ⑤ | Keep customer dining areas tidy and free from rubbish and food debris | |
| ⑥ | Clear any used table items and left over food items when necessary | |
| 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 | | | | | | |
| <i>Service style, at least one required from the following:</i> | | | | | | |
| service buffet/carvery | | | | | | |
| self-service buffet/carvery | | | | | | |
| <i>Service equipment, at least two required from the following:</i> | | | | | | |
| dishes/flats/plates | | | | | | |
| service cutlery/silverware | | | | | | |
| service cloths/linen | | | | | | |
| <i>Food items, at least two required from the following:</i> | | | | | | |
| hot food | | | | | | |
| cold food | | | | | | |
| accompaniments | | | | | | |

Unit DT0Y 04 (2FS4)**Provide a carvery/buffet service****Element 2 (2FS4.2)****Serve and assist customers at the carvery/buffet**

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

Unit DT0Y 04 (2FS4)**Provide a carvery/buffet service**

| | |
|--|---|
| What you must know for the Unit | |
| Element 1 (2FS4.1) Prepare and maintain a carvery/buffet display | |
| K1 | Safe and hygienic working practices when preparing and maintaining a carvery or buffet display |
| K2 | Why food items should be replenished and displayed correctly throughout service |
| K3 | Why dining and service areas must be kept tidy and free from rubbish and food debris |
| K4 | Why service equipment should be turned on before service |
| K5 | Why heating/air conditioning/ventilation and lighting should be checked before use when preparing areas for service |
| K6 | Why table items should be checked for damage and cleanliness before service |
| K7 | The types of unexpected situations that may occur when preparing and maintaining the carvery or buffet and how to deal with these |
| Element 2 (2FS4.2) Serve and assist customers at the carvery/buffet | |
| K8 | Safe and hygienic working practices when serving customers at a buffet or carvery |
| K9 | Why portions should be controlled when serving food to customers |
| K10 | Why information given to customers should be accurate |
| K11 | Why and to whom all customer incidents should be reported |
| K12 | Safe and hygienic working practices when maintaining a customer dining area |
| K13 | Why waste must be handled and disposed of correctly |
| K14 | Why and to whom breakages should be reported |
| K15 | The types of unexpected situations that may occur when serving customers from the carvery or buffet and how to deal with these |

Knowledge evidence retained

Assessor signature: _____**Date:** _____

Unit DT0Y 04 (2FS4)**Provide a carvery/buffet service**

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

Assessor Feedback