

Unit PPL2FBS16 (HL1M 04) Provide a Silver Service

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name****(if applicable)** |  | **Countersigning — Assessor’s signature****(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name****(if applicable)** |  | **Countersigning — Internal verifier’s signature****(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about the silver service of a variety of food items. It covers the equipment that you will need to provide a silver service, the types of foods that may be served in this way from soups and sauces to meat, poultry, vegetables and desserts. This unit also covers how you clear the table in between finished courses in order to maintain an appealing environment for your customers. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** | **Scope/Range** |
| **What you must do:** | **What you must cover:** |
| There must be evidence forall Performance Criteria (PC). The assessor **must** assess PCs 1–8 by directly observing the candidate’s work. | **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: |
| **Silver serve food**1 Ensure that your prepared, clean and undamaged service equipment is ready for service according to your workplace service standards.2 Ensure that the food you are going to serve is the correct type, quantity and quality required and that it is arranged in a way that allows easy service.3 Portion, serve and present the food items in an appealing manner, using the appropriate service equipment.4 Handle and dispose of surplus food items and equipment appropriately in order to maintain the appearance and ambience of the customer dining area.5 Carry out your work with the minimum of disturbance to customers, whilst remaining available to assist your customers as required.**Clear finished courses**6 Clear finished courses from the table at the appropriate time, systematically, with the assistance of other staff members and according to your workplace service standards.7 Check crockery, cutlery and other table items in between courses. Replace or remove items as necessary.8 Maintain the appearance of the table by clearing waste and food debris according to your workplace service standards. | **two** from:a dishes or liners or flats b service cutleryc service cloths or linen or gloves**one** from:d function operation e restaurant operation f buffet or carvery operation**five** from:g soupsh gravies or saucesi solid items (e.g. meat, poultry, bread rolls, potatoes]j sliced meat or poultryk small chopped items (e.g. rice, vegetables)l wedged items (e.g. pies or tarts or gateauxm puddings or spooned dessertsn cheese | **all courses**:o starterp main courseq dessert or cheese**three** from:r crockerys cutleryt glasswareu condiments and accompanimentsv table items or napkins |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must do** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** |
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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** |
| **What you must cover** |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** | **n** | **o** | **p** | **q** | **r** | **s** | **t** | **u** | **v** |
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| **Knowledge and understanding** | **Evidence reference****and date** |
| **What you must know and understand** |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). |
| **Silver serve food** |
| 1 | Safe and hygienic working practices when providing a silver service. |  |
| 2 | Why it is important to have correct information regarding the menu, availability, dish composition, ingredients and cooking methods. |  |
| 3 | What your workplaces procedures for the serving of each courses are. |  |
| 4 | The importance of correctly portioning food. |  |
| 5 | The importance of food presentation. |  |
| 6 | Why and to whom all customer incidents should be reported. |  |
| 7 | The types of unexpected situations that may occur when providing a silver service and how to deal with these. |  |
| **Clear finished courses** |
| 8 | Safe and hygienic working practices when clearing finished courses. |  |
| 9 | Your workplace procedure for clearing finished courses. |  |
| 10 | Why customer dining and service areas must be kept free from rubbish and food debris. |  |
| 11 | Why waste must be handled and disposed of correctly. |  |
| 12 | The types of unexpected situations that may occur when clearing finished courses and how to deal with them. |  |

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# Supplementary evidence

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| **Evidence** | **Date** |
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| **Assessor feedback on completion of the unit** |
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