

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Serve food and beverage to customers		
Unit code	Competency field	Sector	HSC Indicative Hours
SITHFAB003A	Food and Beverage	Hospitality	30

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to serve food and beverage to customers in a range of hospitality industry enterprises.</p> <p>The unit does not focus on the full range of product knowledge and service techniques required in a restaurant dining situation, which is addressed in SITHFAB004A Provide food and beverage service.</p> <p>Some states and territories have legislative requirements in relation to service of alcohol.</p>
Prerequisite units	<p>This unit must be assessed after the following prerequisite unit:</p> <ul style="list-style-type: none"> • SITXOHS002A Follow workplace hygiene procedures.
Application of the unit	<p>This unit reflects the role of a food and beverage attendant in hospitality settings such as restaurants, clubs, pubs, cafes, coffee shops, cafeterias and catering operations. Persons undertaking this role usually work as part of a team under supervision.</p>
Employability skills	<p>The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged will assist in identifying employability skill requirements.</p>

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • demonstrated ability to serve food and beverage according to established systems and procedures • ability to meet, greet and interact positively with customers • ability to work with speed and efficiency, and within typical workplace time constraints 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to authentic food and drink items • demonstration of skills within normal operating conditions of a commercial food and beverage operation, including industry current equipment as follows: <ul style="list-style-type: none"> - tables and chairs - condiments - counter or waiter's station 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of the candidate preparing for service, providing service to customers and closing down after service • direct observation of the candidate undertaking specific tasks, such as taking 	<p>Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or</p>

Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d	Context of and specific resources for assessment cont/d	Methods of assessment cont/d	Assessing employability skills cont/d
<ul style="list-style-type: none"> • knowledge of hygiene and OHS requirements and demonstrated safe practices. 	<ul style="list-style-type: none"> - tea and coffee-making facilities - selected linen - assorted cutlery - menus and drink lists - crockery, including cups, plates and jugs - serviettes - glassware - docket books or computerised ordering system - sugar bowls or dispensers - POS system • industry realistic ratios of staff to customers • time pressures typical of a commercial operation. 	<p>and processing orders, serving food and drink items or clearing tables</p> <ul style="list-style-type: none"> • written or oral questions to test knowledge of sequence of service, typical problems, menu items and drink selections • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • SITHFAB010A Prepare and serve non-alcoholic beverages • SITHFAB011A Develop and update food and beverage knowledge • SITXFIN001A Process financial transactions. 	<p>qualification and in the context of the job role.</p>

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • food and beverage service techniques appropriate to the enterprise, including plate carrying • safe and hygienic work practices in relation to food and beverage service • problem solving skills to deal with menu changes, lack of availability of items and difficult customer situations • communication skills to liaise with customers and other team members, clarify requirements, provide information and listen to and interpret information and non verbal communication • technical skills to use enterprise ordering systems and equipment • literacy skills to read menus and orders • numeracy skills to calculate customer accounts. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • typical work flow structure for food and beverage service appropriate to the enterprise • ordering and service procedures • range and use of standard food and beverage equipment • menus and drink lists appropriate to the enterprise • waste minimisation techniques and environmental considerations in relation to food and beverage service. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • accounts • close down • customer satisfaction/dissatisfaction • customers • environment • orders/ordering system • safe and hygienic work practices • service • service equipment • service period • serving and clearing food and beverages • set-up • special requests • waste disposal.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Prepare for service.	1.1 Check furniture and fittings for cleanliness and condition prior to <i>service</i> according to enterprise procedures, and take corrective action where required.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p>Styles of <i>service</i> may include:</p> <ul style="list-style-type: none"> • counter • bistro • table • à la carte. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of the role of food and beverage wait staff.</p> <p>Knowledge of different service periods including:</p> <ul style="list-style-type: none"> • breakfast • lunch • dinner • supper. <p>An awareness of the mise en place requirements for a range of different styles of service and service periods including:</p> <ul style="list-style-type: none"> • table d'hôte • à la carte • bistro • buffet • counter • function • breakfast • tea and coffee service. <p>General mise en place procedures including:</p> <ul style="list-style-type: none"> • checking reservations • preparation of restaurant including setting tables • checking and preparing equipment for service. <p>Knowledge of typical work flow in food and beverage service.</p> <p>An awareness of the difference between furniture and fittings in a hospitality environment.</p> <p>An awareness of the importance of the waiters'/ service station in the service of food and beverages.</p> <p>Knowledge of the elements included in a waiters'/ service station including:</p> <ul style="list-style-type: none"> • cutlery <ul style="list-style-type: none"> - polished - sorted

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			<ul style="list-style-type: none"> • service gear <ul style="list-style-type: none"> - tablespoons • forks • service plates and underliners • condiments • tea and coffee-making equipment • polished glassware • menus/drink lists • docket books • sugar bowls/dispensers • linen • serviettes/napkins.
	<p>1.2 Prepare and adjust the <i>environment</i> to ensure comfort and ambience for customers, as appropriate.</p>	<p><i>Environment</i> may include:</p> <ul style="list-style-type: none"> • lighting • room temperature • music • decorations and displays • privacy • background noise. 	<p>Learning experiences for the HSC must address:</p> <p>Definition of:</p> <ul style="list-style-type: none"> • ambience. <p>Knowledge of environmental factors affecting the ambience of a hospitality environment including:</p> <ul style="list-style-type: none"> • lighting • room temperature • music • floral and other decorations • privacy • background noise. <p>An awareness of the environmental effects to create an ambience appropriate for the type of establishment and service period.</p>
	<p>1.3 Set up any furniture according to enterprise requirements, customer requests and customer and staff convenience and safety.</p>		<p>Learning experiences for the HSC must address:</p> <p>Table set-up and positioning in accordance with workplace/enterprise requirements including:</p> <ul style="list-style-type: none"> • consideration of floor space requirements • number of covers per reservation • tables being level, correctly numbered and spaced according to: <ul style="list-style-type: none"> - entrance - service doors - immovable objects
	<p>1.4 Check any furniture for stability and customer and service personnel access according to legislative requirements.</p>		

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			<ul style="list-style-type: none"> - room shape and special features - types, size and condition of tables and chairs - emergency exits. <p>A knowledge of correct manual handling techniques when:</p> <ul style="list-style-type: none"> • moving items • lifting/carrying items <ul style="list-style-type: none"> - individually - in pairs - with a team • bending and twisting • using mechanical aids/lifting equipment • undertaking repetitious tasks. <p>An awareness of legal requirements for weight limits.</p>
	<p>1.5 Check and prepare <i>equipment</i> for service and remove, clean or replace items not meeting enterprise standards.</p>	<p><i>Equipment</i> may include:</p> <ul style="list-style-type: none"> • glassware • crockery • overlays and napkins • placemats • floral arrangements • cutlery • condiments • tea and coffee-making facilities • menus and wine lists • display materials • computerised ordering systems • point of sale (POS) equipment. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of features and use of a range of service equipment including:</p> <ul style="list-style-type: none"> • crockery <ul style="list-style-type: none"> - cups - plates - jugs • glassware • cutlery • linen • tea and coffee-making facilities • menus and drink lists • docket books • computerised ordering system • serviettes • condiments • sugar bowls/dispensers • point of sale (POS) system. <p>Planning and preparation for service including:</p> <ul style="list-style-type: none"> • polishing <ul style="list-style-type: none"> - glassware - cutlery • selecting and setting out crockery and tableware • selecting linen appropriate to the service period

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			<ul style="list-style-type: none"> - tablecloths - overlays - placemats - napkins • topping up and setting out condiments • preparation of tea and coffee-making facilities • checking/replacing <ul style="list-style-type: none"> - menus - non-alcoholic beverage lists - display materials • checking, refreshing (as appropriate) and setting out floral arrangements or other decorations • checking and arranging table numbers • checking POS stationery • checking handheld ordering devices are in good working order • preparing service/waiters' station. <p>A basic overview of the role of employees in quality assurance.</p>
	<p>1.6 Display food and beverage items according to enterprise and <i>legislative requirements</i>.</p>	<p><i>Legislative requirements</i> may be related to:</p> <ul style="list-style-type: none"> • liquor, including responsible service of alcohol • OHS • hygiene • consumer protection and trade practices • duty of care. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of the Food Safety Standards for Australia contained in the Australian and New Zealand Food Standards Code.</p> <p>An awareness of a food safety program commonly used in the industry, such as Hazard Analysis Critical Control Points (HACCP).</p> <p>An understanding of occupational health and safety (OHS) guidelines and regulations relating to the display of food and beverage items.</p>
<p>2 Welcome customers.</p>	<p>2.1 Greet customers on arrival, according to enterprise customer service standards.</p>		<p>Learning experiences for the HSC must address:</p> <p>A broad knowledge of workplace/organisation systems, values and code of conduct in relation to communication with customers.</p> <p>Protocol and procedures used for:</p> <ul style="list-style-type: none"> • greeting and farewelling customers

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			<ul style="list-style-type: none"> • establishing if customers have a reservation • addressing customers by name • assisting with coats if applicable • time span before a response. <p>Knowledge of workplace/organisation procedures for pre-meal service including:</p> <ul style="list-style-type: none"> • seating customers • presentation of menus • offering to take initial order for drinks and appetisers. <p>Establishing good customer service practices including:</p> <ul style="list-style-type: none"> • knowledge of enterprise policies and procedures • knowledge of enterprise products/services <ul style="list-style-type: none"> - menu choices, options and availability - information about food and beverages - specials • language that is targeted to the specific customer • friendly and courteous manner • positive gestures and body language • prompt response to resolve complaints • solutions-oriented approach • follow-up to maximise customer satisfaction. <p>Effective responses to a range of different customer service situations.</p>
	2.2 Provide <i>information</i> to customers, giving clear explanations and descriptions.	<p><i>Information</i> provided to customers may include:</p> <ul style="list-style-type: none"> • menu choices, options and availability • information about food and beverages • specials • information about the location or area • location of customer facilities. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of the type of information required by customers including:</p> <ul style="list-style-type: none"> • describing and recommending menu items <ul style="list-style-type: none"> - menu choices and options - knowledge of ingredients in menu items and possible substitution
	2.3 Make recommendations and suggestions to customers to assist them with drink and meal selection.		<ul style="list-style-type: none"> • food and non-alcoholic beverage items available <ul style="list-style-type: none"> - recommendations for complementary selections • specials including details of ingredients and preparation techniques

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	2.4 Answer customer questions on menu items correctly and courteously.		<ul style="list-style-type: none"> • location of customer facilities <ul style="list-style-type: none"> - toilets, cloak room, smoking area - ability to give specific directions to customers • information of local area <ul style="list-style-type: none"> - general information on the local area to assist customer with activities after meal service.
3 Take and process orders.	3.1 Take and record orders accurately and legibly using the format required by the enterprise, and convey them promptly to the kitchen or bar, where appropriate.		<p>Learning experiences for the HSC must address:</p> <p>Systems used for taking orders including:</p> <ul style="list-style-type: none"> • manual • electronic. <p>An awareness of procedures to follow when taking orders including:</p> <ul style="list-style-type: none"> • commence from right of host • work in anticlockwise direction • note special requirements • record in sequence of course. <p>Knowledge of workplace/organisation abbreviations for menu orders including indications of special requests or variations to menu items.</p> <p>The importance of recording information that is:</p> <ul style="list-style-type: none"> • clear • legible • accurate • concise. <p>An understanding of the consequences of inaccurate or illegibility orders for:</p> <ul style="list-style-type: none"> • preparation of correct meal in kitchen • guest satisfaction.
	3.2 Operate the ordering system according to enterprise procedures.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of types of special request including dietary or cultural requirements including:</p> <ul style="list-style-type: none"> • allergies and intolerances • religious or cultural beliefs • dietary needs • individual preferences.
	3.3 Relay information about any special requests or dietary or cultural requirements to relevant person where appropriate.		

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	3.4 Provide glassware, serveware and cutlery suitable for menu choice, according to enterprise procedures.		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of specialised glassware and cutlery for a range of different menu items.</p>
	3.5 <i>Process accounts</i> and receive payment at appropriate time and according to enterprise procedures.	<p><i>Processing accounts</i> will vary according to enterprise procedures and may include:</p> <ul style="list-style-type: none"> • depositing money in cash register, processing and giving change • processing credit cards or electronic funds transfer at point of sale (EFTPOS) • handing account to another person to process. 	<p>Learning experiences for the HSC must address:</p> <p>Workplace/enterprise procedures for processing accounts including:</p> <ul style="list-style-type: none"> • ways of presenting final account • split bills • deduction of promotional/discount vouchers • settlement of customer's account • handling gratuities/tips. <p>Knowledge of a range of methods of payments used by customers including:</p> <ul style="list-style-type: none"> • cash • EFTPOS • credit card <ul style="list-style-type: none"> - manual credit card machine - electronic swipe system • credit note/gift certificate • charge to room account for in-house guests in hospitality enterprises. <p>Knowledge of systems in place for processing accounts including:</p> <ul style="list-style-type: none"> • manual systems • electronic billing machines • computerised systems • cash • charge-back-to-room account.
4 Serve and clear food and drinks.	4.1 Collect food and beverage selections promptly from kitchen or bar, check for accuracy and presentation, and convey them to customers safely.		<p>Learning experiences for the HSC must address:</p> <p>Procedure for collecting meals from kitchen area including:</p> <ul style="list-style-type: none"> • communication method used to alert waitstaff that meals are ready • collection of correct meal for correct table • plate carrying techniques <ul style="list-style-type: none"> - use of service cloth

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			<ul style="list-style-type: none"> - two- and three-plate carrying technique - soup bowls, coupes and odd-shaped serving dishes. <p>Knowledge of procedures for carrying plates to ensure:</p> <ul style="list-style-type: none"> • safety • speed of delivery. <p>The importance of presenting food in a neat and attractive manner.</p> <p>Checking the presentation of foods including:</p> <ul style="list-style-type: none"> • plate and portion size • temperature of plate appropriate for the temperature of the food • placement of food • spills and drips • grease marks • use of appropriate sauces and garnishes.
	<p>4.2 Serve food and beverage courteously and to the correct person, according to enterprise standards and hygiene requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>An understanding of the importance of monitoring the flow of service and delivery to ensure timely and appropriate collection of meals.</p> <p>Procedures for serving meals at a table including:</p> <ul style="list-style-type: none"> • different styles of service • protocol for delivery • placement of plates • recheck for correct cutlery per menu item. <p>An awareness of factors that may result in delays or deficiencies including:</p> <ul style="list-style-type: none"> • late bookings • no-shows • walk-ins • menu changes • shortage of ingredients • spillages • mistakes.

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			<p>Knowledge of safe and hygienic work practices and procedures including:</p> <ul style="list-style-type: none"> • personal hygiene • safe and hygienic handling of food and beverages • regular hand washing • correct food storage • suitable dress and personal protective equipment and clothing • avoidance of cross-contamination <ul style="list-style-type: none"> - hygienic cleaning practices - use of cleaning equipment, cloths and materials • safe handling and disposal of linen and laundry • appropriate handling and disposal of garbage • cleaning and sanitising • following the workplace/organisation's food safety program.
	4.3 Promptly recognise and follow up any delays or deficiencies in service.		<p>Learning experiences for the HSC must address:</p> <p>Establishing good customer service practices including:</p> <ul style="list-style-type: none"> • prompt response to resolve problems • solutions-oriented approach • follow-up to maximise customer satisfaction.
	4.4 Advise and reassure customers about any delays or problems.		
	4.5 Check customer satisfaction at the appropriate time.		<p>Learning experiences for the HSC must address:</p> <p>Common causes of customer dissatisfaction and complaints including:</p> <ul style="list-style-type: none"> • poor or inconsistent service • product <ul style="list-style-type: none"> - incorrect - poor quality - temperature • prices • overcharging. <p>Establishing the details of the customer complaint through:</p> <ul style="list-style-type: none"> • questioning and active listening techniques • summarising and clarifying the issue • recording details of complaint • discussing with customer the process of resolution.

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			<p>An awareness of workplace/organisation complaints handling policy and procedures.</p> <p>Effective responses to typical customer complaints in tourism enterprises.</p> <p>The value of amicably resolving customer complaints in terms of:</p> <ul style="list-style-type: none"> • promoting goodwill • customer relations • publicity • promoting enterprise service ethic. <p>Procedures for handling customer complaints:</p> <ul style="list-style-type: none"> • listen • acknowledge • identify nature of problem • identify and agree on an acceptable solution • action • record • follow-up to maximise customer satisfaction.
	<p>4.6 Remove used items in a timely manner and safely transfer them to the appropriate location for cleaning.</p>		<p>Learning experiences for the HSC must address:</p> <p>An awareness of procedures and practices for clearing tables and transferring items to appropriate location for cleaning including:</p> <ul style="list-style-type: none"> • appropriate time(s) to remove items • disposal of rubbish • transferring crockery, cutlery and glassware to washing area • recycling of recyclable items • stacking of serviceware • storage of cutlery.
	<p>4.7 Dispose of leftover food and disposables, according to hygiene regulations and enterprise practice.</p>		<p>Learning experiences for the HSC must address:</p> <p>Safe and hygienic disposal of the following items:</p> <ul style="list-style-type: none"> • leftover food • disposables including: <ul style="list-style-type: none"> - paper products such as serviettes, cardboard - chopsticks

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			<ul style="list-style-type: none"> - toothpicks - bottles - plastics - aluminium • damaged crockery or glassware • linen.
	4.8 Dispose of recyclable items according to local regulations and enterprise practice.		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of workplace/organisation policies and procedures for waste disposal.</p> <p>Procedures for recycling waste materials including:</p> <ul style="list-style-type: none"> • bottles • corks • paper products • plastics • aluminium • vegetable waste from preparation.
	4.9 Thank and farewell customers courteously.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of the workplace/enterprise procedures for farewelling customer including:</p> <ul style="list-style-type: none"> • providing assistance as appropriate • courteous gestures <ul style="list-style-type: none"> - moving chairs - opening doors • collecting belongings • offer of additional services <ul style="list-style-type: none"> - booking taxi.
5 Close down after service.	5.1 Clear, clean, dismantle and store furniture and equipment according to enterprise procedures and safety requirements.		<p>Learning experiences for the HSC must address:</p> <p>A knowledge of end-of-service procedures including:</p> <ul style="list-style-type: none"> • polishing flatware and glassware • placing serviceware, flatware and glassware in allocated storage areas • resetting and dressing tables • cleaning equipment such as coffee machines and bains marie • general cleaning of restaurant and customer facilities
	5.2 Prepare and set up for <i>next service</i> according to enterprise procedures and requirements.	<p>Set up for <i>next service</i> may include:</p> <ul style="list-style-type: none"> • polishing glassware • placing equipment in allocated storage areas • resetting tables 	

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
		<ul style="list-style-type: none"> • cleaning equipment, such as coffee machines and bains marie • general cleaning of surfaces • restocking. 	<ul style="list-style-type: none"> • cleaning of surfaces • cleaning of linen • restocking. <p>An awareness of standard timelines for set-up.</p> <p>Workplace/enterprise processes for recording and reporting set up for next service including:</p> <ul style="list-style-type: none"> • checklists • registers.
	5.3 Review and evaluate services with colleagues where appropriate and identify possible improvements.		<p>Learning experiences for the HSC must address:</p> <p>The importance of feedback in the learning process.</p> <p>How to elicit and interpret feedback.</p> <p>Sources of feedback including:</p> <ul style="list-style-type: none"> • formal/informal performance appraisals • clients • supervisors and colleagues • workplace/organisation monitoring procedures • assessment/analysis of output/outcomes • personal/self reflection. <p>Acknowledging work performance including:</p> <ul style="list-style-type: none"> • evaluating work performance • improving work practices.
	5.4 Provide handover to incoming colleagues and share relevant information.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of the type of information to be provided in handover to incoming colleagues including:</p> <ul style="list-style-type: none"> • stock • linen • forward reservations.