

TRAINEE COMPETENCY MANUAL:

FOOD & BEVERAGE

TABLE OF CONTENTS

Level 1.....

- Unit 1.....
- Unit 2.....
- Unit 3.....
- Unit 4.....
- Unit 5.....
- Unit 6.....

Level 2.....

- Unit 1.....
- Unit 2.....
- Unit 3.....
- Unit 4.....
- Unit 5.....
- Unit 6.....
- Unit 7.....
- Unit 8.....
- Unit 9.....
- Unit 10.....

Level 3.....

- Unit 1.....
- Unit 2.....
- Unit 3.....
- Unit 4.....
- Unit 5.....
- Unit 6.....
- Unit 7.....
- Unit 8.....
- Unit 9.....

Level 4.....

 Unit 1.....

 Unit 2.....

 Unit 3.....

 Unit 4.....

 Unit 5.....

 Unit 6.....

 Unit 7.....

 Unit 8.....

 Unit 9.....

UNIT 1 – FOOD AND BEVERAGE – FIRST LEVEL

STANDARDS

1. Personal cleanliness and hygiene are maintained. (See Note 1).
2. Illnesses and infections of any kind are reported according to house procedures.
3. Personal appearance is maintained according to house policy. (See Note 2).
4. Communication skills are used appropriately and according to house policy. (See Note 3).
5. A professional disposition is maintained and the student demonstrates a willingness and ability to take orders and constructive criticism. (See Note 4).

NOTES ON THE STANDARDS

1. PERSONAL HYGIENE FACTORS INCLUDE:

- clean skin
- freedom from bodily odour
- clean teeth and breath
- clean hair
- regular hand-washing during shifts, especially after using the rest room
- clean and well-manicured nails
- clean uniforms: no stains or smells
- covering face when sneezing or coughing
- avoiding body-to-food contact
- hygienic covering of cuts, grazes or wounds

2. PERSONAL APPEARANCE FACTORS INCLUDE:

- well-trimmed or held-back hair and appropriate hair styles
- appropriate appearance of any moustaches or beards
- appropriate use of makeup
- jewelry: maximum one wedding/engagement ring and one dress ring; wristwatch; small earrings; small necklace (inside shirt for men, outside shirt for women)
- subtle use of perfumes and after-shave lotions
- correct and well-groomed uniforms - well pressed and no missing buttons, loose seams, frays, etc.
- appropriate footwear in clean and good condition

3. COMMUNICATION SKILLS INCLUDE:

- an easily understandable manner of speaking - just loud enough for the person to hear; well-paced; well-pronounced
- eye-to-eye contact
- good and polite posture/body language
- helpful and friendly facial expressions
- an ability to listen attentively
- well-modulated manner of speaking

4. PROFESSIONAL DISPOSITION FACTORS INCLUDE:

- an ability to work under stress
- an ability to build good relationships with guests and co-workers
- an ability to maintain standards of performance throughout the shift
- an ability to treat all guests with consistently good service and not differentiate, regardless of personal friendships
- an ability to recognize and accept constructive criticism
- punctuality

UNIT 2 – FOOD AND BEVERAGE – FIRST LEVEL

PREPARE FOOD SERVICE ITEMS

THIS UNIT APPLIES TO SERVICE ITEMS WHICH MAY INCLUDE:

- table mats, linen or disposable linen
- cutlery
- crockery
- glassware
- salt, pepper and sugar containers
- table lamps or candle-holders
- table decorations and accessories
- bread baskets
- cream, dressing, condiment and/or other cold sauce containers
- water jugs
- coffee machines or beverage-heating machines
- trays
- wine buckets
- trolleys
- menu holders
- waiters' sideboards

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | The restaurant pantry and any other areas for holding service items are checked to make certain that they are clean and ready for use; any problems which cannot be dealt with are immediately reported to a supervisor. | <input type="checkbox"/> |
| 3. | The correct type and amount of service items are prepared according to instructions. | <input type="checkbox"/> |
| 4. | Cutlery, crockery and glassware are polished and protected from dust and debris according to house procedures. | <input type="checkbox"/> |
| 5. | Coffee machines and/or beverage-heating machines are cleaned and prepared for use according to house procedures. | <input type="checkbox"/> |
| 6. | Salt, pepper and sugar containers are checked to make certain that they are clean, polished, filled and ready for use. | <input type="checkbox"/> |
| 7. | Containers for cream, salad dressings, condiments and/or other cold sauces are checked to make certain that they are clean, polished and ready for use according to house procedures. | <input type="checkbox"/> |
| 8. | Table lamps or candle holders are checked to make certain that they are clean, polished and ready for use. | <input type="checkbox"/> |
| 9. | Flowers and/or other table accessories are checked and prepared according to house procedures. | <input type="checkbox"/> |
| 10. | Items needed for re-setting tables during the service period are prepared in advance and held according to house procedures. | <input type="checkbox"/> |
| 11. | All service items are handled in such a way as to avoid damage. | <input type="checkbox"/> |
| 12. | Problem situations are noticed and immediately reported to a supervisor. (See Note 1). | <input type="checkbox"/> |
| 13. | Staff and management in the restaurant and other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTE ON THE STANDARDS

1. PROBLEM SITUATIONS MAY INCLUDE:

- missing service items
- broken service items
- power failure

UNIT 3 – FOOD AND BEVERAGE – FIRST LEVEL

SET TABLES OR TRAYS FOR SERVICE

STANDARDS

- | | | |
|----|--|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | The names and uses of all restaurant items used by the establishment are known.
(See Note 1). | <input type="checkbox"/> |
| 3. | Tables and chairs and/or trays are checked to make certain that they are clean and that the tables and/or trays are ready to be set and aligned properly; any problems are dealt with according to house procedures. | <input type="checkbox"/> |
| 4. | Linen and/or table mats are checked to make certain that they are clean and ready for use; any problems are either put right or immediately reported to a supervisor. | <input type="checkbox"/> |
| 5. | Linen or table mats are laid according to instructions. | <input type="checkbox"/> |
| 6. | Tables or trays are set with the correct type and amount of cutlery, crockery and glassware and according to house procedures. | <input type="checkbox"/> |
| 7. | Tables or trays are set with table decorations and accessories according to house procedures. (See Note 2). | <input type="checkbox"/> |
| 8. | Staff and management in the restaurant and other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTES ON THE STANDARDS

1. RESTAURANT ITEMS INCLUDE:

- the different types of table knives, forks and spoons
- the different types of table plates and bowls
- the different types of table glasses
- the different types of cups and saucers
- the different types of containers prepared for food service
- the different spoons, forks, slices etc. used for serving food
- the different types of table linen

2. TABLE DECORATIONS AND ACCESSORIES INCLUDE:

- salt, pepper and sugar containers
- vases
- table lamps or candle holders
- ashtrays
- table numbers
- flowers

UNIT 4 – FOOD AND BEVERAGE – FIRST LEVEL

ASSIST FOOD SERVICE OPERATIONS

STANDARDS

- | | | |
|-----|---|--------------------------|
| 1. | Help is given to waiters as needed and according to house procedures. | <input type="checkbox"/> |
| 2. | When guests are seen to need help, immediate action is taken according to house procedures. | <input type="checkbox"/> |
| 3. | Work is carried out quickly and quietly and without disturbing the guests. | <input type="checkbox"/> |
| 4. | Guests are spoken to clearly and in a polite and helpful way. | <input type="checkbox"/> |
| 5. | Iced water and bread and butter are fetched and served to guests within the time allowed. | <input type="checkbox"/> |
| 6. | Guests' water glasses are monitored throughout service to make certain that they are kept filled. | <input type="checkbox"/> |
| 7. | The correct food order is fetched from the kitchen and carried in such a way that it is given to the waiter in the same condition as it left the kitchen. | <input type="checkbox"/> |
| 8. | During service, waiters are assisted in clearing tables according to house procedures. | <input type="checkbox"/> |
| 9. | Plates are removed from the table and out of direct view of the guest before they are scraped and stacked according to house procedures. | <input type="checkbox"/> |
| 10. | Table waste is disposed of according to house procedures. (See Note 1). | <input type="checkbox"/> |
| 11. | When guests leave a table, the table is efficiently cleared within the time allowed and without disturbing guests at other tables. | <input type="checkbox"/> |
| 12. | When guests leave a table, the table is reset according to house procedures, and re-aligned if necessary, and the chairs are correctly placed. | <input type="checkbox"/> |
| 13. | Guest feedback and observed reactions are reported to a supervisor. | <input type="checkbox"/> |
| 14. | At the end of food service, all food service items are correctly cleared, sorted, stored and/or disposed of according to house procedures. (See Note 2). | <input type="checkbox"/> |
| 15. | Work areas are kept tidy throughout service. | <input type="checkbox"/> |

16. Staff and management in the restaurant and other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. TABLE WASTE MAY INCLUDE:

- ashtray contents
- empty match or cigarette boxes
- paper scraps

2. FOOD SERVICE ITEMS MAY INCLUDE:

- table mats, linen or disposable linen
- cutlery and crockery
- glassware
- table lamps or candle holders
- table decorations and accessories
- salt, pepper, and sugar containers
- bread baskets
- cream, dressing, condiment and other cold sauce containers
- water jugs and wine buckets
- trays
- trolleys
- menu holders

UNIT 5 – FOOD AND BEVERAGE – FIRST LEVEL

CLEAN AND STORE BAR GLASSWARE

THIS UNIT APPLIES TO:

GLASSWARE WHICH MAY INCLUDE:

- bar glasses
- wine glasses
- other bar glassware

CLEANING METHODS WHICH MAY BE:

- by hand
- by machine

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | The right type and amount of cleaning, sanitizing and sterilizing agents for the job are used according to instructions. | <input type="checkbox"/> |
| 3. | The right type and amount of equipment, materials and cloths for the job are used according to instructions. | <input type="checkbox"/> |
| 4. | Glassware is handled safely and cleaned according to instructions. | <input type="checkbox"/> |
| 5. | Glasses are emptied before washing and the contents are disposed of according to house procedures. | <input type="checkbox"/> |
| 6. | Glassware is left clean and dry. | <input type="checkbox"/> |
| 7. | Clean and dry glassware is stored according to instructions. | <input type="checkbox"/> |
| 8. | Shelving, cupboards and drawers are left clean and tidy. | <input type="checkbox"/> |
| 9. | Damaged glassware is separated from other glassware and immediately reported to the supervisor. (See Note 1). | <input type="checkbox"/> |
| 10. | Broken glassware is disposed of according to house procedures. | <input type="checkbox"/> |
| 11. | Pesticides are not used by the student. (See Note 2). | <input type="checkbox"/> |
| 12. | Problem situations are noticed and immediately reported to a supervisor. (See Note 3). | <input type="checkbox"/> |
| 13. | Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTES ON THE ABOVE STANDARDS

1. DAMAGED GLASSWARE MAY INCLUDE:

- chipped glassware
- cracked glassware

2. PESTICIDES INCLUDE:

- OFF
- BAYGON/ SHELLTOX
- RAID
- other roach and insect spray, liquid or powder

3. PROBLEM SITUATIONS MAY INCLUDE:

- power failure
- absence of water
- absence of necessary materials

UNIT 6 – FOOD AND BEVERAGE – FIRST LEVEL

PREPARE BAR FOR SERVICE

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | Using the right type and amount of cleaning agents and equipment for the job, the bar is cleaned and made ready for use. (See Note 1). | <input type="checkbox"/> |
| 3. | Bar furniture is checked to make certain that it is clean and set out according to house procedures. | <input type="checkbox"/> |
| 4. | The correct type and amount of service items are prepared according to instructions. (See Note 2). | <input type="checkbox"/> |
| 5. | Glassware is handled according to instructions and in such a way as to avoid stains, contamination, chipping or breakage. | <input type="checkbox"/> |
| 6. | The correct type and amount of garnishes are prepared according to instructions. | <input type="checkbox"/> |
| 7. | Service items are set out according to instructions. (See Note 2). | <input type="checkbox"/> |
| 8. | The ice supply is checked to make certain that the right amount is available according to house procedures; any problems are immediately reported to a supervisor. | <input type="checkbox"/> |
| 9. | Lights and any other electrical equipment are checked to make certain that they are in working order; any faulty equipment is immediately reported to a supervisor and not tampered with by the student. (See Note 3). | <input type="checkbox"/> |
| 10. | Pesticides are not used by the student. (See Note 4). | <input type="checkbox"/> |
| 11. | Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTES ON THE STANDARDS

1. CLEANING THE BAR INCLUDES:

- wiping down bar counters
- wiping down shelves and other storage areas
- polishing tiled or other reflective surfaces
- polishing bottles
- sweeping and/or washing the floor
- emptying garbage
- cleaning the cooler, refrigerator and ice machine
- cleaning the pipes of the draught-beer machine

2. SERVICE ITEMS INCLUDE:

- | | |
|-------------------------------------|------------------------|
| ● glassware | ● blenders and shakers |
| ● optic measures and measuring cups | ● utensils |
| ● cutting board | ● napkins and coasters |
| ● ashtrays | ● candles |
| ● wine and ice buckets | ● trays |
| ● water jugs | ● drink and wine lists |
| ● tent cards | ● decorations |

3. ELECTRICAL EQUIPMENT INCLUDES:

- refrigerators
- ice makers
- fans
- blenders

4. PESTICIDES NOT TO BE USED INCLUDE:

- BAYGON
- RAID
- SHELLTOX
- other roach and insect sprays, liquid or powder

UNIT 1 – OOD AND BEVERAGE – SECOND LEVEL

PRESENT PLATED FOOD AND SERVE GUESTS AT TABLE

STANDARDS

1. Guests are treated in a polite and helpful way.
2. Plated food is fetched at the correct time and is checked to make certain that it is the correct food order and that it looks in good condition. (See Note 1).
3. Food is served with minimum delay and according to house procedures.
4. Food is served in a way that does not upset its appearance. (See Note 2).
5. The plate is placed in front of the guest so that the main food item is in the correct position according to house policy.
6. Guests' water and/or wine glasses are monitored throughout service to make certain that they are kept filled.
7. During service, items from each place setting are cleared, replaced and/or reset according to the type and number of courses being served. (See Note 3).
8. Throughout service, the table is checked to make certain that guests have the table items that they require. (See Note 3).
9. Crumbs and spillage and table items no longer needed by the guests are dealt with according to house procedures to make certain that the table is kept neat throughout service. (See Note 3).
10. When guests leave a table, the table is efficiently cleared without disturbing other guests and within the time allowed.
11. When guests leave a table, the table is re-aligned and re-set according to house procedures and chairs are correctly placed.
12. Work is organized and carried out quickly and quietly and without disturbing the guests.
13. Work areas are kept tidy throughout service.
14. At the end of food service, all food service items are correctly cleared, sorted, stored and/or disposed of according to house procedures. (See Note 3).

15. Guest feedback and observed reactions are reported to a supervisor.

16. Problem situations are noticed and promptly reported to a supervisor. (See Note 4).

17. Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. **JUDGING THE GOOD CONDITION OF A DISH MAY INCLUDE:**

- noticing any off or unusual smells
- checking its overall appearance to make certain that the design of the dish has not been upset
- checking its items to make certain the required garnishes have not been forgotten
- noticing whether the dish looks cold

2. **UPSETTING THE APPEARANCE OF A PLATE MAY INCLUDE:**

- spilling sauce over the rim of the plate
- upsetting the sauce design on a plate
- upsetting complex or delicate garnishes

3. **TABLE ITEMS MAY INCLUDE:**

- different types of table knives, forks and spoons
- different types of crockery and glassware
- salt and pepper containers
- butter and bread
- napkins
- ashtrays

4. **PROBLEM SITUATIONS MAY INCLUDE:**

- orders not being ready on time
- incorrect orders sent out from the kitchen
- guest complaints
- power failure

UNIT 2 – FOOD AND BEVERAGE – SECOND LEVEL

PREPARE AND SERVE FOR ROOM SERVICE

STANDARDS

- | | | |
|-----|---|--------------------------|
| 1. | Preparatory work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | Trays for room service are set completely and according to house procedures. | <input type="checkbox"/> |
| 3. | The prepared food and/or beverages for room service are checked against the original order to make certain that they are correct and appear to be in good condition; any problems are dealt with or immediately reported to a supervisor. (See Note 1). | <input type="checkbox"/> |
| 4. | Food and/or beverages for room service are covered according to house procedures to keep them at the correct temperature and/or to protect them from dirt or damage. | <input type="checkbox"/> |
| 5. | Guest rooms are approached and entered according to house procedures. | <input type="checkbox"/> |
| 6. | Trays for room service are served to the guest according to house procedures. | <input type="checkbox"/> |
| 7. | Guests are treated in a polite and helpful way. | <input type="checkbox"/> |
| 8. | Trays are collected at an agreed time or after an appropriate interval according to house procedures. | <input type="checkbox"/> |
| 9. | Guest feedback and observed reactions are reported to a supervisor. | <input type="checkbox"/> |
| 10. | Collected trays are cleared, and the items are sorted, stored and/or disposed of according to house procedures; any missing items are noticed and reported to a supervisor. | <input type="checkbox"/> |
| 11. | Work areas are kept tidy throughout the shift. | <input type="checkbox"/> |
| 12. | Staff and management in Food and Beverage and all other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTE ON THE STANDARDS

1. JUDGING THE GOOD CONDITION OF A DISH INCLUDES:

- noticing any off or unusual smells
- checking its overall appearance to make certain that the design of the dish is as usual
- checking its items to make certain that the required garnishes, etc. have not been forgotten
- noticing whether a dish looks cold

UNIT 3 – FOOD AND BEVERAGE – SECOND LEVEL

PREPARE AND SERVE AT AN IN-HOUSE BUFFET

STANDARDS

- | | | |
|-----|---|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | Tables are set with the right type and amount of food service items and according to house procedures. (See Note 1). | <input type="checkbox"/> |
| 3. | Set tables are checked to make certain that nothing is missing, stained or damaged; any problems are put right. | <input type="checkbox"/> |
| 4. | The menu for the buffet is known and each menu item can be named. | <input type="checkbox"/> |
| 5. | Guests are treated in a polite and helpful way. | <input type="checkbox"/> |
| 6. | Work is carried out quickly and quietly and without disturbing the guests. | <input type="checkbox"/> |
| 7. | Guests' water, wine and/or other drink glasses are monitored throughout service to make certain that they are kept filled and/or removed according to guest requirements. | <input type="checkbox"/> |
| 8. | Throughout service, used plates are immediately removed when the guest returns to the buffet, and/or when the guest has finished eating. | <input type="checkbox"/> |
| 9. | Throughout service, tables are checked to make certain that guests have the cutlery and other food service items that they require. (See Note 1). | <input type="checkbox"/> |
| 10. | Throughout service, the buffet table is checked to make certain that its correct appearance is maintained according to instructions. | <input type="checkbox"/> |
| 11. | Throughout service, the kitchen is kept informed of any items needing replenishment. | <input type="checkbox"/> |
| 12. | Crumbs and spillage and food service items no longer needed by guests are dealt with according to house procedures. (See Note 1). | <input type="checkbox"/> |
| 13. | At the end of food service, all food service items are correctly cleared, sorted, stored and/or disposed of according to house procedures. (See Note 1). | <input type="checkbox"/> |

- 14. Guest feedback and observed reactions are reported to a supervisor.
- 15. Work areas are kept tidy throughout service.
- 16. Problem situations are noticed and promptly reported to a supervisor. (See Note 2).
- 17. Staff and management in Food and Beverage and all other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. **FOOD SERVICE ITEMS MAY INCLUDE:**
 - cutlery
 - crockery
 - glassware
 - linen
 - salt, pepper, sugar and other condiments
 - table lamps or candle holders
 - table decorations and accessories
 - bread baskets

2. **PROBLEM SITUATIONS MAY INCLUDE:**
 - guest complaints
 - power failure

UNIT 4 – FOOD AND BEVERAGE – SECOND LEVEL

PREPARE AND SERVE AT A FUNCTION BUFFET

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | The menu and procedures for the function buffet are clearly understood and each menu item is known. | <input type="checkbox"/> |
| 3. | The table items are checked to make certain that they are of the correct type and amount. (See Note 1). | <input type="checkbox"/> |
| 4. | The appropriate linen is laid and draped according to instructions. | <input type="checkbox"/> |
| 5. | Tables are set with the correct type and amount of crockery, cutlery and glassware according to instructions. | <input type="checkbox"/> |
| 6. | Crockery, cutlery and glassware are checked to make certain that they are clean, polished and free from chips or cracks; any problems which cannot be dealt with are immediately reported to a supervisor. | <input type="checkbox"/> |
| 7. | Napkins are folded and placed according to instructions. | <input type="checkbox"/> |
| 8. | Prepared table decorations and accessories are set according to instructions. | <input type="checkbox"/> |
| 9. | Guests are treated in a polite and helpful way. | <input type="checkbox"/> |
| 10. | Work is carried out quickly and quietly and without disturbing the guests. | <input type="checkbox"/> |
| 11. | Cold beverages are served and refilled before and/or during service according to house instructions. | <input type="checkbox"/> |
| 12. | Guests' water glasses are monitored throughout service to make certain that they are kept filled. | <input type="checkbox"/> |
| 13. | Throughout service, used plates are immediately removed when the guest returns to the buffet and/or when the guest has finished eating. | <input type="checkbox"/> |
| 14. | Throughout service, the table is checked to make certain that the guests have the cutlery and other table items that they require. | <input type="checkbox"/> |

- 15. Throughout service, the buffet table is checked to make certain that its correct appearance is maintained according to instructions.
- 16. Throughout service, the kitchen is kept informed of any items needing replenishment.
- 17. Crumbs and spillage and table items no longer needed by the guests are dealt with according to instructions.
- 18. At the end of the function, all table items including table cloths and table decorations are correctly cleared, sorted, stored and/or disposed of according to instructions.
- 19. Guest feedback and observed reactions are reported to a supervisor.
- 20. Work areas are kept tidy throughout service.
- 21. Problem situations are noticed and promptly reported to a supervisor. (See Note 2).
- 22. Staff and management in Food and Beverage and all other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. TABLE ITEMS MAY INCLUDE:

- table linen
- table decorations and accessories
- table lamps or candle holders
- different types of table knives, forks and spoons
- different types of crockery and glassware
- salt, pepper, sugar and any condiments

2. PROBLEM SITUATIONS MAY INCLUDE:

- guest complaints
- power failure

UNIT 5 – FOOD AND BEVERAGE – SECOND LEVEL

PREPARE AND SERVE AT A SIT-DOWN FUNCTION

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | The menu and procedures for the sit-down function are clearly understood and each menu item is known. | <input type="checkbox"/> |
| 3. | The table items are checked to make certain that they are of the correct type and amount. (See Note 1). | <input type="checkbox"/> |
| 4. | The appropriate linen is laid and draped according to instructions. | <input type="checkbox"/> |
| 5. | Tables are set with the correct type and amount of crockery, cutlery and glassware according to instructions. | <input type="checkbox"/> |
| 6. | Crockery, cutlery and glassware are checked to make certain that they are clean, polished and free from cracks and chips. | <input type="checkbox"/> |
| 7. | Napkins are folded and placed according to instructions. | <input type="checkbox"/> |
| 8. | Prepared table decorations and accessories are set according to instructions. | <input type="checkbox"/> |
| 9. | Guests are treated in a polite and helpful way. | <input type="checkbox"/> |
| 10. | Work is carried out quickly and quietly and without disturbing the guests. | <input type="checkbox"/> |
| 11. | Cold beverages are served and refilled before and during service according to house instructions. | <input type="checkbox"/> |
| 12. | Food is served according to instructions and in a way that does not upset its appearance. (See Note 2). | <input type="checkbox"/> |
| 13. | Guests' water glasses are monitored throughout service to make certain that they are kept filled. | <input type="checkbox"/> |
| 14. | Throughout service, the table is checked to make certain that the guests have the cutlery and other table items that they require. | <input type="checkbox"/> |

- | | | |
|-----|--|--------------------------|
| 15. | Crumbs and spillage and table items no longer needed by the guests are dealt with according to instructions. | <input type="checkbox"/> |
| 16. | Plates are cleared according to instructions. | <input type="checkbox"/> |
| 17. | The covers of late-arrival guests are progressively cleared of tableware, unless otherwise instructed. | <input type="checkbox"/> |
| 18. | Silence must be kept when a speech is being held or when entertainment is provided, and any noise from adjoining rooms must be avoided. | <input type="checkbox"/> |
| 19. | At the end of the function, all table items including table cloths and table decorations are correctly cleared, sorted, stored and/or disposed of according to instructions. (See Note 1). | <input type="checkbox"/> |
| 20. | Guest feedback and observed reactions are reported to a supervisor. | <input type="checkbox"/> |
| 21. | Work areas are kept tidy throughout service. | <input type="checkbox"/> |
| 22. | Problem situations are noticed and promptly reported to a supervisor. (See Note 3). | <input type="checkbox"/> |
| 23. | Staff and management in Food and Beverage and all other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTES ON THE STANDARDS

1. TABLE ITEMS INCLUDE:

- linen
- cutlery
- crockery
- glassware
- trays
- water jugs/wine buckets
- ashtrays
- napkins
- salt, pepper, sugar and other condiments

2. UPSETTING THE APPEARANCE OF A DISH INCLUDE:

- spilling sauce over the rim of the plate
- upsetting the sauce design on a plate
- upsetting complex or delicate garnishes

3. PROBLEM SITUATIONS INCLUDE:

- guest complaints
- power failure

UNIT 6 – FOOD AND BEVERAGE – SECOND LEVEL

PREPARE DRINKS

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | The assigned work areas and equipment are checked to make certain that they are clean and ready for use. | <input type="checkbox"/> |
| 2. | Work is organized efficiently so that drinks can be prepared with minimum delay. | <input type="checkbox"/> |
| 3. | The stock of beverages and equipment is checked against the standard stock; anything missing is dealt with according to house procedures and a supervisor is notified. | <input type="checkbox"/> |
| 4. | Guests are treated in a polite and helpful way. | <input type="checkbox"/> |
| 5. | The names of all spirits and liqueurs available in the establishment are known. | <input type="checkbox"/> |
| 6. | The names and characteristics of popular cocktails, beers and other house drinks are known. (See Note 1). | <input type="checkbox"/> |
| 7. | The types and characteristics of teas, coffees and coffee drinks served in the establishment are known. | <input type="checkbox"/> |
| 8. | The types of glasses used by the establishment, as well as their different uses, are known. (See Note 2). | <input type="checkbox"/> |
| 9. | Any explanations of drinks or suggestions which are asked for are given clearly and politely. | <input type="checkbox"/> |
| 10. | Spirits are poured only with the use of measuring equipment. | <input type="checkbox"/> |
| 11. | The correct amount of ice according to instruction is placed in the glass or blender. | <input type="checkbox"/> |
| 12. | When a round of several drinks is ordered, the drinks are prepared in the order which will maintain the condition of each. | <input type="checkbox"/> |
| 13. | Guest orders are recorded according to house procedures. | <input type="checkbox"/> |
| 14. | Drinks are prepared and presented according to recipe instructions, and served without delay. | <input type="checkbox"/> |
| 15. | All beverages are portioned according to house policy. | <input type="checkbox"/> |

16. The bar is kept clean and tidy throughout service.

17. Guest feedback and observed reactions are reported to a supervisor.

18. Problem situations are noticed and promptly reported to a supervisor. (See Note 3).

19. Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. **POPULAR COCKTAILS AND HOUSE DRINKS MAY INCLUDE:**

- frozen alcoholic drinks
- alcoholic blender drinks
- specially mixed drinks
- non-alcoholic cocktails

2. **BAR GLASS TYPES MAY INCLUDE:**

- hi-balls
- rocks
- goblets/ wine glasses
- coolers
- flutes
- cordials
- old-fashioned
- snifters
- mugs/ pilsners
- collins glasses
- sherry glasses

3. **PROBLEM SITUATIONS MAY INCLUDE:**

- low stock level
- unexpectedly running out of a particular beverage
- unexpectedly running out of ice
- equipment failure
- power or water failure

UNIT 7 – FOOD AND BEVERAGE – SECOND LEVEL

TAKE ORDERS AND SERVE DRINKS

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | The assigned work areas are checked to make certain that they are clean and ready for use. | <input type="checkbox"/> |
| 2. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 3. | Guests are treated in a polite and helpful way. | <input type="checkbox"/> |
| 4. | The names of all spirits and liqueurs available in the establishment are known. | <input type="checkbox"/> |
| 5. | The names of popular cocktails, beers and other house drinks are known. (See Note 1). | <input type="checkbox"/> |
| 6. | The names of teas, coffees and coffee drinks served in the establishment are known. | <input type="checkbox"/> |
| 7. | Guests are politely told of any special drink items which may not be on the drinks menu. | <input type="checkbox"/> |
| 8. | Any explanations of drinks or suggestions which are asked for are given clearly and politely. | <input type="checkbox"/> |
| 9. | Guest orders are recorded according to house procedures. | <input type="checkbox"/> |
| 10. | Drink orders are noted in such a way that the guest gets the correct drink without further enquiry by the waiter. | <input type="checkbox"/> |
| 11. | Trays are correctly loaded according to instructions to make certain that spillage or breakage is avoided. | <input type="checkbox"/> |
| 12. | Drinks are fetched and served with minimum delay and according to house procedures. | <input type="checkbox"/> |
| 13. | Ordered drinks are served without noise or comment, unless solicited by the guest, to avoid disturbing the guest. | <input type="checkbox"/> |
| 14. | Throughout service, guests are monitored to make certain that they have the beverages they require when they require them. | <input type="checkbox"/> |
| 15. | Empty glasses, used ashtrays and any trash are cleared according to house procedures, and the table or counter is wiped clean using a clean cloth or sponge. | <input type="checkbox"/> |

16. The assigned work areas are kept tidy during service.

17. Guest feedback and observed reactions are reported to a supervisor.

18. Problem situations are noticed and promptly reported to a supervisor. (See Note 2).

19. Staff and management in Food and Beverage and all other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. POPULAR COCKTAILS AND HOUSE DRINKS MAY INCLUDE:

- frozen alcoholic drinks
- blender alcoholic drinks
- specially mixed drinks
- non-alcoholic cocktails

2. PROBLEM SITUATIONS MAY INCLUDE:

- low stock level
- unexpectedly running out of a particular beverage
- unexpectedly running out of ice
- equipment failure
- power or water failure
- staff problems
- disorderly guests

UNIT 7 – FOOD AND BEVERAGE – SECOND LEVEL

PRESENT BILL AND RECEIVE PAYMENT

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | A bill is collected at the correct time and is checked to make certain that it is clear and that it includes all the appropriate food and/or beverage charges. | <input type="checkbox"/> |
| 2. | The correct bill is presented to the guest politely and according to house procedures. | <input type="checkbox"/> |
| 3. | Any explanations are given in a clear, polite and helpful way. | <input type="checkbox"/> |
| 4. | When an acceptable form of payment is received, it is taken without delay to the appropriate person; if no acceptable form of payment is offered, house procedures are followed. (See Note 1). | <input type="checkbox"/> |
| 5. | The list of acceptable foreign currencies is known. (See Note 2). | <input type="checkbox"/> |
| 6. | Personal bank cheques are checked to make certain that they are accurately and fully completed. (See Note 3). | <input type="checkbox"/> |
| 7. | Credit cards are checked to make certain that their date of validity has not expired. | <input type="checkbox"/> |
| 8. | A receipt is obtained according to house procedures, any charges due is checked for corrections, and the receipt and change are then taken to the guest without delay. | <input type="checkbox"/> |
| 9. | Any tips are passed in full to the instructor on duty. | <input type="checkbox"/> |
| 10. | Guest feedback and observed reactions are reported to management. | <input type="checkbox"/> |
| 11. | Staff and management in Food and Beverage and all other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTE ON THE STANDARDS

1. FORMS OF ACCEPTABLE PAYMENT INCLUDE:

- cash payments
- certain foreign currency payments
- traveler's cheque payments
- credit card payments
- vouchers
- credit or prepaid accounts with appropriate signatures
- personal bank cheques drawn from a local bank

2. ACCEPTABLE FOREIGN CURRENCIES INCLUDE:

- Eastern Caribbean Dollars
- United States Dollars
- Canadian Dollars
- Sterling Pounds

3. THE ACCURATE AND FULL COMPLETION OF A PERSONAL CHEQUE INCLUDES:

- accurate date
- accurate name of payee
- accurate amount, both in numerals and in words
- signature
- full name, address and telephone number of payor in block print
- (no personal cheques drawn on foreign banks or in foreign currencies)
- (no defacement of cheque or alterations of any kind)

UNIT 8 – FOOD AND BEVERAGE – SECOND LEVEL

MAINTAIN GUEST CARE

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | Guest care is maintained according to house policy and procedures. | <input type="checkbox"/> |
| 2. | Guests are greeted promptly and in a polite and friendly way. | <input type="checkbox"/> |
| 3. | Guests are helped to sit down or get up by moving the position of their chairs appropriately and quietly. | <input type="checkbox"/> |
| 4. | Physically challenged guests are discreetly helped in an appropriate way. | <input type="checkbox"/> |
| 5. | Small children are observed and parents are asked to exercise control where necessary to avoid damage or disturbances which may annoy other guests. | <input type="checkbox"/> |
| 6. | Information affecting guest care is used and reported to a supervisor. (See Note 1). | <input type="checkbox"/> |
| 7. | Guests' special requests are promptly met within the limits set by house policy. | <input type="checkbox"/> |
| 8. | A guest complaint is listened to attentively, sympathetically and without interruption. | <input type="checkbox"/> |
| 9. | Action is taken according to house procedures to solve the problem or, if not possible, the problem is immediately referred to a supervisor. | <input type="checkbox"/> |
| 10. | Supervisors are kept informed of guest feedback and any guest complaints. | <input type="checkbox"/> |
| 11. | Guests are encouraged to comment on the quality of the food and drink service and a Complaints Book is easily available to guests. | <input type="checkbox"/> |
| 12. | Guests wishing to make a further reservation/advance reservation are given helpful and correct information and their reservation is accurately recorded. | <input type="checkbox"/> |
| 13. | Any incidents or accidents which affect guest care are reported in accurate detail to a supervisor. | <input type="checkbox"/> |
| 14. | Disorderly guests are dealt with according to house policy. | <input type="checkbox"/> |
| 15. | Departing guests are bid farewell in a polite and friendly way and according to house procedures. | <input type="checkbox"/> |

16. Any items left behind in the Food and Beverage areas are handled according to house procedures.

NOTE ON THE STANDARDS

1. INFORMATION AFFECTING GUEST CARE MAY INCLUDE:

- favourite table requests
- favourite food requests
- favourite wine or drink requests
- other special requests

UNIT 9 – FOOD AND BEVERAGE – SECOND LEVEL

KNOW INFORMATION ON LOCAL FEATURES

THIS UNIT APPLIES TO LOCAL FEATURES WHICH MAY INCLUDE:

- places of natural beauty
- parks/botanical gardens
- wildlife and marine life
- shops
- restaurants and bars
- nightlife and entertainment
- sports events and facilities
- justices of the peace
- banking facilities
- taxi services
- beaches
- museums and galleries
- zoos and aquariums
- sightseeing tours
- local events & holidays
- off-island excursions
- places of worship
- medical facilities
- car rentals
- local buses

STANDARDS

1. Information on local features relevant to guests is accurately known and kept up to date. (See Note 1).
2. Guest questions are answered clearly and accurately. (See Note 1).
3. Local features which might be of interest to guests are suggested in a polite and helpful way.

NOTE ON STANDARDS

KNOWLEDGE OF LOCAL FEATURES

- You will not be expected to have the wide knowledge of a tourist guide, but you should be able to accurately answer general questions on any of the categories which might apply to your country. Thereafter, you should refer an enquiry to the Front Desk or other appropriate department.

ASSIGNMENT

- Using the list of possible local features under "This Unit Applies To", find out which categories apply to your country. Note: You will not be expected to have the wide knowledge of a tourist guide, but you should be able to answer accurately general questions on any of the categories which might apply to your country.

UNIT 10 – FOOD AND BEVERAGE – SECOND LEVEL

KNOW INFORMATION ON HOTEL PROPERTY LAYOUT, FACILITIES AND ACTIVITIES

THIS UNIT APPLIES TO HOTEL PROPERTY LAYOUT WHICH MAY INCLUDE:

- public areas
- hotel grounds
- function suites
- training wing

HOTEL FACILITIES AND ACTIVITIES WHICH MAY INCLUDE:

- | | |
|----------------------------------|------------------------------|
| ● guest information desk | ● Gift Shop |
| ● restaurants | ● manager's cocktail parties |
| ● bars | ● special events |
| ● swimming pool | ● other sports |
| ● training/instructor facilities | |

STANDARDS

1. Information useful to guests on hotel property layout, facilities and activities is accurately and fully known.

2. Guest questions on hotel property layout, facilities and activities are answered clearly and accurately.

3. Hotel facilities and activities which might be of interest to guests are suggested in a polite and helpful way.

UNIT 1 – FOOD AND BEVERAGE – THIRD LEVEL

SUPERVISE THE RESTAURANT

STANDARDS

1. Work is organized within the station to make certain that service is efficient, and staff are assigned to duties and stations which make best use of their skills and time.
2. Work and service are monitored and controlled to make certain that house procedures are followed at all times.
3. Restaurant items are checked to make certain that they are clean, ready for use and available in the right amount before work begins; any problems are reported and dealt with effectively within the scope of the student's responsibility. (See Note 1).
4. Tables are prepared according to the number of pre-booked parties and expected demand.
5. Staff are supervised to make certain that the preparations necessary to ensure smooth service are carried out before Food Service begins.
6. Staff are briefed on service procedures, allocation of stations, menu details and any special dishes, as well as special requirements, before service begins.
7. Guests are promptly and politely greeted upon arrival and escorted to their seats according to house procedures.
8. All tables are monitored to make certain that guests receive their correct orders on time and in the correct sequence.
9. Dishes are checked to make certain that they appear to be in good condition. (See Note 2).
10. All tables are monitored to make certain that guests have what they require without delay and within house policy.
11. Staff are supervised to make certain that they are polite and helpful to guests at all times.
12. Mistakes or faults in service are professionally pointed out to staff in a helpful and constructive way, and corrective training is given.
13. Weaknesses in the way work is organized or carried out are identified and suggestions for improvements are made to management.

- 14. The careful handling and correct use of restaurant items are monitored to make certain that costs are kept at a minimum. (See Note 1).
- 15. Guest feedback and observed reactions are reported to management.
- 16. Staff are supervised to make certain that they present and maintain a professional personal image to guest and co-workers.
- 17. Work stations are monitored to make certain that they are kept clean and tidy throughout service.
- 18. The close-down of the restaurant is supervised to make certain that house procedures are followed.
- 19. Staff are debriefed at the end of service and feedback used to improve future service.
- 20. Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 3).
- 21. Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. RESTAURANT ITEMS MAY INCLUDE:

- knives, forks and spoons
- crockery
- restaurant glassware
- table accessories
- table linen

2. JUDGING THE GOOD CONDITION OF A DISH MAY INCLUDE:

- noticing any off or unusual smells
- checking its overall appearance to make certain that the design of the dish has not been upset
- checking its items to make certain the required garnishes have not been forgotten
- noticing whether a dish looks cold

3. PROBLEM SITUATIONS MAY INCLUDE:

- guest problems
- staff problems
- power failure
- orders being delayed
- incorrect orders

UNIT 2 – FOOD AND BEVERAGE – THIRD LEVEL

SUPERVISE THE BAR AND RELATED AREAS

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | Work is organized to make certain that service is efficient. | <input type="checkbox"/> |
| 2. | Work is monitored and controlled to make certain that house procedures are followed. | <input type="checkbox"/> |
| 3. | All products available and serviced by the bar and its related areas are fully and accurately known. | <input type="checkbox"/> |
| 4. | Staff are briefed and kept informed of special drinks, stock levels and any changes in the list of drinks. | <input type="checkbox"/> |
| 5. | The correct operating procedures for bar equipment are known and practiced.
(See Note 1). | <input type="checkbox"/> |
| 6. | Work is supervised to make certain that the beverages which are prepared and/or served are of the quality required by house policy. (See Note 2). | <input type="checkbox"/> |
| 7. | The preparation and/or service of beverages is monitored to make certain that the beverages are portioned and presented according to instructions. | <input type="checkbox"/> |
| 8. | The service of beverages is monitored to make certain that guests receive their correct orders on time. | <input type="checkbox"/> |
| 9. | Staff are supervised to make certain that they are polite and helpful to guests at all times. | <input type="checkbox"/> |
| 10. | Mistakes or faults in service are professionally pointed out to staff in a helpful and constructive way, and corrective training is given. | <input type="checkbox"/> |
| 11. | Weakness in the way work is organized or carried out are identified and suggestions for improvement are made to management. | <input type="checkbox"/> |
| 12. | The careful handling and correct use of bar materials and equipment are monitored to make certain that costs are kept at a minimum. (See Note 1). | <input type="checkbox"/> |
| 13. | Stock levels of beverages and bar materials are checked every day to make certain that the bar has what it needs before work begins. | <input type="checkbox"/> |
| 14. | Requisitions for the bar and other assigned work areas are planned and handled in good time and according to house procedures. | <input type="checkbox"/> |

- 15. Guest feedback and observed reactions are reported to management.
- 16. Staff are supervised to make certain that they present and maintain a professional personal image to guests and co-workers and are dressed in uniform as required by house policy.
- 17. The bar and other assigned work areas are supervised to make certain that they are kept clean and tidy; throughout service.
- 18. The close-down of the bar and other assigned work areas is supervised to make certain that house procedures are followed.
- 19. Problem situations are reported and dealt with effectively within the scope of the employee's responsibility. (See Note 3).
- 20. Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. **BAR EQUIPMENT (AND MATERIALS) MAY INCLUDE:**

- draught-beer machine
- carbonated-drinks machine
- blenders and shakers
- glasses and rings
- napkins and coasters
- ashtrays
- cutlery
- measures
- candles and other decorative items
- wine lists/bar menus/drink lists

2. **BEVERAGES MAY INCLUDE:**

- spirits
- wines
- beers
- sodas
- juices
- other non-alcoholic drinks

3. **PROBLEM SITUATIONS MAY INCLUDE:**

- unexpectedly running out of an item
- equipment failure
- orders taken incorrectly
- guest problems
- staff problems
- power failure
- drinks not correctly mixed

UNIT 3 – FOOD AND BEVERAGE – THIRD LEVEL

KNOW MENU ITEMS AND INDIVIDUAL FOODS

THIS UNIT APPLIES TO MENU ITEMS WHICH MAY INCLUDE:

- appetizers
- soups
- entrées/ main courses
- sauces
- cheese selections
- salads
- desserts
- coffees/teas/petits fours

INDIVIDUAL FOODS WHICH MAY INCLUDE:

- the kinds of meat served
- the kinds of fish and shellfish served
- the kinds of local and imported vegetables served
- the kinds of local and imported fruits served
- the kinds of cheeses and dairy products served
- the kinds of coffees and teas served

STANDARDS

- | | | |
|----|---|--------------------------|
| 1. | All available menu items are remembered and pronounced correctly. | <input type="checkbox"/> |
| 2. | All menu items are described correctly and in an appealing way. (See Note 1). | <input type="checkbox"/> |
| 3. | All individual foods used in menu items are correctly known and recognized to make certain that unsuitable foods are not recommended or served which may affect a guest's specified health or religious restrictions. | <input type="checkbox"/> |
| 4. | Suitable menu items for special diets, as suggested by the chef, are known in advance. (See Note 2). | <input type="checkbox"/> |
| 5. | Guests are treated in a polite and helpful way. | <input type="checkbox"/> |
| 6. | Guest feedback and observed reactions are reported to management. | <input type="checkbox"/> |

NOTES ON THE STANDARDS

1. **EXAMPLES OF DESCRIBING MENU ITEMS:**
 - Menu Item: Créole Fish Soup - "The Créole Fish Soup is based on a rich fish stock made from local fish such as dolphin and wahoo, and seasoned with fresh herbs and cayenne".
 - Menu Item: Caribbean Crab Backs - "The Caribbean Crab Backs are local crabs stuffed with a spicy herb and breadcrumb butter, and grilled to piping hot".

2. **SPECIAL DIETS MAY INCLUDE:**
 - vegetarian diets
 - low-salt diets
 - low-fat diets
 - kosher or other religion-restricted diets

UNIT 4 – FOOD AND BEVERAGE – THIRD LEVEL

HAVE A BROAD KNOWLEDGE OF WINES

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | The main wine-producing regions of the world are known. (See Note 1). | <input type="checkbox"/> |
| 2. | The characteristics of the main varieties of grapes are known. (See Note 2). | <input type="checkbox"/> |
| 3. | The typical grape varieties generally grown in the main wine-producing regions of the world are known. (See Notes 1 and 2). | <input type="checkbox"/> |
| 4. | Standard wine-making procedures are known. (See Note 3). | <input type="checkbox"/> |
| 5. | Factors which affect grape growth and quality production are known. (See Note 4). | <input type="checkbox"/> |
| 6. | The wines on the establishment's wine list are tasted, and the characteristics of the wines are known and described. (See Note 5). | <input type="checkbox"/> |
| 7. | The meanings of the main terms used on wine labels are known. (See Note 6). | <input type="checkbox"/> |
| 8. | The recommended storing and serving temperatures of the main wine groups is known. | <input type="checkbox"/> |
| 9. | The standard bottle shapes and their characteristics are known. (See Note 7). | <input type="checkbox"/> |
| 10. | The profile of a standard bottle is known. (See Note 8). | <input type="checkbox"/> |
| 11. | The characteristics of and possible changes in the cork are known. (See Note 9). | <input type="checkbox"/> |

NOTES ON THE STANDARDS

1. THE MAIN WINE-PRODUCING REGIONS OF THE WORLD INCLUDE:

BORDEAUX - FRANCE

- Médoc/Haut Médoc (Margaux, Pauillac, Listrac, St. Julien, St. Estèphe, Moulis)
- St. Emilion/Pomerol
- Graves
- Sauternes/Barsac
- 1855 Classification

BOURGOGNE (BURGUNDY) - FRANCE

- Chablis
- Côte d'Or (Puligny Montrachet, Meursault, Volnay, Pommard, Beaune, Gevrey-Chambertin, Chassagne Montrachet)
- Côte Chalonnaise (Montagny)
- Mâconnais (Mâcon, Mâcon-Villages, Pouilly-Fuissé, Pouilly-Vinzelles)
- Beaujolais (Beaujolais-Villages, Brouilly, Fleurie)

CHAMPAGNE (Reims/Epernay) - FRANCE

- Bollinger, Heidseick, Krug, Lanson, Moët & Chandon, Mumm, Pommery, Laurent Perrier, Taittinger, Veuve Clicquot, Dom Pérignon

RHONE - FRANCE

- North (Côte Rôtie, Hermitage)
- South (Lirac, Tavel, Châteauneuf du Pape, Côtes du Rhone)

LOIRE - FRANCE

- Sancerre (Pouilly-Fumé, Quincy)
- Muscadet
- Anjou
- Tours/Vouvray

ALSACE - FRANCE

CALIFORNIA - USA

- Napa Valley (Mondavi, Christian Brothers, Krug, Beringer, Inglenook)
- Sonoma County (Alexander Valley, Dry Creek, Mill Creek, Buena Vista)
- Monterey Vineyard
- Santa Clara (Masson, Almaden)
- Santa Barbara (Firestone)
- Santa Cruz (Concannon)
- Stanislaus (Gallo)

MOSEL (Saar-Ruwer, Piesport, Zelting) - GERMANY

RHINE VALLEY - GERMANY

- Rheingau
- Rheinhessen
- Rheinpfalz
- Nahe

NORTH-WEST ITALY

- Piemonte (Gavi, Asti Spumante, Barolo, Barbaresco)
- Lombardia (Oltrepo Pavese, Lugana)

NORTH-EAST ITALY (German-speaking)

- Alto Adige/ Sudtirol (Pinot Bianco/ Weissburgunder, Pinot Nero/ Blauburgunder, Riesling Renano, Kalterersee Auslese/ Lago di Caldaro Scelto)
- Veneto (Soave, Valpolicella, Bardolino)

CENTRAL ITALY

- Tuscany (Chianti, Brunello)
- Emilia-Romagna (Lambrusco)
- Latium (Frascati)
- Marche (Verdicchio)
- Umbria (Orvieto)
- Abruzzi

PORTUGAL

- Oporto
- Madeira

NORTH SPAIN

- Rioja
- Catalonia and Alicante

CHILE

- Cousino Macul
- Concha y Toro SA

AUSTRALIA

- New South Wales (Hunter Valley, Mudgee, Cowra, Corowa: Lake's Folly, Peterson, Tyrell, Rothbury Estate)
- Victoria (North-East, Goulburn Valley, Great Western: Château Tahbilk, Brown Bros., Mount Mary, Tisdall, Seville Estate, Best's Concongella)
- South Australia (Adelaide Foot Hills, Southern Vales, Barossa Valley, Murray Valley: Penfold's Grane Hermitage, Gowen Estate, Wynns, Hardy's)

NEW ZEALAND

- Cooks
- Delegat's
- Matawhero
- Montana

SOUTH SPAIN

- Jerez
- Montilla
- Malaga

2. THE MAIN VARIETIES OF GRAPES INCLUDE:

- | | |
|----------------------|----------------------|
| ● chardonnay | ● cabernet sauvignon |
| ● muscadet | ● cabernet franc |
| ● sauvignon blanc | ● pinot noir |
| ● sylvaner | ● merlot |
| ● aligote | ● gamay |
| ● trebbiano | ● zinfandel |
| ● chenin | ● sangiovese |
| ● viura | ● barbera |
| ● riesling | ● tempranillo |
| ● grenache | ● syrah/shiraz |
| ● sémillon | ● nebbiolo |
| ● tokay (pinot gris) | ● palomino |
| ● muller-thurgau | ● muscat |
| ● muscadelle | |

3. WINE-MAKING PROCEDURES INCLUDE:

- the preparation of a) reds and roses, b) whites, c) fortifieds
- the macération carbonique method
- the alcoholic fermentation of a) reds, b) roses, c) whites, d) fortifieds, e) sparkling wines
- the champagne method
- malolactic fermentation
- maturation of a) reds, b) roses, c) whites, d) fortifieds, e) sparkling wines
- the clarification and bottling of a) reds, b) roses, c) whites, d) fortifieds, e) sparkling wines

4. FACTORS WHICH AFFECT VINE GROWTH AND QUALITY PRODUCTION INCLUDE:

- soil
- climate
- vine type
- vineyard preparation
- vine propagation
- vine care and pruning
- vine cycle
- fungal diseases
- natural accidents (frost, heat, flooding, etc.)
- soil deficiencies or toxins
- over-production
- pollutants
- animal parasites
- bacteria or viruses

5. COMMON TASTING TERMS INCLUDE:

- | | | | |
|------------|---------|------------|--------------|
| ● aromatic | ● green | ● fruity | ● tough |
| ● fat | ● grapy | ● plummy | ● musty |
| ● buttery | ● fresh | ● spicy | ● yeasty |
| ● beefy | ● oaky | ● steely | ● sweet |
| ● deep | ● smoky | ● sulphury | ● sweet-sour |
| ● dusty | ● stony | ● flabby | ● dry |

6. MAIN TERMS USED ON LABELS INCLUDE:

- grands crus classés
- crus exceptionnels
- vins de pays
- tavola
- château
- negociant
- doux
- appellation contrôlée (AC) (VDQS)
- denominazioni di origine semplice/ controllata/controllata e garantita
- classico
- amontillado
- blanc de noirs
- commune
- cuvée
- oloroso
- numbered crus
- crus bourgeois, crus artisans
- vin de table/tafelwein/vino da
- domaine
- brut, extra-sec, sec, semi-doux,
- vin délimité de qualité supérieur
- supérieur
- kabinett
- auslese, spatlese
- riserva
- blanc de blancs
- cuve close
- mis(e) en bouteilles
- fino

7. STANDARD BOTTLE SHAPES INCLUDE:

- bordeaux/ claret
- burgundy
- champagne
- flûte
- vintage port
- hocks and mosels

8. THE PROFILE OF A BOTTLE INCLUDES:

- the capsule
- the neck
- the ullage
- the shoulder
- the punt

9. THE CHARACTERISTICS OF AND POSSIBLE CHANGES IN A CORK INCLUDE:

- the type of cork (laminated, bonded, etc.)
- the age of the cork
- the length and shape of the cork
- the smell of the cork
- the dryness of the cork
- signs of mould
- signs of crystals
- signs of oozing wine
- signs of weevil damage

UNIT 5 – FOOD AND BEVERAGE – THIRD LEVEL

TAKE AND FOLLOW-THROUGH ORDERS FOR TABLE SERVICE

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | Guests are greeted in a friendly and polite way and according to house procedures. | <input type="checkbox"/> |
| 3. | The serving of bread, water and/or other drinks without delay is ensured. | <input type="checkbox"/> |
| 4. | All menu items available for table service are known. | <input type="checkbox"/> |
| 5. | Guests are promptly and politely asked what they would like to order, and any explanations of menu items are given clearly and accurately. | <input type="checkbox"/> |
| 6. | Guests are politely informed of any menu items for which service might be delayed. | <input type="checkbox"/> |
| 7. | Guest food orders are recorded clearly and accurately. | <input type="checkbox"/> |
| 8. | The progress of the service of the meal is monitored to make certain that each dish is obtained and served within the time allowed. | <input type="checkbox"/> |
| 9. | Guest feedback and observed reactions are reported to management. | <input type="checkbox"/> |
| 10. | Problem situations are reported and dealt with effectively within the scope of the employee's responsibility. (See Note 1). | <input type="checkbox"/> |
| 11. | Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTE ON THE STANDARDS

1. PROBLEM SITUATIONS MAY INCLUDE:

- unexpectedly running out of a menu item
- receiving an incorrect food item from the kitchen
- guest complaints
- staff problems
- power failure
- problems at the service point

UNIT 6 - FOOD AND BEVERAGE – THIRD LEVEL

TAKE ORDERS FOR ROOM SERVICE

STANDARDS

- | | | |
|----|---|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | Guests are spoken to in person or over the telephone in a clear, polite and helpful way. | <input type="checkbox"/> |
| 3. | All menu items available for room service are known. | <input type="checkbox"/> |
| 4. | Guest orders for room service are accurately recorded and immediately passed to the kitchen or other appropriate service point. | <input type="checkbox"/> |
| 5. | Guest orders for special requests which are not on the menu are accurately recorded; if the special requests cannot be met by the kitchen, the guest is notified immediately and an alternative is suggested in a polite and helpful way. | <input type="checkbox"/> |
| 6. | Trays for room service are checked to make certain that they are correctly and completely set. | <input type="checkbox"/> |
| 7. | Guest feedback is reported to management. | <input type="checkbox"/> |
| 8. | Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 1). | <input type="checkbox"/> |
| 9. | Staff and management in the restaurant and other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTE ON THE STANDARDS

1. PROBLEM SITUATIONS MAY INCLUDE:
- unexpectedly running out of a menu item
 - guest complaints
 - staff problems
 - power failure

UNIT 7 – FOOD AND BEVERAGE – THIRD LEVEL

TAKE ORDERS AND SERVE WINES

STANDARDS

- | | | |
|-----|--|--------------------------|
| 1. | Guests are treated in a polite and helpful way. | <input type="checkbox"/> |
| 2. | The name, colour and country of origin of all available wines on the wine list are known, and the names are pronounced correctly. | <input type="checkbox"/> |
| 3. | The different types of wine glasses used by the establishment are known. (See Note 1). | <input type="checkbox"/> |
| 4. | The wine list is offered and guests are asked whether they wish to have wine. | <input type="checkbox"/> |
| 5. | Any explanations or suggestions which are asked for are given clearly and politely, and conform to accepted practice. | <input type="checkbox"/> |
| 6. | Care is taken not to contradict or embarrass a guest whose wine order may differ from accepted practice. | <input type="checkbox"/> |
| 7. | Guest orders are recorded according to house procedures. | <input type="checkbox"/> |
| 8. | Ordered wines are carried in such a way as to avoid disturbing any sediment. | <input type="checkbox"/> |
| 9. | Ordered wine bottles are presented to the host/ess for label inspection. | <input type="checkbox"/> |
| 10. | Wine bottles are opened according to instructions, taking care not to break the cork; the cork is presented to the host/ess. | <input type="checkbox"/> |
| 11. | The wine is offered to taste by the host/ess to make certain it has not deteriorated and the host/ess is asked whether the wine should be further chilled; the wine is served at the required temperature. | <input type="checkbox"/> |
| 12. | Situations where wine is sent back by the guest are dealt with according to house procedures. | <input type="checkbox"/> |
| 13. | Wine is poured from the right and to the ladies first, gentlemen second and the host/ess last. | <input type="checkbox"/> |
| 14. | Wine glasses are filled to the widest part of the bowl (about two-thirds full) so that the wine can be swirled by the guest to release the bouquet. | <input type="checkbox"/> |
| 15. | Guests' wine glasses are monitored to make certain that they are kept replenished. | <input type="checkbox"/> |

- | | | |
|-----|---|--------------------------|
| 16. | Wine glasses which are not used by the guests are removed, and new glasses are presented to the guest with any wine change. | <input type="checkbox"/> |
| 17. | Work is carried out quickly and quietly and without disturbing the guest. | <input type="checkbox"/> |
| 18. | Guest feedback and observed reactions are reported to a supervisor. | <input type="checkbox"/> |
| 19. | Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 2). | <input type="checkbox"/> |
| 20. | Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTES ON THE STANDARDS

1. WINE GLASS TYPES INCLUDE:

- white wine glasses
- red wine glasses
- dessert wine glasses
- sherry glasses
- sparkling wine glasses

2. PROBLEM SITUATIONS MAY INCLUDE:

- low stock level
- unexpectedly running out of a particular wine
- staff problems

UNIT 8 – FOOD AND BEVERAGE – THIRD LEVEL

APPLY SELLING TECHNIQUES

THIS UNIT APPLIES TO PRODUCTS AND SERVICES WHICH MAY INCLUDE:

- menu items
- wines
- alcoholic and soft drinks
- other in-house food and beverage services

STANDARDS

1. Opportunities for up-selling are recognized and used when appropriate.
2. Selling techniques are used, according to house policy and procedures, to encourage guests in a polite, discreet and helpful way to spend more on food and/or beverages.
3. Guests are encouraged in a polite, discreet and helpful way and according to house policy and procedures to make a further booking for the future.

ASSIGNMENT

You are asked to complete the following assignment for Assessment.

- A guest is looking at the wine list. He has no particular preference for or knowledge of wines. What selling techniques might you use in order to encourage him politely and discreetly to buy a good bottle of wine? Give a detailed account of what you would say and how you would say it (this can be role-played with the Assessor).

UNIT 9 – FOOD AND BEVERAGE – THIRD LEVEL

HANDLE PAYMENT TRANSACTIONS

THIS UNIT APPLIES TO FORMS OF PAYMENT TRANSACTIONS WHICH MAY INCLUDE:

- payments
- cash payments
- foreign currency payments
- travellers cheque accounts
- credit card payments
- acceptable vouchers
- acceptable signatures for credit or pre-paid

STANDARDS

1. At the start of duty, the float is checked, recorded and signed for, according to house procedures.
2. Work is organized and carried out within the time allowed.
3. Monies are held securely and according to house procedures.
4. An accurate record is kept of all forms of payment transactions, and correct receipts are issued where required.
5. The bill is correctly made up and totaled, the correct amount is received, and any change is given in the correct amount.
6. Both electronic and manual methods of processing credit cards are accurately known and used as appropriate.
7. Credit cards are checked for valid signatures and expiry dates, and proper authorization is obtained; if the credit card is invalid or declined, house procedures are followed.
8. Credit card charge forms are correctly and legibly filled in.
9. Currency notes are checked against counterfeiting.
10. Foreign cash is accepted as payment only if within legal restrictions and house policy.
11. The most common exchange rates are known and used according to house policy.
12. The following forms of payment are accepted only under the conditions listed below.
 - a. Travellers cheques are accepted only if they have been counter-signed in front of the waiter or barman and the signatures have been compared to make certain that they are the same.
 - b. Vouchers are accepted only if they are valid.
 - c. Credit or pre-paid accounts are charged only if signatures have been obtained and checked according to house procedures.
13. Guests are treated in a polite and helpful way.
14. At the end of service, the records and forms of payment are securely handed to the appropriate person according to house procedures.

15. Work areas are kept tidy throughout the shift.

16. Guest feedback and observed reactions are reported to management.

17. Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 1).

18. Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way.

NOTE ON THE STANDARDS

1. PROBLEM SITUATIONS MAY INCLUDE:

- equipment failure
- losses/theft
- power failure
- guest complaints
- guests refusing to pay

UNIT 1 – FOOD AND BEVERAGE – FOURTH LEVEL

MAINTAIN THE QUALITY OF SERVICE AND GUEST CARE

STANDARDS

1. The aspects of quality important to guests are communicated to staff. (See Note 1).
2. The importance of the guest to the success of the Hotel is communicated to staff.
3. The correct and friendly greeting and seating of guests, according to house procedures, are ensured.
4. Staff are supervised to see whether they have the necessary skills, time, equipment, working facilities and materials to provide the required quality of service, and any weaknesses are reported to management.
5. Staff are supervised while carrying out their work, and any weaknesses in the quality of their work which can be remedied by training are identified and dealt with effectively and efficiently.
6. The steps of service, between the moment the food is ready and the moment the food is presented to the guest, are identified; any actual or potential weaknesses in these steps are identified; and a plan to correct the weaknesses is drawn up.
7. Food to be served is checked to make certain that it looks in good condition and meets the quality of presentation required by house policy; deficiencies are dealt with without delay and according to house policy and procedures.
8. Guest feedback and observed reactions are analyzed and the conclusions are passed to management and any other relevant department heads.
9. Guest history records are accurately and fully maintained and used in order to improve guest service. (See Note 2).
10. Safety procedures established by house policy are fully known and followed in the event of accidents or emergencies.
11. Incidents or accidents which affect guest care or safety are reported in accurate detail according to house policy.

NOTES ON THE STANDARDS

1. ASPECTS OF QUALITY MAY INCLUDE:

- the aroma of served food
- the appearance of served food
- the presentation of a dish or drink
- the speed of service
- the method of service
- the level of formality or informality in the style of service
- the social skills of the waiting and bar staff
- the ambience and physical comfort level created by lighting, sound, colours, and type of furniture

2. GUEST HISTORY RECORDS MAY INCLUDE:

- information on previous visits
- previously expressed preferences
- special requests
- (non-confidential) interests

PROJECT ASSIGNMENTS

1. Explain and demonstrate to staff the correct way of dealing with guests when:
 - greeting and seating guests
 - taking a food or drink order
 - serving guests
 - bidding guests farewell
 - dealing with special requests (specify a few types of requests and how staff should deal with them)

2. Evaluate the quality of service and guest care offered by the Food and Beverage Service team: make recommendations for improvements and state how these improvements could be implemented.

3.
 - A. Explain the procedure for keeping guest history records in your establishment, and how these records are used in Food and Beverage Service.

 - B. Evaluate the effectiveness of the procedures and how they can be improved in order to provide better service to your repeat guests.

 - C. If no guest history records are kept in your establishment, discuss whether or not they could be useful; if they could be useful, state what information they should contain and how it could be gathered and recorded.

UNIT 2 – FOOD AND BEVERAGE – FOURTH LEVEL

HANDLE GUEST COMPLAINTS

STANDARDS

- | | | |
|----|---|--------------------------|
| 1. | The handling of guest complaints is monitored to make certain that house policy and procedures are followed. | <input type="checkbox"/> |
| 2. | A guest complaint is listened to attentively and without interruption. | <input type="checkbox"/> |
| 3. | The real or underlying cause of the complaint is identified. | <input type="checkbox"/> |
| 4. | Understanding is shown for the guest's point of view. | <input type="checkbox"/> |
| 5. | Questions are asked to find out details of the problem. | <input type="checkbox"/> |
| 6. | A decision is made within the employee's field of responsibility on the action to be taken; complaints which cannot be dealt with within the student's field of responsibility are immediately referred to senior management. | <input type="checkbox"/> |
| 7. | The guest is contacted after the appropriate action should have been taken to see if the problem has been solved. | <input type="checkbox"/> |
| 8. | Complaints are monitored to see whether their cause is an overall weakness in operations and whether training needs can be identified. | <input type="checkbox"/> |
| 9. | All complaints and the action taken are recorded and communicated to senior management. | <input type="checkbox"/> |

PROJECT ASSIGNMENTS

1. Show, by role play, how you would deal with the following situations.
 - A. A guest dining in the restaurant complains that the main course served to him is not what he ordered. You actually took the order; you know that the guest DID order the dish, and it is clearly written on the order. Give a detailed account of what you would say and what action you would take.
 - B. It is a very busy night in the establishment and your staff and the kitchen are stretched to their limits. Some guests are complaining of slow service and demanding immediate attention. One table which has already had champagne has grown tired of waiting for their main course. They tell you that they are leaving and that they do not intend to pay. Give a detailed account of what you would say and what action you would take.
 - C. A table of two has ordered a bottle of vintage wine. When served the wine to taste, the guest states that the wine is not good. The waiter immediately brings the wine to you and explains the situation. You taste the wine and find that the wine is not corked and is in excellent condition. Give a detailed account of what you would say and what action you would take.
 - D. Guests arrive at your formal restaurant for dinner but you do not have any record of their reservations and your seatings are over-booked. They insist that they made reservations through the Front Office/Guest Services that morning. To make matters worse, they are dressed up and about to celebrate an anniversary, and there are no other formal restaurants on property. The guests are angry and want their table now. Give a detailed account of what you would say and what action you would take.

In each case you should demonstrate:

- listening skills
 - understanding for the guest's point of view
 - questioning technique to find out any further details of the problem
 - an ability to make sound decisions on how to deal with the complaint
2. Assess how complaints are currently dealt with by the Food and Beverage staff, and outline any improvements which could be made. You may use examples of recent guest complaints handled by the Food and Beverage staff to support your answer.

3.
 - A. Record all guest complaints and comments which take place over 30 days and record the action that is taken.
 - B. Analyze these records. Identify any weaknesses and training needs in Food and Beverage Service operations, and plan what action will be taken to avoid similar complaints in the future.

UNIT 3 – FOOD AND BEVERAGE – FOURTH LEVEL

COMMUNICATE WITH OTHERS

THIS UNIT APPLIES TO

- verbal communication
- written communication
- visual communication

STANDARDS

- | | | |
|----|---|---|
| 1. | The best form of communication for the particular subject matter is selected.
(See Note 1). | □ |
| 2. | Communication takes place in a form which is understandable to all parties. | □ |
| 3. | Communication is timely, clear and specific. | □ |
| 4. | Instructions and requirements are given in a clear and helpful way, and questions are asked to make certain that instructions and requirements have been understood.
(See Note 2). | □ |
| 5. | Corrections are communicated in a clear, helpful and fair way, and in a way which does not cause embarrassment. (See Note 3). | □ |
| 6. | Relevant information is given to staff in a timely, clear and helpful way. (See Note 4). | □ |
| 7. | Staff are encouraged to ask questions in order to make certain that they have understood the communication. | □ |
| 8. | Staff are given a variety of opportunities to share their ideas and suggestions on how to improve the flow of work and the quality of service. | □ |
| 9. | Relevant information, suggestions and ideas are given to other departments and/or management in a clear, specific and helpful way. | □ |

NOTES ON THE STANDARDS

1. FORMS OF COMMUNICATION MAY INCLUDE:

- *verbal*: face-to-face or by telephone
- *written*: memos, reports, letters, messages, standards of performance, training schedules
- *visual*: drawings, photographs, posters, videos, slides

(Note: high levels of skill in writing or drawing are not required).

SUBJECT MATTERS TO BE COMMUNICATED MAY INCLUDE:

- requirements/standards
- information
- advice/suggestions/opinions
- instructions/procedures
- corrections

2. PHRASING QUESTIONS:

- questions should be open-ended and not elicit a "yes" or "no" response
- questions should begin with "who, what, when, where, how," or "why"

3. COMMUNICATION STYLES WHICH MAY CAUSE EMBARRASSMENT INCLUDE:

- public chastisement
- sarcasm/taunting
- shouting
- personal attacks

4. RELEVANT INFORMATION TO STAFF MAY INCLUDE:

- changes
- special events
- food and beverage menus/specials
- current industry trends
- occupancy levels
- departmental issues/problems
- training/staff meeting sessions
- staff opportunities

PROJECT ASSIGNMENTS

1. Give instructions, in pictorial form, on how a formal place setting for dinner is to be laid out in the establishment. (A high level of drawing skill is not required but the drawing must be easy to understand and follow, and it must be specific).
2. A waitress in your section consistently forgets at least one of the daily tasks she is required to perform. Explain how you would handle this situation. Give a detailed account of what you would communicate and how.
3. A waiter in your section consistently has problems with another staff member in the restaurant. Their hostility towards each other often causes arguments on the floor and is affecting other members of staff and the quality of service. Give a detailed account of what you would communicate and how.
4. A waiter in your section is acting surly and rude to guests and does little to contribute to the team effort of the department. The rare times that he speaks, he gives the impression that he is frustrated and hostile towards management. To complicate matters more, he is a close neighbor of yours and a distant relative. Explain how you would handle this situation. Give a detailed account of what you would communicate and how.
5. You have ideas on how your section could be better organized and how you could improve the flow of work and quality of service. You have heard a rumour, however, that management does not like to make any changes. Explain how you would handle this situation. Give a detailed account of what you would communicate and how.
6. Explain what aspects of your own communication skills might be considered to be your best, as seen from the viewpoint of management and fellow-staff.

UNIT 4 – FOOD AND BEVERAGE SERVICE – FOURTH LEVEL

TRAIN STAFF ONE-TO-ONE

THIS UNIT APPLIES TO:

- One-to-One On-the-Job Training
- Coaching/Corrective Training

TRAINING SKILLS WHICH MAY RELATE TO:

- the serving procedures of the establishment
- the setting of tables and room service trays
- the preparation of drinks
- the procedures for taking orders
- the cleaning and preparation of the bar
- quality communication and dealing with guests
- giving information to guests

STANDARDS

- | | | |
|----|--|--------------------------|
| 1. | Staff are told of the benefits to themselves of receiving training so that they are encouraged to participate in training activities. | <input type="checkbox"/> |
| 2. | The level and pace of the training session matches the needs of the individual staff member taking the training. | <input type="checkbox"/> |
| 3. | The individual staff member to be trained is fully briefed before the training begins on what will be taught and practiced. | <input type="checkbox"/> |
| 4. | The task to be taught is broken down into well-organized stages in order to make it easier for the individual staff member to understand and learn. | <input type="checkbox"/> |
| 5. | Each stage is explained and demonstrated in a clear and helpful way, and the individual member of staff is allowed to practice after each demonstration. | <input type="checkbox"/> |
| 6. | Staff are encouraged to ask questions and participate throughout their training. | <input type="checkbox"/> |
| 7. | Staff are observed while they do their work, and feedback is given in a clear and helpful way. | <input type="checkbox"/> |
| 8. | Corrective coaching is given where necessary and in a clear and helpful way. | <input type="checkbox"/> |

ASSIGNMENT WORK SHEET:

1. Carry out two training sessions, each for a different task to be learned and each with a different trainee.
 - A. During each session, make sure to include the following:
 - fully brief the trainee on what will be taught;
 - break down the task to be taught into well-organized stages;
 - make certain that the level and pace you have chosen match the abilities and needs of the trainee;
 - explain and demonstrate each stage in a clear and helpful way, and allow the trainee to practice after each demonstration;
 - encourage the trainee to participate in the training rather than just stand and observe you while you work;
 - ask questions to make sure that the trainee has understood each stage;
 - encourage the trainee to ask questions and give comments;
 - give positive encouragement and praise.
 - B. Let the trainee perform the task without help. Ask the trainee to evaluate his or her own performance and where s/he would like to improve. Give feedback in a clear and helpful way. The feedback should be a balance between positive and negative comments.

UNIT 5 – FOOD AND BEVERAGE – FOURTH LEVEL

MAINTAIN RESTAURANT STOCKS (DAY-TO-DAY STORES)

STANDARDS

- | | | |
|-----|---|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | The stock of restaurant equipment is stored according to house procedures. (See Note 1). | <input type="checkbox"/> |
| 3. | The stock of restaurant equipment is regularly counted and stock levels are recorded according to house procedures. | <input type="checkbox"/> |
| 4. | Action is taken according to house procedures when stock levels reach a specified minimum level. | <input type="checkbox"/> |
| 5. | Additional stock items which may be needed are obtained according to house procedures. | <input type="checkbox"/> |
| 6. | Missing or extra stock is reported to management according to house procedures. | <input type="checkbox"/> |
| 7. | Steps are taken according to house procedures to identify why stock is missing. | <input type="checkbox"/> |
| 8. | Restaurant equipment is monitored to make certain that it is clean and in a satisfactory condition. | <input type="checkbox"/> |
| 9. | Storage areas are kept clean and tidy. | <input type="checkbox"/> |
| 10. | Pesticides are used according to the manufacturer's printed instructions. (See Note 2). | <input type="checkbox"/> |
| 11. | Pesticides are used in small amounts and in such a way that the spray, liquid or powder does not come into contact with guests, staff, food or drink; any food or beverage-related equipment coming in contact with a pesticide is immediately and thoroughly washed clean. | <input type="checkbox"/> |
| 12. | Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 3). | <input type="checkbox"/> |
| 13. | Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTES ON THE STANDARDS

1. **RESTAURANT EQUIPMENT MAY INCLUDE:**

- knives, forks and spoons
- serving dishes and containers
- crockery
- restaurant glassware
- table accessories
- table linen or table mats

2. **PESTICIDES MAY INCLUDE:**

- OFF
- BAYGON
- RAID
- SHELLTOX
- other roach and insect sprays, liquids or powders
- rat poison

3. **PROBLEM SITUATIONS MAY INCLUDE:**

- losses/ theft
- above-average breakages
- damaged table linen

UNIT 6 – FOOD AND BEVERAGE – FOURTH LEVEL

MAINTAIN BAR AND WINE STOCKS

THIS UNIT APPLIES TO:

- All beverages, including wines
- Bar equipment and materials

STANDARDS

- | | | |
|-----|---|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | Beverages are stored according to house procedures. (See Note 1). | <input type="checkbox"/> |
| 3. | The stock of beverages is regularly counted and recorded according to house procedures. | <input type="checkbox"/> |
| 4. | The stock of bar equipment is regularly counted and recorded according to house procedures. (See Note 2). | <input type="checkbox"/> |
| 5. | Bar equipment is monitored to make certain that it is clean and in working order. | <input type="checkbox"/> |
| 6. | Action is taken according to house procedures when bar stock levels reach a specified minimum level. | <input type="checkbox"/> |
| 7. | Storage areas are kept clean, tidy and hygienic. | <input type="checkbox"/> |
| 8. | Storage conditions are monitored to make certain that the right temperature for wines and/or other sensitive beverages is maintained; any problems which cannot be dealt with are reported to management. | <input type="checkbox"/> |
| 9. | Storage areas are secured according to house procedures. | <input type="checkbox"/> |
| 10. | Missing or extra stock is reported to management according to house procedures. | <input type="checkbox"/> |
| 11. | Steps are taken according to house procedures to identify why stock is missing. | <input type="checkbox"/> |
| 12. | Pesticides are used according to the manufacturer's printed instructions. (See Note 3). | <input type="checkbox"/> |
| 13. | Pesticides are used in small amounts and in such a way that the spray, liquid or powder does not come into contact with guests, staff, food or drink; any food - or beverage - related equipment coming in contact with a pesticide is immediately and thoroughly washed clean. | <input type="checkbox"/> |

14. Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 4). □
□
15. Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. BEVERAGES MAY INCLUDE:

- spirits
- wines
- beers
- sodas
- juices
- other non-alcoholic drinks

2. BAR EQUIPMENT INCLUDES:

- (draught-beer machine)
- (carbonated-drinks machine)
- glasses and jugs
- blenders
- shakers
- napkins and coasters
- ashtrays
- cutlery
- measures

3. PESTICIDES MAY INCLUDE:

- OFF
- BAYGON
- RAID
- SHELLTOX
- other roach and insect sprays, liquids or powders
- rat poison

4. PROBLEM SITUATIONS MAY INCLUDE:

- losses/ theft
- above-average breakages
- power failure
- equipment failure (cooling, etc.)
- noticeable safety risks

UNIT 10 – FOOD AND BEVERAGE – THIRD LEVEL

PREPARE AND MAINTAIN THE STILLROOM

STANDARDS

1. Work is organized and carried out within the time allowed, to ensure that stillroom items are ready and presentable for the required service.
2. The stillroom is checked to make certain that it is clean and ready for use; any problems which cannot be dealt with are immediately reported to management.
3. The correct amount of stillroom items are prepared for service according to house procedures. (See Note 1).
4. Containers for stillroom items are checked to make certain that they are clean, polished where appropriate, and ready for use
5. Equipment in the stillroom is checked to make certain that it is clean and ready for use. (See Note 2).
6. Action is taken in good time and according to house procedures when items reach a specified minimum level, to ensure that guests have the items that they require.
7. The stillroom area is kept clean, tidy and hygienic.
8. Missing or extra stillroom-items are reported to management according to house procedures.
9. Pesticides are used according to the manufacturer's printed instructions. (See Note 3).
10. Pesticides are used in small amounts and in such a way that the spray, liquid or powder does not come into contact with guests, staff, food or drink; any food - or beverage - related equipment coming in contact with a pesticide is immediately and thoroughly washed clean.
11. Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 4).
12. Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. STILLROOM ITEMS INCLUDE:

- butter: pats, curls, etc.
- toast: hot-sliced, melba, etc.
- sugars: cubes, crystals, etc.
- juices (pre-prepared)
- preserves
- condiments
- cereals
- assorted teas and coffees

2. STILLROOM EQUIPMENT MAY INCLUDE:

- coffee and other beverage-heating machines
- juice dispensers
- toasters

3. PESTICIDES MAY INCLUDE:

- OFF
- BAYGON
- RAID
- SHELLTOX
- other roach and insect sprays, liquids or powders
- rat poison

4. PROBLEM SITUATIONS MAY INCLUDE:

- losses/theft
- power failure
- equipment failure
- noticeable safety risks

FOOD AND BEVERAGE: THIRD LEVEL: UNIT 11

PROVIDE GUERIDON SERVICE

STANDARDS

- | | | |
|----|---|--------------------------|
| 1. | Work is organized and carried out within the time allowed. | <input type="checkbox"/> |
| 2. | The gueridon trolley is prepared according to house procedures to make certain that it is clean and ready for the required service. | <input type="checkbox"/> |
| 3. | Carving procedures are fully known and executed according to house procedures. | <input type="checkbox"/> |
| 4. | Flambe procedures are fully known and executed according to house procedures. | <input type="checkbox"/> |
| 5. | Other at-table menu items are prepared according to house procedures. (See Note 1). | <input type="checkbox"/> |
| 6. | Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 2). | <input type="checkbox"/> |
| 7. | Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way. | <input type="checkbox"/> |

NOTES ON THE STANDARDS

1. OTHER AT-TABLE MENU ITEMS INCLUDE:
 - Caesar Salad/Tossed Salads
 - Steak Tartare
 - Preparations of vinaigrette/salad dressings
 - Segmentations of fruits, i.e. an orange

2. PROBLEM SITUATIONS MAY INCLUDE:
 - heating-source failure
 - equipment failure or damage/breakage
 - fire/noticeable safety risks
 - accidents

UNIT 7 – FOOD AND BEVERAGE – FOURTH LEVEL

DEVELOP LIAISON BETWEEN DEPARTMENTS

STANDARDS

1. It is made certain that relevant information from other departments and units is received and acted upon promptly. (See Note 1).
2. It is made certain that accurate and complete information is sent to other departments and units promptly. (See Note 2).
3. It is made certain that information is given in the appropriate form and through appropriate channels. (See Note 3).
4. It is made certain that other departments are co-operated with in a helpful and polite way.
5. Information which may be useful to other departments is identified and communicated to the appropriate people.
6. Causes of friction between Food and Beverage staff and the staff of other departments are identified and either eliminated or referred to senior management. (See Note 4).
7. Steps are taken to encourage staff to understand the motivation, attitudes and problems of staff from other departments.

NOTES ON THE STANDARDS

1. INFORMATION FROM OTHER DEPARTMENTS INCLUDES:

- **FROM THE KITCHEN/CHEF**
 - the menu
 - the specials of the day
 - descriptions of dishes for waiter information
 - any dishes which are not available or are in short supply
 - the dishes to be promoted
 - the most profitable dishes
 - the length of time between ordering and service for specific dishes
 - the availability of special requests, e.g. vegetarian dishes or dishes not on the menu
 - any problems which may affect service

- **FROM THE FRONT OFFICE**
 - any table reservation requests
 - the number of guests in-house
 - the number of all-inclusive/ meal plan guests
 - group bookings
 - a forecast of the future number of guests in-house
 - cashiering procedures

- **FROM HOUSEKEEPING**
 - the laundry procedures for table linen, uniforms, etc.
 - the availability of table linen, uniforms, etc.
 - flower arrangements

2. INFORMATION TO OTHER DEPARTMENTS MAY INCLUDE:

- **TO THE KITCHEN**
 - the number of guests with table reservations, and times
 - the number of group bookings, and times
 - VIP guests or special requests
 - the timing of service requirements
 - food orders
 - details of functions

- **TO HOUSEKEEPING**
 - linen and/or uniform requirements
 - laundry requirements
 - special flower arrangements

- TO FRONT OFFICE
 - food and beverage charges to be made to guest rooms
 - charges incurred after the guest has paid the hotel bill
 - food and beverage sales money to be paid in
 - food and beverage statistics
 - daily menu
 - restaurant opening times, entertainment, etc.
 - theme nights/special events

3. APPROPRIATE CHANNELS OF INFORMATION MAY INCLUDE:

- verbal
- written
- electronic/computer

4. CAUSES OF FRICTION MAY INCLUDE:

- service stress
- unfair blame or criticism
- incorrect information
- poor organization leading to poor service and guest complaints

PROJECT ASSIGNMENTS

You are asked to complete the following project assignments for Assessment.

1.
 - A. Give a detailed account of what information is supplied by the Food and Beverage Service, and what information is received by the Food and Beverage Service from other departments. State how this information is communicated, e.g. by telephone, form, report, computer print-out, etc. or face-to-face. Use examples to support your answer.
 - B. Explain the reasons for break-downs in communication which might occur, i.e. communication tensions between the kitchen and the restaurant.
 - C. Make recommendations for improvements in the communication between departments. Your recommendations should cover:
 - any weaknesses in the communication forms or channels used
 - any information now being supplied that is no longer useful
 - any information not being supplied which is essential
 - the timeliness with which information is communicated
2.
 - A. Identify the main areas of friction between Food and Beverage Service and other departments.
 - B. Analyze the causes of the friction and propose some possible solutions.
 - C. Give a detailed account of what steps you would take to help your staff to understand the motivation, attitudes and problems of staff from other departments.

UNIT 8 – FOOD AND BEVERAGE – FOURTH LEVEL

DEVELOP TEAMWORK

STANDARDS

- | | | |
|----|---|--------------------------|
| 1. | A personal example is set for co-operation, punctuality and quality of work. | <input type="checkbox"/> |
| 2. | Co-operative and helpful working relationships are created and maintained with colleagues and staff. | <input type="checkbox"/> |
| 3. | Effective working relationships are created and maintained with management. | <input type="checkbox"/> |
| 4. | Changes in policy and/or work procedures are communicated to staff in a way which enables them to understand why the changes are taking place and also encourages them to contribute ideas and suggestions. | <input type="checkbox"/> |
| 5. | Feedback to staff on their work performance is given in a constructive and positive way in order to encourage further improvement. | <input type="checkbox"/> |
| 6. | Staff members are supported in the event of conflict with any other group according to house policy. | <input type="checkbox"/> |
| 7. | Disagreements and conflict within the team are dealt with in a way which maintains productive working relationships. | <input type="checkbox"/> |
| 8. | Staff are encouraged to feel that their personal efforts are essential to the success of the establishment as a whole. | <input type="checkbox"/> |
| 9. | Staff are encouraged to feel that the Food and Beverage Service function and all its units are essential to the success of the establishment as a whole. | <input type="checkbox"/> |

PROJECT ASSIGNMENT

You are asked to complete the following project assignments for Assessment.

1. A. After discussion with your Instructor, list your strengths and weaknesses in terms of setting a personal example to your staff, and state what further steps you need to take in order to reach a higher level of success.

 B. Discuss what you consider to be the quality of your work, i.e. what the term "quality" means in relation to your work and how far you achieve quality.
2. Assess the quality of the working relationships in your own team. Give a detailed account of why you believe that the good features and the bad features of these working relationships have arisen. Explain how you could make improvements in the working relationships of the team.
3. Discuss the areas in which you feel that senior management needs your co-operation, and in what ways you are able to co-operate with senior management.
4. A. Give a detailed account of what you consider to be the most important ways to encourage staff to feel that their individual personal efforts, as well as the overall role of the department, are essential to the success of the establishment.

 B. Interview two staff members to find out how they see the importance of their personal contribution and that of the department to the success of the establishment. Give a detailed account of how you would improve any negative feelings they might have, or how you would reinforce their positive feelings.
5. A. Give constructive feedback to a member of your staff on the level of his or her work performance. As part of this, ask the staff member to assess him or herself, and also to identify any negative aspects of his or her work.

 B. Give a detailed account of what was said in 5(A), and how you obtained a commitment from the staff member to maintain the positive aspects of his/her work performance and deal with the negative aspects.

6.
 - A. Give a detailed account of the possible ways to encourage staff to share their ideas and views on work procedures and how to improve work performance.
 - B. A staff member has enthusiastically shared her ideas on how to improve the flow of work by suggesting new work procedures. You appreciate her involvement and want to make sure that she continues to share her views, but you and senior management consider the particular changes she has suggested at this time to be impracticable. Give a detailed account of what you would tell this staff member.

UNIT 9 – FOOD AND BEVERAGE – FOURTH LEVEL

MONITOR PEST-CONTROL PROCEDURES

STANDARDS

1. The type(s) and name(s) of pest-control chemicals for the job, and used by the contracted pest-control company, are known.
2. The correct uses for the type(s) and name(s) of pest-control chemicals for the job, and used by the contracted pest-control company, are known.
3. Any antidotes as prescribed by the manufacturer are known and kept on record; in the event of human poisoning, this information is immediately made available to the medical authorities.
4. The exact areas to be sprayed are agreed with the pest-control company and known. (See Note 1).
5. The areas to be sprayed are thoroughly prepared according to house procedures, before spraying occurs. (See Note 2).
6. The spraying is monitored to make certain that the correct areas are sprayed and that the poison does not come into contact with humans, food or drink.
7. Clean-up procedures as prescribed by the manufacturer are known.
8. Staff are fully briefed on correct clean-up procedures to safeguard their health and avoid cross-contamination. (See Note 3).
9. Staff are monitored to make certain that correct clean-up procedures are followed.
10. Clean-up equipment for pest-poisons are used for this purpose only, to avoid cross-contamination; this is fully communicated to staff.
11. Staff are monitored to make certain that clean-up equipment is used in the clean-up of pest-poisons only.
12. Areas are monitored for any signs of dead pests; these are cleaned up immediately and disposed of according to house procedures.
13. Problem situations are noticed and immediately reported to management. (See Note 4).

14. Staff and management in Food and Beverage and other departments are treated in a helpful and co-operative way.

NOTES ON THE STANDARDS

1. AREAS TO BE SPRAYED MAY INCLUDE:

- restaurant and bars
- stillroom
- service points
- vent/water outlet areas
- stock rooms/shelving/storage
- staff areas

2. PREPARING AREAS INCLUDES:

- all items which come into contact with humans removed from areas to be sprayed (i.e. food service items, stocks, etc.)

3. CLEAN-UP PROCEDURES MUST INCLUDE:

- thorough removal of exposed poisons
- thorough wipe-down of surfaces (shelving, floors, etc.)
- use of plastic gloves (and face masks, as appropriate)
- use of equipment for poison clean-up only (bucket, rags, sponges, mop, etc).
- avoidance of cleaning agents which may cause toxic vapours when mixed with poisons
- the safe disposal of waste water to avoid cross-contamination or environmental poisoning
- the safe marking and storage of clean-up equipment
- thorough hand-washing and washing of any skin areas which may have come into accidental contact with poisons or waste water

4. PROBLEM SITUATIONS MAY INCLUDE:

- accidental poisoning
- cross-contamination
- incorrect areas sprayed
- incorrect clean-up equipment used
- damage to surfaces or items
- dead pests/vermin
- other noticeable safety risks