Self-Assessment Guide

**Qualification:** FOOD AND BEVERAGE SERVICES NC II

| Units of Competencies covered: | • Prepare Dining Room / Restaurant Area for Service  
|                               | • Welcome Guests and Take Food Orders  
|                               | • Promote Food and Beverage Products  
|                               | • Provide Food and Beverage Services to Guest  
|                               | • Provide Room Service  
|                               | • Receive and Handle Guest Concerns |

**Instruction:**
Read each question and check the appropriate column to indicate your answer.

**Can I?**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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**Prepare Dining Room / Restaurant Area for Service**

- Answer phone and inquiries promptly, clearly and accurately*
- Ask pertinent questions to complete the details of the reservation and record reservations data accurately on forms based on establishment’s standards*
- Record reservations data on forms accurately based on establishment’s standards
- Repeat and confirm details of the reservations with the party making the reservation*
- Provide additional information about the foodservice establishment when necessary
- Stock service or waiter’s stations with supplies necessary for service*
- Clean and wipe all tableware and dining room equipment and put in their proper places*
- Put up special tent cards and similar special displays for promotion.
- Check cleanliness and condition of all tables, tableware and dining room equipment*
- Fill water pitchers and ice buckets*
- Turn on and keep ready electrical appliance or equipment like coffee pots, tea pots, plate warmers etc. in the dining area*
- Refill condiments and sauce bottles and wipe the necks and tops of the bottles
- Set table according to the standards of the food service establishment*

- Set covers correctly according to the pre-determined menu, in cases of pre-arranged or fixed menus *

- Wipe and polish tableware and glassware before they are set on the table*

- Folds cloth napkins properly and lays them appropriately on the table according to napkin folding style *

- Skirt properly buffet or display tables taking into account symmetry, balance and harmony in size and design

- Adjust lights according to time of the day

- Arrange tables, chairs and other dining room furniture to ensure comfort and convenience of the guests

- Play appropriate music when applicable

- Clean floors/carpets and makes sure that all are dry

- Adjust air-condition or cooling units for the comfort of the guests

- Set-up decorations according to theme or concept of the dining room.

### Welcome and Take Food and Beverage Orders

- Acknowledge guests as soon as they arrive*

- Greet the guest with an appropriate welcome*

- Check details of reservations based on established standard policy*

- Escort and seat guests according to table allocations*

- Utilize tables according to the number of party.

- Seat guests evenly among stations to control the traffic flow of guests in the dining room.

- Open table napkins for the guests when applicable*

- Serve water when applicable, according to the standards of the food service facility*

- Present guests the menu according to established standard practice*
• Take orders completely in accordance with the establishment’s standard procedures*

• Note special requests and requirements accurately*

• Repeat back orders to the guests to confirm items*

• Provide appropriate tableware and cutlery for the menu choices and adjusts in accordance with establishment procedures*

• Place order and send to the kitchen/bar promptly

• Check quality of food in accordance with establishment standards

• Check tableware for chips, marks, cleanliness, spills, and drips

• Carry out plates and/or trays safely.*

• Advise colleagues promptly regarding readiness of items for service

• Relay accurately Information about special requests, dietary or cultural requirements to kitchen where appropriate

• Observe work technology according to establishment standard policy and procedures

Promote Food and Beverage Product

• Master names and pronunciations of dishes in the menu

• Memorize ingredients of dishes*

• Know sauces and accompaniments by heart

• Study descriptions of every item in the menu *

• Master common food allergens to prevent serious health consequences

• Provide information about the food items in clear explanations and descriptions*

• Offer item on specials or promos to assist guests with food and beverage selections*

• Suggest name of specific menu items to guests rather than just mentioning the general categories in the menu to help them make the choice and know what they want*
- Recommend standard food and beverage pairings
- Give several choices to provide more options to guests*
- Use descriptive words while explaining the dishes to make it more tempting and appetizing*
- Carry out suggestive selling discreetly so as not to be too pushy or too aggressive*
- Suggest slow moving but highly profitable items to increase guest check
- Offer second servings of items order
- Mention food portion or size for possible adjustments with the orders.
- Recommend new items to regular guests to encourage them to try other items in the menu*

### Provide Food and Beverage Service to Guests

- Pick up food orders promptly from service areas
- Check food orders for presentation and appropriate garnish and accompaniments
- Serve food orders to the right guests who ordered them*
- Serve and clear food orders with minimal disturbance to the other guests and in accordance to hygienic requirements*
- Mention name of the dish or order upon serving in front of the guest*
- Monitor sequence of service and meal delivery in accordance with enterprise procedures*
- Anticipates additional requests or needs of the guests
- Offers additional food and beverage and served at the appropriate time
- Provides necessary condiments and appropriate tableware based on the food order*
- Recognizes delays or deficiencies in service and follow up promptly based on enterprise policy*
- Conducts the 3-Minute Check to check guest satisfaction*
- Treats children and guests with special needs with extra attention and care
- Prepare (banquet) service ware and checks for completeness ahead of time
- Set up tables and chairs in accordance with event requirements
- Serves food according to general service principles
- Handle food based on food safety procedures
- Ensure coordinated service of meal courses
- Keep assigned areas clean in accordance with industry procedure.
- Clear tables and prepare soiled dishes to be brought for dishwashing after the event or function
- Note and monitor number of guests being served
- Pick up beverage orders promptly from the bar
- Check beverage orders for presentation and appropriate garnishes
- Serve beverages at appropriate times during meal service
- Serve beverages efficiently according to established standards of service
- Serve beverages at the right temperature
- Open wine for full bottle wine orders efficiently with minimal disturbance to the other guests
- Carry out wine service in accordance with establishment procedures
- Carry out coffee and/or tea service in accordance with establishment procedure
- Prepares and process bills accurately in coordination with the cashier
- Verify amount due with customer
- Accept cash and non-cash payments and issue receipts
- Give change as required
- Complete required documentation in accordance with enterprise policy
- Remove soiled dishes when guests are finished with the meal*
- Handle food scraps in accordance with hygiene regulations and enterprise procedures *
- Clean and store equipment in accordance with hygiene regulations and enterprise procedures
- Clear, reset and make ready tables for the next sitting when guests are finished with the meal*
- Thank guests and give a warm farewell*
- Turn off electrical equipment where appropriate
- Determine level of intoxication of customers
- Refer difficult situations to an appropriate person
- Apply appropriate procedures to the situation and in accordance with enterprise policy
- Apply legislative requirements

**Provide Room Service**

- Answer telephone call promptly and courteously in accordance with customer service standards *
- Check and use guests’ name throughout the interaction
- Clarify, repeat and check details of orders with guests for accuracy
- Use suggestive selling techniques
- Advise guests approximate time of delivery*
- Record and check room food orders with relevant information in accordance with establishment policy and procedures
- Interpret accurately room service orders received from doorknob dockets*
- Transfer order promptly and relayed to appropriate location for preparation
- Prepare room service equipment and supplies in accordance with establishment procedures
- Set up trays and trolleys keeping in mind balance, safety and attractiveness*
- Set up Room service trays or trolleys according to the food and beverage ordered*
- Check order before leaving the kitchen for delivery
- Cover food items during transportation to the room*
- Verify guest’s name on the bill before announcing the staff’s presence outside the door*
- Greet guests politely in accordance with the establishment’s service procedures*
- Ask guests where they want the tray or trolley positioned*
- Deliver food order on time desired by the guest
- Check guests’ accounts for accuracy and presented in accordance with establishment procedures*
- Acknowledge and then present to the cashier cash payments for processing in accordance with establishment guidelines*
- Ask guests to sign for charge accounts*
- Explain procedure to take away the tray or trolley when the guests have finished their meal*
- Check and clear floors in accordance with establishment policy and guidelines*
- Clear dirty trays in accordance with the establishment's procedure
- Clean trays and trolleys and returned to the room service area*

**Receive and Handle Guest Concerns**

- Obtain the entire story or issue of concern from the guest without interruption*
- Note detail of the guest complaint or concern*
- Give full attention to the complaining guest
- Paraphrase guest complaint to determine if the concern is correctly understood
- Offer sincere apology for the disservice*
- Show empathy to the guest to show genuine concern and consideration*
- Avoid. excuses or blaming others
- Express gratitude to the guest for bringing the matter up for attention*
- Take appropriate action regarding guest’s concerns
- Inform the right person or department who can solve the problem for proper action
- Elevate or refer difficult situations or serious concerns to higher authority
- Follow up on the problem to check whether it solved or not
- Documents complaints according to the establishment standard procedures
- Recognize persons concerned record actions taken
- Collate, log feedback received from guests.

I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.

| Candidate’s Name and Signature: | Date: |