SELF-ASSESSMENT GUIDE

Qualification | FOOD AND BEVERAGE SERVICES NC III
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Unit of Competency Covered
- Direct and lead service team in the dining area/restaurant
- Promote and prepare extensive range of food and beverage products for specialized menu requirements
- Organize functions related to Food and Beverage Service at a hotel or restaurant
- Process financial sale transactions
- Monitor and maintain stock

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

Can I? | YES | NO
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DIRECT AND LEAD SERVICE TEAM IN THE DINING AREA/RESTAURANT
- Monitor guest reservations and ensures table assignment allocations
- Inspect waiter service stations for completeness in stocks and supplies.
- Recheck tables for accuracy in setting.
- Check cleanliness of the dining area/restaurant according to standards of the establishment.
- Check grooming of the personnel in accordance with the company’s standards.
- Inspect dining equipment to ensure efficient operations
- Conduct service briefing among service staff at the beginning of the shift
- Coordinate flow of service with the kitchen.
- Control and ensure quality in all service areas.
- Provide assistance in service during peak hours or busy
- Resolve guest’s concerns and complaints to satisfy the guest.
- Express and monitor policies on energy and water conservation and waste disposal regularly
- Communicate policies on sexual harassments regularly
- Check end of shift / closing tasks of the service staff in accordance to enterprise standards
- Record daily sales and cover count of the outlet in the absence of the supervisor.
- Conduct debriefing to discuss and solve concerns of the day
- Check electric equipment and fixtures if turned off properly
- Segregate food and packaging wastes

### PROMOTE AND PREPARE EXTENSIVE RANGE OF FOOD AND BEVERAGE PRODUCTS FOR SPECIALIZED MENU REQUIREMENTS

- Describe and promote range of gueridon/ specialized menu items to guests
- Describe procedures involved in the provision of gueridon service to guests
- Identify and explain the ingredients used in gueridon service
- Select and use gueridon trolleys, equipment and utensils
- Identify and differentiate wine styles, major grape varieties used in wine production and major wine producing countries *
- Describe steps in basic wine production and wine production techniques.
- Interpret wine labels to identify and make assessment of wine
- Familiarize with wine storage and retrieval to ensure wine condition
- Undertake sensory appraisal of wine, if necessary
- Present wine lists to patrons in accordance with the enterprise standards.
- Recommend suitable wine and food combinations to meet identified needs and preferences of patrons
- Explain countries, grape varieties, wine production techniques and associated wine industry information, trends and details to guests when necessary
- Clean and maintain gueridon trolleys, equipment and utensils regularly
- Prepare trolleys and service area for service with equipment, utensils and linen for efficient service.
- Select food and non-food items for service to match menu items
- Verify the quality and condition of food and non-food items prior to use.
- Position gueridon trolleys for maximum impact on sales potential
- Prepare and serve a range of food and beverage menu items using the gueridon.
- Carry out specialized dining room service efficiently in accordance with the standards of the establishment.
- Engage guests as part of the gueridon service experience
- Present prepared menu items for service in a professional and attractive manner
- Clear and clean trolleys and other gueridon equipment and utensils on completion of the provision of gueridon service.
- Take and make safety precautions all the time.
- Apply enterprise and licensing authority eligibility standards and/or requirements to be served alcohol appropriately
- Explain restrictions for service to patrons courteously and diplomatically.
- Prepare and serve standard drinks in accordance with enterprise standards

**ORGANIZE FUNCTIONS RELATED TO FOOD AND BEVERAGE SERVICE AT A HOTEL OR RESTAURANT**

- Obtain adequate supplies in accordance to event/function requirements.
- Set up tables and chairs according to event/function requirements
- Set up serving stations/food islands in designated locations
- Inspect tableware for damages and cleanliness
- Prepare floor plan/ seating diagram for reference of the banquet staff
- Set flatware according to the menu
- Conduct meetings and briefings prior to the banquet function
- Create contingency plans to ensure smooth delivery of service
- Interpret and execute BEO based on the event requirement and resources
- Check quality of the food to be served based on the guest’s request
- Maintain contact with host, chef and kitchen staff all throughout the event
- Ensure prompt delivery of each course to every table
- Coordinate timing of service of each course of the meal with the kitchen, service staff and host.
- Monitor banquet staff work and pace all throughout the meal service.
- Implements the banquet service style in accordance with what is stipulated in the event order form or with special arrangement with the host.

- Control HVAC relative to ambient temperature

- Provide coffee and tea service upon guest request

- Supervise banquet area “break down” according to enterprise standards.

- Prepare event report after each function

- Monitor waste disposal procedures after each function.

- Attend to guest needs and concerns promptly

- Check professional demeanor of the staff at all times.

### PROCESS FINANCIAL SALE TRANSACTIONS

- Prepare point of sale register/terminal for operation in accordance with the enterprise standard.

- Obtain and ensure cash float and supplies of change.

- Obtain supplies of point of sale documentation at the beginning of the shift

- Calculate and verify amount due from customer/guest.

- Accept and accurately count cash and non-cash payments and issues receipts

- Process advanced deposits payments and refunds in accordance with enterprise policy.

- Apply customer/guest service skills in processing payments

- Complete end of shift documentation in accordance with the enterprise policy.

- Determine balance between register/terminal reading and cash and non-cash totals properly

- Investigate and resolve discrepancies in takings in accordance with the enterprise policy

### MONITOR AND MAINTAIN STOCK

- Check stock received against stock ordered

- Identify variations between delivery and documentation and relevant documentation are followed-up

- Manage excess stock within the organization to minimize wastes.
- Secure new stock against damage and/or theft.

- Move stock to the required operational area

- Apply occupational health and safety skills according to the enterprise policy

- Remove waste from the storage areas following standard procedures of the enterprise

- Control inventory of food, equipment, small-ware and liquors in accordance with the enterprise procedures.

- Check slow and fast moving items in accordance with enterprise standards.

- Request needed food items, supplies and equipment to ensure quality and timely delivery of service

- Rotate stock aligning with enterprise and stock item requirements

- Take remedial action where stock related issues are identified

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.

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