SELF-ASSESSMENT GUIDE

<table>
<thead>
<tr>
<th>Qualification</th>
<th>FOOD AND BEVERAGE SERVICES NC IV</th>
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</table>
| Unit of Competency Covered | • Manage food and beverage service team  
• Oversee dining area operations  
• Implement food and beverage promotional activities  
• Organize catering functions |

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

<table>
<thead>
<tr>
<th>Can I?</th>
<th>YES</th>
<th>NO</th>
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**MANAGE FOOD AND BEVERAGE SERVICE TEAM**

- Prepare and approve duty shift schedules with accordance to staff standards
- Identify roles and responsibilities.
- Assign authority and responsibility to employees based on their skills and capabilities when applicable
- Establish and discuss performance objectives with staff
- Check punctuality and attendance of staff
- Implement and monitor company policies and standards of service to ensure the deliverance of constant quality service and products.
- Administer and document workplace discipline when employee misconducts are reported
- Orient and train new staff in accordance with the enterprise standards
- Identify employee weakness and plan measurable goals for improvement
- Track and check employees progress for the purpose of performance appraisal
- Conduct employee feedback to motivate and redirect staff.
- Prepare staff performance assessment targets for next rating period
- Consolidate number of hours rendered by staff for payroll
- Provide payroll data to payroll processor for calculation within designated timelines.
### OVERSEE DINING AREA OPERATIONS

- Monitor service levels regularly to determine if objectives are met and quality service is consistently achieved.
- Ensure consistent quality products and services.
- Identify service failures and issues and makes appropriate adjustments.
- Monitor closely food safety practices of employees to reduce potential adverse health risks of guests.
- Prepare work schedules in a manner that enhances efficiency and customer service quality.
- Facilitate liaison with the kitchen and the service areas to have a close working relationship between people within the operation.
- Carry out staff meetings and daily shift briefings in the absence of the higher manager.
- Monitor service points to reduce service delays and ensure standards of food quality, safety and cleanliness are achieved.
- Complete and review accurately operational forms and records prior to submission within required timeframes.
- Monitor and implement policies on energy, water conservation and waste disposal.
- Communicate and apply policies on sexual harassments.
- Solicit guest feedback to understand their needs and expectations.
- Review operation performance regularly to obtain data on how well the operation is meeting the goals.
- Provide regular feedback to staff and management to determine the level of customer service as well as areas for improvement.
- Train or coach staff on the principles of guest service.
- Give assistance when staffing constraints require so that service will not be hampered.
- Discuss company service recovery strategies with the staff.
- Apply and discuss effective collecting tools for customer feedback with the staff.
- Communicate the importance of service recovery in achieving loyalty and satisfaction to the staff.
- Encourage staff to use judgment and skills in handling complaining customer.
- Monitor the effectiveness of solutions in the workplace.
- Document properly guest concerns and incident reports.
- Monitor and maintain the MICROS POS system to keep track of the food and beverage sales

- Control inventory and ordering of food supplies within the enterprise budget.

- Account sales and controls costs as per enterprise standards.

**IMPLEMENT FOOD AND BEVERAGE PROMOTIONAL ACTIVITIES**

- Identify potential customers and creates and updates profiles.

- Identify sales promotional activities for existing and potential customers according to marketing plan of the establishment.

- Identify and recommend eco-friendly promotional materials.

- Explain the details of the upcoming promotional activity.

- Demonstrate the strategies to upsell and do promotional activities to staff.

- Monitor promotional activity based on the details set by the establishment.

- Collect and summarize feedback before submitting to higher management for analysis.

- Review results of promotional activity.

- Prepare promotional activity reports/documents according to required time frames and enterprise standards.

- Evaluate the concluded promotional activities to determine its effectiveness for future sales planning.

**ORGANIZE CATERING FUNCTIONS**

- Identify catering requirements.

- Liaise details of the catering with pertinent departments.

- Develop contingency measures to ensure overall service preparedness.

- Check running sheet for the execution of the catering function.

- Obtain customer feedback.

- Ensure safety and security of the guests, staff and property throughout the catering function.

- Handle and collect payment and other incidental fees from the host.

- Conduct de-briefing of staff.
<table>
<thead>
<tr>
<th>Task Description</th>
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<tbody>
<tr>
<td>Monitor disposal of garbage and left over food</td>
<td></td>
</tr>
<tr>
<td>Monitor inventory of tools and equipment</td>
<td></td>
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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: |