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SELF-ASSESSMENT GUIDE

Qualification:	FOOD AND BEVERAGE SERVICES NC II		
Units of Competencies covered :	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
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*			
• 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			

<ul style="list-style-type: none"> Set table according to the standards of the food service establishment* 		
<ul style="list-style-type: none"> Set covers correctly according to the pre-determined menu, in cases of pre-arranged or fixed menus * 		
<ul style="list-style-type: none"> Wipe and polish tableware and glassware before they are set on the table* 		
<ul style="list-style-type: none"> Folds cloth napkins properly and lays them appropriately on the table according to napkin folding style * 		
<ul style="list-style-type: none"> Skirt properly buffet or display tables taking into account symmetry, balance and harmony in size and design 		
<ul style="list-style-type: none"> Adjust lights according to time of the day 		
<ul style="list-style-type: none"> Arrange tables, chairs and other dining room furniture to ensure comfort and convenience of the guests 		
<ul style="list-style-type: none"> Play appropriate music when applicable 		
<ul style="list-style-type: none"> Clean floors/carpets and makes sure that all are dry 		
<ul style="list-style-type: none"> Adjust air-condition or cooling units for the comfort of the guests 		
<ul style="list-style-type: none"> Set-up decorations according to theme or concept of the dining room. 		
Welcome and Take Food and Beverage Orders		
<ul style="list-style-type: none"> Acknowledge guests as soon as they arrive* 		
<ul style="list-style-type: none"> Greet the guest with an appropriate welcome* 		
<ul style="list-style-type: none"> Check details of reservations based on established standard policy* 		
<ul style="list-style-type: none"> Escort and seat guests according to table allocations* 		
<ul style="list-style-type: none"> Utilize tables according to the number of party. 		
<ul style="list-style-type: none"> Seat guests evenly among stations to control the traffic flow of guests in the dining room. 		
<ul style="list-style-type: none"> Open table napkins for the guests when applicable* 		
<ul style="list-style-type: none"> Serve water when applicable, according to the standards of the food service facility* 		
<ul style="list-style-type: none"> Present guests the menu according to established standard practice* 		

<ul style="list-style-type: none"> • Take orders completely in accordance with the establishment's standard procedures* 		
<ul style="list-style-type: none"> • Note special requests and requirements accurately* 		
<ul style="list-style-type: none"> • Repeat back orders to the guests to confirm items* 		
<ul style="list-style-type: none"> • Provide appropriate tableware and cutlery for the menu choices and adjusts in accordance with establishment procedures* 		
<ul style="list-style-type: none"> • Place order and send to the kitchen/bar promptly 		
<ul style="list-style-type: none"> • Check quality of food in accordance with establishment standards 		
<ul style="list-style-type: none"> • Check tableware for chips, marks, cleanliness, spills, and drips 		
<ul style="list-style-type: none"> • Carry out plates and/or trays safely.* 		
<ul style="list-style-type: none"> • Advise colleagues promptly regarding readiness of items for service 		
<ul style="list-style-type: none"> • Relay accurately Information about special requests, dietary or cultural requirements to kitchen where appropriate 		
<ul style="list-style-type: none"> • Observe work technology according to establishment standard policy and procedures 		
<p>Promote Food and Beverage Product</p>		
<ul style="list-style-type: none"> • Master names and pronunciations of dishes in the menu 		
<ul style="list-style-type: none"> • Memorize ingredients of dishes* 		
<ul style="list-style-type: none"> • Know sauces and accompaniments by heart 		
<ul style="list-style-type: none"> • Study descriptions of every item in the menu * 		
<ul style="list-style-type: none"> • Master common food allergens to prevent serious health consequences 		
<ul style="list-style-type: none"> • Provide information about the food items in clear explanations and descriptions* 		
<ul style="list-style-type: none"> • Offer item on specials or promos to assist guests with food and beverage selections* 		
<ul style="list-style-type: none"> • 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* 		
<ul style="list-style-type: none"> • Recommend standard food and beverage pairings 		

<ul style="list-style-type: none"> • Give several choices to provide more options to guests* 		
<ul style="list-style-type: none"> • Use descriptive words while explaining the dishes to make it more tempting and appetizing* 		
<ul style="list-style-type: none"> • Carry out suggestive selling discreetly so as not to be too pushy or too aggressive* 		
<ul style="list-style-type: none"> • Suggest slow moving but highly profitable items to increase guest check 		
<ul style="list-style-type: none"> • Offer second servings of items order 		
<ul style="list-style-type: none"> • Mention food portion or size for possible adjustments with the orders. 		
<ul style="list-style-type: none"> • Recommend new items to regular guests to encourage them to try other items in the menu* 		
<p>Provide Food and Beverage Service to Guests</p>		
<ul style="list-style-type: none"> • Pick up food orders promptly from service areas 		
<ul style="list-style-type: none"> • Check food orders for presentation and appropriate garnish and accompaniments 		
<ul style="list-style-type: none"> • Serve food orders to the right guests who ordered them* 		
<ul style="list-style-type: none"> • Serve and clear food orders with minimal disturbance to the other guests and in accordance to hygienic requirements* 		
<ul style="list-style-type: none"> • Mention name of the dish or order upon serving in front of the guest* 		
<ul style="list-style-type: none"> • Monitor sequence of service and meal delivery in accordance with enterprise procedures* 		
<ul style="list-style-type: none"> • Anticipates additional requests or needs of the guests 		
<ul style="list-style-type: none"> • Offers additional food and beverage and served at the appropriate time 		
<ul style="list-style-type: none"> • Provides necessary condiments and appropriate tableware based on the food order* 		
<ul style="list-style-type: none"> • Recognizes delays or deficiencies in service and follow up promptly based on enterprise policy* 		
<ul style="list-style-type: none"> • Conducts the 3-Minute Check to check guest satisfaction* 		
<ul style="list-style-type: none"> • Treats children and guests with special needs with extra attention and care 		
<ul style="list-style-type: none"> • Prepare (banquet) service ware and checks for completeness ahead of time 		

<ul style="list-style-type: none"> • Set up tables and chairs in accordance with event requirements 		
<ul style="list-style-type: none"> • Serves food according to general service principles * 		
<ul style="list-style-type: none"> • Handle food based on food safety procedures* 		
<ul style="list-style-type: none"> • Ensure coordinated service of meal courses 		
<ul style="list-style-type: none"> • Keep assigned areas clean in accordance with industry procedure. 		
<ul style="list-style-type: none"> • Clear tables and prepare soiled dishes to be brought for dishwashing after the event or function* 		
<ul style="list-style-type: none"> • Note and monitor number of guests being served 		
<ul style="list-style-type: none"> • Pick up beverage orders promptly from the bar 		
<ul style="list-style-type: none"> • Check beverage orders for presentation and appropriate garnishes 		
<ul style="list-style-type: none"> • Serve beverages at appropriate times during meal service* 		
<ul style="list-style-type: none"> • Serve beverages efficiently according to established standards of service 		
<ul style="list-style-type: none"> • Serve beverages at the right temperature* 		
<ul style="list-style-type: none"> • Open wine for full bottle wine orders efficiently with minimal disturbance to the other guests* 		
<ul style="list-style-type: none"> • Carry out wine service in accordance with establishment procedures 		
<ul style="list-style-type: none"> • Carry out coffee and/or tea service in accordance with establishment procedure 		
<ul style="list-style-type: none"> • Prepares and process bills accurately in coordination with the cashier 		
<ul style="list-style-type: none"> • Verify amount due with customer 		
<ul style="list-style-type: none"> • Accept cash and non-cash payments and issue receipts* 		
<ul style="list-style-type: none"> • Give change as required 		
<ul style="list-style-type: none"> • Complete required documentation in accordance • with enterprise policy 		
<ul style="list-style-type: none"> • Remove soiled dishes when guests are finished with the meal* 		

<ul style="list-style-type: none"> Handle food scraps in accordance with hygiene regulations and enterprise procedures * 		
<ul style="list-style-type: none"> Clean and store equipment in accordance with hygiene regulations and enterprise procedures 		
<ul style="list-style-type: none"> Clear, reset and make ready tables for the next sitting when guests are finished with the meal* 		
<ul style="list-style-type: none"> Thank guests and give a warm farewell* 		
<ul style="list-style-type: none"> Turn off electrical equipment where appropriate 		
<ul style="list-style-type: none"> Determine level of intoxication of customers 		
<ul style="list-style-type: none"> Refer difficult situations to an appropriate person 		
<ul style="list-style-type: none"> Apply appropriate procedures to the situation and in accordance with enterprise policy 		
<ul style="list-style-type: none"> Apply legislative requirements 		
<p>Provide Room Service</p>		
<ul style="list-style-type: none"> Answer telephone call promptly and courteously in accordance with customer service standards * 		
<ul style="list-style-type: none"> Check and use guests' name throughout the interaction 		
<ul style="list-style-type: none"> Clarify, repeat and check details of orders with guests for accuracy 		
<ul style="list-style-type: none"> Use suggestive selling techniques 		
<ul style="list-style-type: none"> Advise guests approximate time of delivery* 		
<ul style="list-style-type: none"> Record and check room food orders with relevant information in accordance with establishment policy and procedures 		
<ul style="list-style-type: none"> Interpret accurately room service orders received from doorknob docket* 		
<ul style="list-style-type: none"> Transfer order promptly and relayed to appropriate location for preparation 		
<ul style="list-style-type: none"> Prepare room service equipment and supplies in accordance with establishment procedures 		
<ul style="list-style-type: none"> Set up trays and trolleys keeping in mind balance, safety and attractiveness* 		
<ul style="list-style-type: none"> 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*		
• 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: