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### SELF-ASSESSMENT GUIDE

Qualification:	<b>FOOD AND BEVERAGE SERVICES NC II</b>		
Units of Competencies covered :	<ul style="list-style-type: none"> <li>• Prepare Dining Room / Restaurant Area for Service</li> <li>• Welcome Guests and Take Food Orders</li> <li>• Promote Food and Beverage Products</li> <li>• Provide Food and Beverage Services to Guest</li> <li>• Provide Room Service</li> <li>• Receive and Handle Guest Concerns</li> </ul>		
<b>Instruction:</b> <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a check in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>Prepare Dining Room / Restaurant Area for Service</b>			
• 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*			

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

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

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

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

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

• 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*		
<b>Receive and Handle Guest Concerns</b>		
• 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.		
<b>Candidate's Name and Signature:</b>		<b>Date:</b>