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SELF-ASSESSMENT GUIDE

Qualification	FOOD AND BEVERAGE SERVICES NC III		
Unit of Competency Covered	<ul style="list-style-type: none"> • 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	
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			

<ul style="list-style-type: none"> • Check end of shift / closing tasks of the service staff in accordance to enterprise standards 		
<ul style="list-style-type: none"> • Record daily sales and cover count of the outlet in the absence of the supervisor. 		
<ul style="list-style-type: none"> • Conduct debriefing to discuss and solve concerns of the day 		
<ul style="list-style-type: none"> • Check electric equipment and fixtures if turned off properly 		
<ul style="list-style-type: none"> • Segregate food and packaging wastes 		
<p>PROMOTE AND PREPARE EXTENSIVE RANGE OF FOOD AND BEVERAGE PRODUCTS FOR SPECIALIZED MENU REQUIREMENTS</p>		
<ul style="list-style-type: none"> • Describe and promote range of gueridon/ specialized menu items to guests 		
<ul style="list-style-type: none"> • Describe procedures involved in the provision of gueridon service to guests 		
<ul style="list-style-type: none"> • Identify and explain the ingredients used in gueridon service 		
<ul style="list-style-type: none"> • Select and use gueridon trolleys, equipment and utensils 		
<ul style="list-style-type: none"> • Identify and differentiate wine styles, major grape varieties used in wine production and major wine producing countries * 		
<ul style="list-style-type: none"> • Describe steps in basic wine production and wine production techniques. 		
<ul style="list-style-type: none"> • Interpret wine labels to identify and make assessment of wine 		
<ul style="list-style-type: none"> • Familiarize with wine storage and retrieval to ensure wine condition 		
<ul style="list-style-type: none"> • Undertake sensory appraisal of wine, if necessary 		
<ul style="list-style-type: none"> • Present wine lists to patrons in accordance with the enterprise standards. 		
<ul style="list-style-type: none"> • Recommend suitable wine and food combinations to meet identified needs and preferences of patrons 		
<ul style="list-style-type: none"> • Explain countries, grape varieties, wine production techniques and associated wine industry information, trends and details to guests when necessary 		
<ul style="list-style-type: none"> • Clean and maintain gueridon trolleys, equipment and utensils regularly 		
<ul style="list-style-type: none"> • Prepare trolleys and service area for service with equipment, utensils and linen for efficient service. 		
<ul style="list-style-type: none"> • Select food and non-food items for service to match menu items 		
<ul style="list-style-type: none"> • Verify the quality and condition of food and non-food items prior to use. 		
<ul style="list-style-type: none"> • Position gueridon trolleys for maximum impact on sales potential 		

<ul style="list-style-type: none"> • Prepare and serve a range of food and beverage menu items using the gueridon. 		
<ul style="list-style-type: none"> • Carry out specialized dining room service efficiently in accordance with the standards of the establishment. 		
<ul style="list-style-type: none"> • Engage guests as part of the gueridon service experience 		
<ul style="list-style-type: none"> • Present prepared menu items for service in a professional and attractive manner 		
<ul style="list-style-type: none"> • Clear and clean trolleys and other gueridon equipment and utensils on completion of the provision of gueridon service. 		
<ul style="list-style-type: none"> • Take and make safety precautions all the time. 		
<ul style="list-style-type: none"> • Apply enterprise and licensing authority eligibility standards and/or requirements to be served alcohol appropriately 		
<ul style="list-style-type: none"> • Explain restrictions for service to patrons courteously and diplomatically. 		
<ul style="list-style-type: none"> • Prepare and serve standard drinks in accordance with enterprise standards 		
ORGANIZE FUNCTIONS RELATED TO FOOD AND BEVERAGE SERVICE AT A HOTEL OR RESTAURANT		
<ul style="list-style-type: none"> • Obtain adequate supplies in accordance to event/function requirements. 		
<ul style="list-style-type: none"> • Set up tables and chairs according to event/function requirements 		
<ul style="list-style-type: none"> • Set up serving stations/food islands in designated locations 		
<ul style="list-style-type: none"> • Inspect tableware for damages and cleanliness 		
<ul style="list-style-type: none"> • Prepare floor plan/ seating diagram for reference of the banquet staff 		
<ul style="list-style-type: none"> • Set flatware according to the menu 		
<ul style="list-style-type: none"> • Conduct meetings and briefings prior to the banquet function 		
<ul style="list-style-type: none"> • Create contingency plans to ensure smooth delivery of service 		
<ul style="list-style-type: none"> • Interpret and execute BEO based on the event requirement and resources 		
<ul style="list-style-type: none"> • Check quality of the food to be served based on the guest's request 		
<ul style="list-style-type: none"> • Maintain contact with host, chef and kitchen staff all throughout the event 		
<ul style="list-style-type: none"> • Ensure prompt delivery of each course to every table 		
<ul style="list-style-type: none"> • Coordinate timing of service of each course of the meal with the kitchen, service staff and host. 		
<ul style="list-style-type: none"> • Monitor banquet staff work and pace all throughout the meal service. 		

<ul style="list-style-type: none"> • Implements the banquet service style in accordance with what is stipulated in the event order form or with special arrangement with the host. 		
<ul style="list-style-type: none"> • Control HVAC relative to ambient temperature 		
<ul style="list-style-type: none"> • Provide coffee and tea service upon guest request 		
<ul style="list-style-type: none"> • Supervise banquet area “break down” according to enterprise standards. 		
<ul style="list-style-type: none"> • Prepare event report after each function 		
<ul style="list-style-type: none"> • Monitor waste disposal procedures after each function. 		
<ul style="list-style-type: none"> • Attend to guest needs and concerns promptly 		
<ul style="list-style-type: none"> • Check professional demeanor of the staff at all times. 		
PROCESS FINANCIAL SALE TRANSACTIONS		
<ul style="list-style-type: none"> • Prepare point of sale register/ terminal for operation in accordance with the enterprise standard. 		
<ul style="list-style-type: none"> • Obtain and ensure cash float and supplies of change. 		
<ul style="list-style-type: none"> • Obtain supplies of point of sale documentation at the beginning of the shift 		
<ul style="list-style-type: none"> • Calculate and verify amount due from customer/guest. 		
<ul style="list-style-type: none"> • Accept and accurately count cash and non-cash payments and issues receipts 		
<ul style="list-style-type: none"> • Process advanced deposits payments and refunds in accordance with enterprise policy. 		
<ul style="list-style-type: none"> • Apply customer/guest service skills in processing payments 		
<ul style="list-style-type: none"> • Complete end of shift documentation in accordance with the enterprise policy. 		
<ul style="list-style-type: none"> • Determine balance between register/terminal reading and cash and non-cash totals properly 		
<ul style="list-style-type: none"> • Investigate and resolve discrepancies in takings in accordance with the enterprise policy 		
MONITOR AND MAINTAIN STOCK		
<ul style="list-style-type: none"> • Check stock received against stock ordered 		
<ul style="list-style-type: none"> • Identify variations between delivery and documentation and relevant documentation are followed-up 		
<ul style="list-style-type: none"> • Manage excess stock within the organization to minimize wastes. 		

<ul style="list-style-type: none"> • Secure new stock against damage and/or theft. 		
<ul style="list-style-type: none"> • Move stock to the required operational area 		
<ul style="list-style-type: none"> • Apply occupational health and safety skills according to the enterprise policy 		
<ul style="list-style-type: none"> • Remove waste from the storage areas following standard procedures of the enterprise 		
<ul style="list-style-type: none"> • Control inventory of food, equipment, small-ware and liquors in accordance with the enterprise procedures. 		
<ul style="list-style-type: none"> • Check slow and fast moving items in accordance with enterprise standards. 		
<ul style="list-style-type: none"> • Request needed food items, supplies and equipment to ensure quality and timely delivery of service 		
<ul style="list-style-type: none"> • Rotate stock aligning with enterprise and stock item requirements 		
<ul style="list-style-type: none"> • Take remedial action where stock related issues are identified 		
<p>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.</p>		
Candidate's Name and Signature	Date	