

Unit PPL2FBS15 (HL1N 04) Serve Food at the Table (Casual Dining)

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about providing customers with an excellent food and beverage service experience in a casual dining environment. It covers greeting and assisting customers, providing customers with information to enhance their visit, serving food at the table and the maintenance of a welcoming customer dining area. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence forall Performance Criteria (PC). The assessor **must** assess PCs 1–4 and 6–14 by directly observing the candidate’s work. PC 5 may be assessed by alternative methods if observation is not possible. |
| **Greet customers and take orders**  1 Acknowledge your customers on arrival, check any booking records and help with their requirements in line with your workplace service operation  2 Provide customers with assistance as necessary  3 Ensure your customers have the correct menu to choose from  4 Provide your customers with information which enhances their experience, answering questions and promoting your company’s products and services  5 Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques.  6 Identify your customers’ orders correctly and process them promptly and efficiently  **Serve customers and maintain the customer dining area**  7 Provide your customers with correct, clean and undamaged table items, at the appropriate times.  8 Serve your customers using clean, undamaged and appropriate service equipment.  9 Serve your customers with the correct quality food items, at the correct temperature and according to your workplace service style and standards.  10 Carry out your work with the minimum of disturbance to customers, whilst remaining available to assist your customers where necessary.  11 Clear the customer area of soiled, used or unused table items at appropriate times according to your workplace service style and standard.  12 Keep the customer area appealing and welcoming to customers according to your workplace standard.  13 Restock and replenish table items when necessary during the service.  14 Keep the customer service area clean and tidy and free from rubbish and food debris. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** |
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| **Scope/Range** | | | | | | |
| **What you must cover:** | | | | | | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | | | | | | |
| **one** from:  a customers with special requirements  b customers without special requirements | **two** from:  c number of place settings  d dietary requirements  e special seating requirements | **one** from:  f table service operations  g function service operations | **two** from information  h dishes available  i dish composition, ingredients and method of cooking  j prices  k special offers and promotions | **three** from:  l crockery  m cutlery  n glassware  o napkins  p condiments and accompaniments | **two** from:  q dishes or flats  r trays or trolley  s service cloths or linen or gloves  t cutlery | u plated items |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. | | | | | | |

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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** | | | | | | | | | | | | | | | | | | | | |
| **What you must cover** | | | | | | | | | | | | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** | **n** | **o** | **p** | **q** | **r** | **s** | **t** | **u** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| **Greet customers and take orders** | | |
| 1 | Your workplace standard for customer service. |  |
| 2 | Why menus and promotional items should be checked before service. |  |
| 3 | Why information regarding the menu, availability, dish composition, ingredients and cooking methods given to the customer should be accurate. |  |
| 4 | The types of assistance that customers may need and how to deal with these. |  |
| 5 | The types of unexpected situations which may occur when greeting customers and processing their orders and how to deal with these. |  |
| **Serve customers and maintain the dining area** | | |
| 6 | Safe and hygienic working practices when serving customers and maintaining the dining area. |  |
| 7 | Which service equipment is appropriate for different menu items and food service methods. |  |
| 8 | Which condiments and accompaniments are appropriate for each menu item. |  |
| 9 | Why a constant stock of service and table items must be maintained. |  |
| 10 | Why food should be presented in line with the menu specifications. |  |
| 11 | Why and to whom all customer incidents should be reported. |  |
| 12 | Why customer dining and service areas must be kept free from rubbish and food debris. |  |
| 13 | Why waste must be handled and disposed of correctly. |  |
| 14 | The types of unexpected situations which may occur when serving food at the table and how to deal with these. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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