



ASSET
Project

**Competency Based Learning Materials
(CBLMs)
on
Food and Beverage Service
(Tourism & Hospitality Sector)**



**Enterprise Based Training
Accelerating and Strengthening Skills for
Economic Transformation (ASSET)**

Course Structure of Food and Beverage Service

Sl. No.	Unit Title	Nominal Hours
Generic Competencies		
1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	15
2	Use English in the Workplace	20
3	Receive and Respond to Workplace Instructions	15
4	Work in a Team Environment	15
Sector Specific Competencies		
5	Work in the Tourism and Hospitality Sector	20
6	Practice Workplace Hygiene Procedures	10
7	Provide Effective Guest Service	15
Occupation Specific Competencies		
8	Apply Food Safety Procedures	20
9	Perform Opening-Closing Activities for Restaurants	30
10	Apply Product Knowledge on Food and Beverage Service	50
11	Prepare Table for Service	30
12	Provide in-Room Dining	40
13	Provide Food and Beverage Service	80
Total Nominal Hours:		360

Apply Occupational Health and Safety (OHS) practice in the workplace

Tourism & Hospitality Sector



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HOW TO USE THIS COMPETENCY-BASED LEARNING

MATERIAL

Welcome to the module **Apply occupational health and safety (OHS) practice in the workplace**. This module contains training materials and activities for you to complete.

This unit of competency, “**Apply occupational health and safety (OHS) practice in the workplace**”, is one of the competencies of **Skills Certificate Course** which comprises the knowledge, skills and attitudes required to become a Basic-Skilled Worker.

You are required to go through a series of learning activities in order to complete each learning outcome of the module. These activities may be completed as part of structured classroom activities or you may be required to work at your own pace. These activities will ask you to complete associated learning and practice activities in order to gain knowledge and skills you need to achieve the learning outcomes.

Refer to **Learning Activity Page** to know the sequence of learning tasks to undergo and the appropriate resources to use in each task. This page will serve as your road map towards the achievement of competence.

Read the **Information Sheets**. These will give you an understanding of the work, and why things are done the way they are. Once you have finished reading the Information sheets complete the questions in the Self-Check Sheets.

Self-Checks follow the Information Sheets in the learning guide. Completing the Self-checks will help you know how you are progressing. To know how you fared with the self-checks, review the **Answer Key**.

Complete all activities as directed in the **Job Sheets and/or Activity sheets**. This is where you will apply your new knowledge while developing new skills.

When working through this module always be aware of safety requirements. If you have questions, do not hesitate to ask your facilitator for assistance.

MODULE CONTENT

Module Title: Apply occupational health and safety (OHS) practice in the workplace

Module Descriptor:

This module covers the skills, knowledge and attitude in Apply occupational health and safety (OHS) practice in the workplace. It includes performing personal hygiene, well grooming standards and identifying and preventing hygiene risks.

NOMINAL DURATION: 18 hours

Learning Outcomes:

At the end of this module you **MUST** be able to:

1. Perform personal hygiene and well grooming standards
2. Identify and prevent hygiene risks

Assessment Criteria:

1. Personal hygiene and well grooming is practiced in line with workplace health and safety requirements.
2. Health conditions and or illness are reported as required by the workplace.
3. Personal protective equipment (PPE) are used and applied according to the situation.
4. Movement around the workplace is conducted in accordance with procedure.
5. Potential hygiene risks are identified as per workplace hygiene procedures.
6. Actions are taken to minimize and remove risks within the scope of individual responsibility as per workplace requirements.
7. Hygiene risks are reported to the appropriate person, which are beyond the control of individual staff members.

LEARNING OUT COME No. 1:

PERFORM PERSONAL HYGIENE AND WELL GROOMING STANDARD

CONTENTS:

1. Personal hygiene and good grooming
2. Hand washing procedure
3. Personal Protective Equipment (PPE)

ASSESSMENT CRITERIA:

1. Personal hygiene and well grooming is practiced in line with workplace health and safety requirements.
2. Health conditions and or illness are reported as required by the workplace.
3. Personal protective equipment (PPE) are used and applied according to the situation.
4. Movement around the workplace is conducted in accordance with procedure.

RESOURCES:

1. Lap top
2. LCD
3. White board marker
4. Cleaning Implements
5. Sanitizing Implements
6. Hand washing soap
7. Personal protective equipment
8. Learning Material



LEARNING ACTIVITIES

LEARNING OUTCOME 1: Practice Personal Grooming and Hygiene

LEARNING ACTIVITIES	RESOURCES/SPECIAL INSTRUCTIONS
1. Performing Good Personal Hygiene 2. Practicing Hand washing 3. Familiarizing with the appropriate Food Handler's Attire	<ul style="list-style-type: none">▪ Read Information Sheet 1.1-1 Personal Grooming and Hygiene▪ Answer Self-Check 1.1-1▪ Perform Activity Sheet 1.1-1- Hand washing technique

INFORMATION SHEET 1.1-1

PERSONAL GROOMING and HYGIENE

Learning Objectives:

After reading this information sheet, you must be able to perform personal grooming and hygiene.

Hygiene

Hygiene is the procedure to maintain personal, environmental and other cleanliness. It is important in the food sector because we do not want to make people fall sick after consuming food.

Practices to personal hygiene are as follows:

- Have a shower before work.
- Wash hands using the standard procedure.
- Keep hair neat and clean.
- Keep mustaches and beards trimmed and clean. If allowed, be clean shaven.
- Hair must be clean, free from dandruff, odorless and glossy in appearance. Food attendants must wear hairnets or headbands or clips to prevent hair from falling.
- Maintain good fresh breath.
- When in Food Preparation areas, avoid wearing jewels on hands, wrists and ears.
- Fingernails must be trimmed and free of polish.
- Clean clothing must be worn at all times.
- Smoking and chewing gum while working should be avoided.
- Do not report for work when suffering from illnesses that may spread germs such as colds, cough or flu.
- Avoid spitting in any work area.
- Do not taste a food with a spoon and then returning the utensil to the food.
- Cover cuts and sores.
- Do not blow with the breath any bag to be use to wrap food.
- Do not wet your fingers to fasten separating sheets of wrapping paper
- Do not touch any part of the body while working with food. This includes the eyes, ear, nose and mouth.



Hand washing

In the food industry, hand washing is a very essential part of food safety. It entails correct and appropriate practice of this activity to avoid cross contamination. There are many instances where hand washing should be put into practice, some of them are enumerated here:

- After using the washroom
- After throwing out garbage or trash
- After handling any cleaning materials or chemicals
- After handling money and before handling food
- After touching food contact surfaces which may contain dirt
- In between handling raw high risk food (meat, fish or chicken) and handling cooked or ready-to-eat food
- After smoking (use of tobacco products)
- After coughing or sneezing
- After blowing the nose
- After eating or drinking
- After touching the hair, scalp, mouth, nose, ears, body opening or any wound
- After taking a phone call when in food preparation areas

The steps of hand washing

Cleaning materials suitable for use in hand washing

Liquid soap (e.g. Dettol liquid soap, Sevlon liquid soap)

Anti septic liquid (e.g. Savlon and Dettol)

Soap (e.g. Lifebuoy bar soap, Savlon bar soap)

Clean running water should be used to wash hands (e.g. clean tap water)

Hand sanitizer (Dettol)

- Rinse hands in running water
- Apply approved soap
- Scrub hands and fingers for at least 20 seconds
- Rinse soap and hands
- Dry hands



Wear Personal Protective Equipment

The Tourism and Hospitality Sector requires different personal protective equipment (PPE) suited for the job. The PPE should be worn at all times to ensure safety. In some cases, the PPE or uniform promotes good representation of the workplace. Some of the PPE are given below:

1. The Food handler's (Chefs) attire



2. The Food Service provider's attire



3. The Housekeeping Department



SELF- CHECK 1.1-1

Answer the following question and submit your answer to your facilitator:

1. Give instances when you need to wash your hands.

2. Why do you need to avoid wearing jewelry when working with foods?

3. What are the steps in hand washing?

ANSWER KEY

Self-check 1.1-1

1. Wash hands as often as necessary or after doing the following activities:

- a. after using the rest room
- b. before and after handling raw foods
- c. after touching hair, face or body
- d. After sneezing, coughing, or using handkerchief or tissue
- e. After smoking, eating, drinking, or chewing gum
- f. After using any cleaning, polishing, or sanitizing chemical
- g. after taking out garbage or trash
- h. after cleaning tables or bushing dirty dishes
- i. after touching clothing or apron
- j. After touching anything else that may contaminate hands.
- k. Cover coughs and sneezes, and then wash hands

2. Jewelry should not be worn because it may be loosen and incorporated with food being prepared.

Also, the jewelry may contain hazardous chemicals which may be incorporated with food.

3. Rinse hands in running water, apply approved soap, scrub hands and fingers for at least 20 seconds, rinse sop and hands and dry hands



ACTIVITY SHEET 1.1-1

- Activity Title : Perform the Proper Steps in Hand Washing
- Purpose : To wash hands properly at the right place and at the right time.
- Equipment, Tools & Materials : Hand wash basin, clean supply of water, hand soap, hand sanitizer, paper towel
- Procedure: : PROPER STEPS IN HANDWASHING



Wet your hands with running water



Apply approved hand washing soap



Vigorously scrub hands and arms for at least 20 seconds





Clean under finger nail and between fingers



Rinse thoroughly under running water



Dry hands and arms with a single use disposable hand towel

PERFORMANCE CRITERIA CHECKLIST

Activity Sheet 1.1-1

Perform the proper steps in hand washing

Trainee's Name _____

Date _____

Performance Criteria	YES	NO
1. Wet hands in running water		
2. Apply approved hand washing soap		
3. Scrub hands and arms for at least 20 seconds		
4. Clean under finger nail and between fingers		
5. Rinse thoroughly under running water		
6. Dry hands and arms with a single use disposable hand towel		

Comments/Suggestions:

Trainer: _____

Date: _____

Competency Based Learning Materials (CBLMs)

on

FOOD AND BEVERAGE SERVICE

(TOURISM & HOSPITALITY SECTOR)



The Occupation Specific Competencies

MODULE: PERFORM OPENING-CLOSING ACTIVITIES FOR RESTAURANT

Unit Code: THS-FBS-01-0



Module Title: Perform opening-closing activities for restaurant

Unit Code: THS -FBS-01-O

Nominal Hours: 30 hrs.

Module Descriptions:

This unit covers the knowledge, skills and attitudes required to perform opening-closing activities for restaurants. It specifically includes the task of preparing tools, equipment and premises, preparing restaurants for service and carrying out closing tasks.

Learning Outcome:

After completing this module, trainee will be able to;

1. Prepare tools, equipment and premises
2. Prepare restaurant for service
3. Carry out closing tasks

Assessment Criteria:

- 1.1 Occupational Safety and Health (OSH) is followed as per workplace standard.
- 1.2 Facilities and Equipment are identified for service.
- 1.3 Tools and Equipment are cleaned and prepared for service.
- 1.4 Dining/Restaurant area is cleaned and checked for cleanliness prior to service.
- 1.5 Daily opening checklist is followed
- 1.6 Service stations are replenished with supplies for service.
- 1.7 Restaurant set-up is performed in accordance with workplace standards and reservation requirements.
- 1.8 In-house guest list is collected and followed.
- 1.9 Mise-en-place are performed as per job requirement
- 1.10 Equipment is made ready in the dining area.
- 1.11 Appropriate ambience is created and set.
- 1.12 Condiments are refilled.
- 1.13 Menu and daily special items are collected from chef.
- 1.14 Soiled cutlery, crockery, glassware and others equipment are cleaned and stored in the designated area.
- 1.15 Soiled linen is sent to laundry and fresh linen is collected.
- 1.16 Waste food is disposed as per standard.
- 1.17 Cash closing and sales report are prepared.
- 1.18 Communication logbook is maintained.
- 1.19 Inventory is maintained and requisition is prepared for the next day.
- 1.20 Electrical appliances are switched off and doors and windows are locked

Information Sheet- 1.1

Learning Outcome-1: Prepare tools, equipment and premises

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents

- 1.1 Occupational Health and Safety (OHS) procedure
- 1.2 Facilities and equipment for service.
- 1.3 Preparation of tools and equipment for service.
- 1.4 Cleanliness of dining/restaurant area

1.1 Occupational Health and Safety (OHS) Procedure:

Before beginning restaurant operations, staff must follow proper **safety and hygiene protocols** to protect themselves, their co-workers, and the guests. These procedures ensure a **clean, hazard-free, and compliant** working environment.

Why this is important:

- Prevents accidents and injuries
- Ensures safe use of tools and equipment
- Maintains food safety and hygiene standards
- Complies with health and safety laws

Common OHS procedures in restaurants:

Area	Ohs guidelines
Personal hygiene	Wash hands before handling food, wear clean uniform, use gloves/hairnets
Footwear	Wear non-slip, closed shoes to prevent slips/falls
Chemical use	Read labels and use cleaning agents properly (never mix chemicals)
Electrical safety	Turn off appliances when not in use, report faulty wires
Manual handling	Lift with knees, not the back; ask for help with heavy items
Fire safety	Know the location of fire extinguisher, don't block exits
Spill management	Clean spills immediately and place "wet floor" signs

OHS Preparation Checklist:

Here is a checklist for preparing Occupational Health and Safety (OHS) procedures for a restaurant or workplace setting. This ensures safety and hygiene protocols are in place before operations begin:

1. General safety

- Ensure all employees are trained on ohs policies and emergency procedures.
- Confirm that the workplace has the appropriate safety signage (e.g., fire exits, first aid kits).
- Conduct a walk-through to identify potential hazards (e.g., wet floors, electrical issues, etc.).
- Ensure that all equipment and machinery are inspected and functioning properly.
- Maintain a list of emergency contacts (fire, medical, poison control).
- Check fire extinguishers are easily accessible and properly charged.
- Verify that fire exits are clearly marked and unobstructed.

2. Hygiene and sanitation

- Ensure all handwashing stations are stocked with soap, paper towels, and hand sanitizers.
- Check cleanliness of food preparation areas, cooking stations, and dining areas.
- Confirm that food safety measures are in place (e.g., temperature control for perishables).
- Ensure proper sanitization procedures for utensils, surfaces, and food storage areas.
- Ensure trash and waste disposal methods comply with regulations.

3. Personal Protective Equipment (PPE)

- Ensure staff have access to necessary ppe (e.g., gloves, masks, aprons).
- Check that ppe is in good condition and ready for use.
- Confirm that employees know how and when to use ppe correctly.

Hand Gloves (for cleaning and food handling)

Gloves are worn in food and beverage service to:

- Protect food from contamination
- Prevent cross-contamination (e.g., from cleaning chemicals to food)
- Maintain hygiene during service
- Protect the worker's hands from hot surfaces, harsh chemicals, or broken glass



Gloves for Cleaning



Gloves for Food Handling

Aprons

Aprons are worn as part of restaurant hygiene and safety practices to:

- Protect uniforms and clothing from spills, stains, and heat
- Prevent contamination between clothing and food
- Present a professional appearance in front-of-house service
- Serve as a functional tool for carrying service cloths or small tools.



Apron

Hairnets or caps

Hairnets or caps are worn in food service areas to:

- Prevent hair from falling into food, drinks, or service items
- Maintain hygiene and sanitation standards
- Present a neat and professional appearance
- Protect guests from possible contamination and allergens



Hair Net



Hair Cap

Masks

Masks are worn in food and beverage settings to:

- Prevent the spread of airborne contaminants (e.g., droplets from speaking, coughing, sneezing)
- Protect guests and food from respiratory particles
- Maintain hygiene during food service, especially during illness outbreaks or health advisories
- Comply with public health regulations and internal workplace safety protocols



Mask

Slip-resistant shoes

Slip-resistant shoes are a vital part of the restaurant uniform to:

- Prevents slips, trips, and falls on wet, greasy, or uneven surfaces

- Ensure staff mobility and safety during fast-paced service
- Comply with Occupational Safety and Health (OSH) and workplace safety policies



Slip Resistant Shoe

1.2 Preparation of tools and equipment for service.

Before restaurant service begins, all tools and equipment must be cleaned, checked, and arranged according to workplace hygiene and service standards. This ensures sanitary, safe, and efficient operations.

Why this is important:

- Ensures food safety and hygiene compliance
- Prevents cross-contamination or spoilage
- Reflects professional service standards
- Avoids delays or equipment failure during service

List of tools and equipment to prepare using in food service:







Category	Items
Food Service Tools	Tray, Waiter's Friend, Bottle Opener, Ice Bucket, Bread Basket
Crockery	Plates (dinner, dessert, soup), bowls
Cutlery	Forks, knives, spoons, steak knives, serving utensils
Glassware	Water glasses, wine glasses, juice tumblers
Service Equipment	POS terminal, serving trolleys, chafing dishes
Appliances	Coffee machine, toaster, juicer, wine cooler

List of Crockeries:

Image	Name	Image	Name
	Side Plate		Cappuccino Set
	Fruit Plate		Tall Tea Cup
	Dessert Plate		Stackable Set
	Entrée Plate		Coffee Set
	Main Plate		Saucers
	Show Plate		Tea Pot
	Platter		Coffee Pot
	Soup Bowl		Consommé Bowl
	Breakfast Bowl		Bouillon Cup

	Cloche/Dome		Salad bowl
	Soup Tureen		Salt and Pepper Grinders
	Sugar Bowl		Sauce Boat
	Milk Jug		Escargot Plate
	Bud Vase		Oyster Plate

List of Cutleries and their uses:

Image	Name	Image	Name
	Large Knife – Main course		Large Spoon. – Serving.
	Small Knife – Entrée course, buttering, pâté, cheese and fruit		Medium Spoon – Desserts and pasta.
	Steak Knife – Steak		Soup Spoon (round) – Soup.

	Fish Knife – Fish (and some seafood items) and lifting delicate items		Small Spoon (tea) – Teas, coffee, prawn cocktails, ice cream, sugar coupes and sorbets.
	Cheese Knife		Parfait Spoon (long handle) – Desserts and ice cream.
	Carving Knife – Slicing roast and cutting large items		Escargot Tongs – Snails.
	Bread Knife – Slicing bread and rolls		Lobster Picks – Lobster/crayfish.
	Large Fork – Main course and serving		Lobster Cracker – Lobster/crayfish/
	Small Fork – Entree, pasta, salad, dessert and fruit		Gateau Slice – Cakes and flans
	Fish Fork – Oysters and prawn cocktails		Ladle – Soup and sauces

List of common Glassware:

List of Equipment



Coffee machines



Tea making facilities



Bain-maries



Toasters



Cash register station



Self-check-1.1

Questions:

1. What are the areas need to be cleaned in dining/restaurant areas for food and beverage service?
2. Mention the list of facilities and equipment for service
3. Write down some Personal Protective Equipment (PPE) for food and beverage service personnel
4. List four (4) areas or items in the dining/restaurant that must be cleaned and checked before service begins.

Answer key-1.1

1. What are the areas need to be cleaned in dining/restaurant areas for food and beverage service?

Ans:

- ✓ Dust and clean from top to bottom
- ✓ Mop all tiled areas to establishment standards
- ✓ Vacuum carpeted areas from entrance to the restaurant, right up to the kitchen entrance/exit doors
- ✓ Positioning of table and chairs

2. Mention the list of 6 facilities and equipment for service

Ans. ■ Service tray stands

- Food display counter
- Refrigerators/Chillers
- Sound system
- Point of Sale (POS)
- Furniture (tables, chairs, baby chairs)

3. Write down some Personal Protective Equipment (PPE) for food and beverage service personnel

Ans: • Foot protection

- Hand protection
- Hand clothing
- Napkins




4. List four (4) areas or items in the dining/restaurant that must be cleaned and checked before service begins.


Ans: answers may include:

- Tables
- Chairs
- Floors
- Service stations
- Menu holders
- Windows/glass panels


Activity Sheet- 1.1.2


Task: Identify the functions of tools, equipment and utensils for food service.


Instructions:		
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Perform Opening and Closing Procedure ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarize yourself with the resources to be used ▪ you have one (1) hour to complete this demonstration 		
Procedure:		
<ul style="list-style-type: none"> ▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed ▪ Read the specification information provided ▪ Collect all materials needed to complete the task ▪ Perform the task within the given time ▪ Observe and follow all health and safety (OHS) requirements at all times 		
Job Specification Information:		
<ul style="list-style-type: none"> ▪ Collect required supplies, materials, tools and equipment required for the job. ▪ Check for the picture very carefully. ▪ Identify the tools, equipment and utensils for service and put the name and functions into the second blank column. 		
Drawing, Picture, Diagram or Sketch:		
SL	Picture of Items	Identify
1.		Name: Function:
2		Name: Function:
3		Name: Function:


4		Name: Function:
---	---	--------------------


5		Name: Function:
---	---	--------------------

6		Name: Function:
---	---	--------------------

7		Name: Function:
---	---	--------------------

8		Name: Function:
---	---	--------------------

9		Name: Function:
---	---	--------------------

10		Name: Function:
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Resources Required:	
Tools:	Job sheet and specification sheet
Equipment:	N/A
Machinery:	N/A
Materials:	Pen, Pencils'
PPE:	Apron, Hand gloves and Musk

Front-of-House (FOH) Checklist:



Front-of-House Checklist

- **Dining Area:**
 - Clean and set all tables (linens, silverware, glassware, condiments).
 - Wipe down chairs and ensure proper arrangement.
 - Sweep, mop, or vacuum floors.
 - Adjust lighting and music for ambiance.
 - Check for cleanliness of walls, windows, and decor.
- **Host/Hostess Station:**
 - Organize menus (clean, check for tears).
 - Prepare reservation book/system.
 - Stock pens, notepads, and any necessary supplies.
- **Bar Area (if applicable):**
 - Stock all beverages, ice, and garnishes.
 - Clean bar top, speed rails, and equipment.
 - Polish and stock clean glassware.
- **Restrooms:**
 - Thoroughly clean and sanitize all surfaces.
 - Restock toilet paper, hand soap, and paper



towels.

- Check for any maintenance issues.

- **Service Stations:**

- Replenish rolled silverware, napkins, and all necessary condiments.
- Ensure water pitchers, coffee/tea supplies are ready.

- **POS System:**

- Turn on and ensure all terminals are functional.
- Check printers and credit card machines.
- Verify menu updates and daily specials are programmed.

- **Exterior:**

- Clean entrance, outdoor seating (if any), and sweep sidewalks.
- Ensure "Open" sign is displayed.



Back-of-House (BOH) / Kitchen Checklist:

- **Cleaning and Sanitation:**

- Clean and sanitize all food preparation surfaces, cutting boards, and utensils.
- Sweep and mop kitchen floors.
- Empty all trash bins.
- Ensure dishwashing area is clean and machine is ready.



- **Equipment Checks:**

- Turn on and preheat ovens, grills, fryers, etc.
- Check temperatures of refrigerators, freezers, and hot holding units.
- Ensure all cooking equipment is clean and in good working order.



- **Mise en Place (Preparation):**

- Ensure all ingredients are prepped, portioned, and easily accessible at each station.
- Stock cooking oils, spices, and other necessary supplies.
- Review inventory levels and identify any items needing replenishment.



- **Inventory and Deliveries:**

- Receive and properly store any incoming deliveries.
- Organize and rotate stock (FIFO - First In, First Out).
- Check expiration dates.



Back-of-House Checklist

- **Safety:**
 - Ensure fire extinguishers are accessible and charged.
 - Verify emergency exits are clear.
 - Check for any potential hazards.

Management/Administrative Checklist:

- **Staff Briefing:**
 - Conduct a pre-shift meeting to review daily specials, out-of-stock items, large reservations, and any special events or guest requests.
 - Assign sections and duties.
- **Reservations:**
 - Review the day's reservation book and seating plan.
 - Note any special requests or dietary restrictions.
- **Cash and Reporting:**
 - Prepare cash till with adequate change.
 - Verify POS system reports are ready for the day.
- **Maintenance Issues:**
 - Address any reported maintenance issues from the previous day or overnight.
- **Overall Walkthrough:**
 - A manager should perform a final walkthrough of the entire restaurant to ensure all tasks are completed and the establishment is ready for service, often viewing it from a guest's perspective.



By diligently following such a checklist, a restaurant sets itself up for a successful day, minimizing stress, maximizing efficiency, and most importantly, providing a consistent and high-quality experience for its patrons.

À la Carte Service Guidelines:

1. **Mise-en-place:** Mise-en-place (French for “putting in place”) is the process of preparing and organizing everything needed for service before the restaurant opens. It involves setting up workstations, equipment, tools, and supplies to ensure smooth and efficient operations.
2. **Table Setup:**
 - Arrange based on cover setup for each expected guest.
 - A cover refers to a single place setting for one guest at a dining table. It includes everything the guest needs to eat their meal comfortably and correctly, based on the type of service (à la carte, table d’hôte, buffet, etc.).
3. **Menu Knowledge:**
 - Servers must know **ingredients, cooking methods, and recommended pairings.**
4. **Order Taking:**
 - Take the order **seat-by-seat**, using the cover number system.

5. **Service Flow:**

- Serve **starters first**, followed by **main course**, then **dessert**, unless otherwise requested.



À la Carte Service

Table d'hôte: (pronounced tah-bluh doht) is a French term meaning “table of the host.” It refers to a fixed-price meal where guests choose from a limited number of courses, often with predefined choices. The setup is more standardized than à la carte and typically used in



Banquets, events, or hotel dining packages.

Table d'hôte

Key features of table d'hôte:

Feature	Description
Fixed Menu	Set number of courses (e.g., appetizer, main course, dessert)
Set Price	One price for the entire meal
Limited Choices	Few or no options per course
Timed Service	Courses served simultaneously or in coordinated timing
Pre-set Tables	All cutlery, crockery, and glasses are pre-arranged before guest arrival

Standard table d’hôte setup includes:

- Soup spoon (outer right)
- Starter/dessert spoon and fork (top or front)
- Main course fork (inner left), knife (inner right)
- Dessert spoon and fork (if not on top, served later)
- Plates (Base plate or charger under starter plate)
- Glassware (Water glass + wine glass (if applicable) placed above knives)
- Napkin (Folded and placed on charger plate or to the left)
- Centerpieces (Flowers, candles, name cards, as per occasion)
- Menu Card (Optional)
- Displayed or handed at seat

Example Setup for a 3-Course Table d’hôte Menu:

1. Starter: Soup
→ Soup spoon on the outer right
2. Main Course: Chicken and vegetables
→ Main knife and fork (inner set)
3. Dessert: Fruit salad
→ Dessert spoon and fork above the plate

Buffet: A buffet is a style of service where guests serve themselves from a variety of pre-arranged food items displayed on long tables or counters. It is popular in hotels, banquets, events, and breakfast service, offering variety, speed, and flexibility.



Buffet

Key characteristics of buffet service:

Feature	Description
Self-Service	Guests collect their own food
Food Display	All food is attractively arranged on a service line or table
Minimal Table Setup	Guests only need basic items at the table (cutlery, napkin, glass)
High Volume, Fast Flow	Ideal for large groups and events
Station-Based Setup	Often includes live counters (e.g., egg station, carving station)

Banquet: A banquet is a formal or semi-formal pre-arranged meal service for a large group, typically held for celebrations, conferences, weddings, or official functions. Meals are often served Table d’hôte style (set menu) or as buffet, depending on the event.



Banquet

Characteristics of banquet service:

Feature	Description
Group booking	Set number of guests confirmed in advance
Pre-arranged menu	Often fixed courses, sometimes with limited choices
Pre-set tables	All cutlery, crockery, and glasses arranged before guests arrive
Seating plan	Based on client request (round, rectangular, VIP)
Timely service	Courses served simultaneously to large groups
Event-specific setup	Includes décor, flowers, signage, table numbers, and themes



Special event: A special event refers to a pre-planned, customized dining service designed for occasions such as weddings, anniversaries, corporate functions, product launches, or themed parties. These events typically involve unique setup requirements, personalized décor, special menus, and strict coordination.

Special Event

Special event table setup may include:

Item	Detail
Themed Tablecloths & Overlays	Color-coordinated, sometimes custom-branded
Fine Cutlery & Crockery	High-quality silverware and matching plates
Charger/Base Plate	For aesthetics and formal feel
Full Glassware	Water, red/white wine glasses, champagne flute
Napkin Fold	Unique folds matching the theme (fan, crown, pocket)
Menu & Name Cards	Individually printed and placed at each cover
Floral or Thematic Centerpiece	Carefully chosen to not block guest visibility
Giveaways or Tokens	On the plate or side of the place setting

2.1 In-house guest collection

An in-house guest list refers to a list of all guests currently staying at the hotel or resort. It includes room numbers, names, reservation details, preferences, and any special dining requirements. This information helps the restaurant team personalize service and manage reservations efficiently.

2.2 Mise-en-place

That is an excellent start! Mise-en-place is a French term that means "putting in place." In the food and beverage context, it refers to the preparation and arrangement of all necessary items (equipment, utensils, tools, supplies, and workstations) before service begins.

Purpose of Mise-en-place:

- Ensures smooth and efficient service
- Reduces delays and mistakes during busy operations
- Promotes professional presentation and readiness
- Improves hygiene, safety, and service flow

Common Mise-en-place Tasks by Area:

1. Dining Area:

- Wipe and sanitize tables and chairs
- Set tables with clean cutlery, glassware, crockery
- Place napkins (folded neatly) and centerpieces
- Check lighting, music, and ambiance
- Ensure chairs are aligned

2. Side Station:

- Refill and organize cutlery trays (forks, knives, spoons)
- Restock napkins, order slips, straws, toothpicks
- Fill condiment containers (salt, pepper, ketchup, sauces)
- Arrange clean serving trays and check bottle openers

- Refill water pitchers

3. Beverage Station / Bar (if applicable):

- Refill water, juice, and soft drink dispensers
- Prepare sliced fruits (e.g., lemon, lime) for garnish
- Clean and arrange glassware
- Ensure ice buckets are filled and clean

4. POS or Service Terminal:

- Ensure working condition of ordering system
- Refill order pads or printer paper
- Test intercom or guest paging devices (if used)

Self-Check 1.2

Questions:

1. What are the types of restaurant set-ups?
2. What do you mean by mise-en-place?
3. What are the utensils are used for A-la-Carte setting?
4. What are the utensils used for table d'hôte setting?
5. List some functions in the restaurant service.
6. List out some side stations tools.

Answer Key-1.2

Answers:

1. What are the types of restaurant set-ups?

Ans. **Types of restaurant set-ups:**

Set-up type	Description
À la carte	Individual table settings, menu choice at time of service
Table d'hôte	Fixed menu and settings based on courses
Buffet	Self-service layout with large tables and walking space
Banquet	Pre-set arrangements for large groups or events
Casual dining	Basic settings with flexible arrangements
Special event	Custom layout with decor, themes, or dietary accommodations

2. What do you mean by mise-en-place?

Ans: Mise-en-place, the French term means to “putting in place” is attributed to the preparation of a work place for ultimate smooth service.

3. What are the utensils are used for A-la-Carte setting?

Ans.

- Centre guide
- Main knife
- Main fork
- Side plate
- Glasses

4. What are the utensils used for table d’hôte setting?

Ans.

- Centre guide
- Main knife
- Main fork
- Fish knife
- Fish fork
- Soup spoon
- Side plate
- Side knife
- Dessert spoon
- Dessert fork
- Glasses
- Serviette fold
- Table accompaniments

5. Mention the list some functions in the restaurant service

Ans.

- Breakfasts
- Lunches

- Dinners
- Seminars, workshops and conferences
- Cocktail parties
- General parties – birthdays, celebrations of various sorts
- Weddings/receptions

6. Mention the list out some side stations tools

Ans.

- Salvers
- Creamers
- Wine chiller and stand
- Coffee pots
- Teapots
- Ice buckets and tongs
- Finger bowls
- Cruet sets
- Sugar bowl and tongs
- Soup ladles
- Butter dishes

Job Sheet-1.2

Job Title: Performing of restaurant set-ups

Procedure:

1. Wear appropriate PPE for the Job.
2. Follow OSH
3. Read provided specification sheet.
4. Identify & collect tools, equipment and materials as per specification sheet.
5. Prepare tools, equipment's and materials to do the job
6. Tables are set-up as per menus items in specification sheet.
7. Submit required evidence to the trainer / assessor.
8. Clean and store tools, equipment and materials as per standard.
9. Clean your workplace and dispose waste materials.

Specification Sheet-1.2

Job Title: Performing of restaurant set-ups

To complete the above task, you will need to use the following PPE and menus items.

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1 pc
Waiter cloth	1 pc
Waiter shoes	1 pair
Pad	1 pc
Pen	1 pc
Lighter	1 pc
Bottle opener	1 pc

For A-la-carte menu	Quantity
Centre guide	As required
Main knife	As required
Main fork	As required
Side plate	As required
Glasses	As required

For table d'hôtel setting	Quantity
Centre Guide	As required
Main Knife	As required
Main Fork	As required
Fish Knife	As required
Fish Fork	As required
Soup Spoon	As required
Side Plate	As required
Side Knife	As required
Dessert Spoon	As required
Dessert Fork	As required
Glasses	As required
Serviette Fold	As required

Table Accompaniments	As required
Serviette Fold	As required

For side station tools	Quantity
Salvers	As required
Creamers	As required
Wine chiller and stand	As required
Coffee pots	As required
Teapots	As required
Ice buckets and tongs	As required
Finger bowls	As required
Cruet sets	As required
Sugar bowl and tongs	As required
Soup ladles	As required

Information Sheet No: 1.3

Learning Outcome-3: Carry out closing tasks

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Cleaning and storing soiled cutlery, crockery, glassware and others equipment in the designated area
- 3.2 Sending soiled linen to laundry and collecting fresh linen
- 3.3 Disposing waste food as per standard.
- 3.4 Closing cash and preparing sales report
- 3.5 Maintaining communication logbook
- 3.6 Maintaining inventory and preparing requisition for the next day.
- 3.7 Switching off electrical appliances and locking doors and windows

3.1 Cleaning and storing soiled cutlery, crockery, glassware and others equipment in the designated area

At the end of a service shift, all used items such as plates, utensils, glasses, and serving equipment must be collected, properly cleaned, sanitized, dried, and returned to their correct storage locations. This maintains hygiene, prevents cross-contamination, and ensures items are ready for the next service.

Key Activities:

1. Collection

- Gather used tableware and equipment from dining areas and service stations.
- Use trays or carts for safe and efficient transport to the dishwashing area.

2. Pre-cleaning

- Scrape leftover food into waste bins.
- Rinse items under running water to remove residues.

3. Cleaning

- Use approved detergents and follow SOPs for dishwashing.
- Use a commercial dishwasher or three-compartment sink method:
 - Wash (with detergent)
 - Rinse (clear water)
 - Sanitize (approved sanitizer or hot water above 77°C)

4. Drying

- Air-dry items on racks (never use towels to avoid contamination).
- Ensure items are completely dry before storage.

5. Storage

- Store cleaned items in designated cupboards, drawers, or racks.
- Stack items safely to prevent breakage or injury.
- Use labels or signs to identify storage areas if necessary.



Cutlery Clean & Storage



Crockeries Clean & Storage

3.2 Sending soiled linen to laundry and collecting fresh linen

After restaurant service, all used linen such as table cloths, napkins, and service towels must be removed, sorted, and sent for laundering. Fresh linen is then collected and stored properly to ensure cleanliness and readiness for the next service period.



Soiled linen is sent to laundry

Key Activities:

1. Removal of used linen

- Clear all tables and stations of used tablecloths, napkins, runners, and service cloths.
- Fold or roll linen to prevent scattering food waste or debris.

2. Sorting and checking

- Sort soiled linen based on type (e.g., tablecloths, napkins, towels).
- Check for **stains, tears, or missing items**.
- Set aside damaged linen for repair or disposal as per SOP.

3. Transport to laundry

- Place soiled linen in designated **laundry bags or hampers** (color-coded if applicable).
- Label bags if necessary (e.g., by outlet, date, linen type).
- Deliver to laundry room or hand over to external laundry service.

4. Collection of fresh linen

- Collect fresh, clean linen from the laundry room or delivery point.
- Inspect for cleanliness and quality before accepting.
- Count items to match requisition/return slips.

5. Storage

- Store fresh linen in **clean, dry, ventilated** cabinets or shelves.

- Organize by type and size for easy access.
- Use FIFO (First-In, First-Out) system to rotate stock.

Types of Linen:

Linen Item	Use
Tablecloth	Covers dining tables
Napkin	Guest use during meals
Placemats	Individual table settings
Service towel	Used by wait staff for carrying items
Tray cloth	Lining trays for service

3.3 Disposing waste food as per standard

At the end of each shift or service period, all leftover or spoiled food must be disposed of safely and hygienically, following the restaurant's food safety and environmental protocols. Proper disposal helps prevent contamination, manage pests, and comply with health regulations.



Waste Food Dispose

3.4 Closing cash and preparing sales report

At the end of the business day or shift, the restaurant's cash and sales records must be accurately tallied and documented. This includes counting the cash in the register, reconciling it with the sales recorded in the Point of Sale (POS) system, and submitting daily reports to management.



Cash Closing

Key Activities:

1. Cash Handling and Counting

- Retrieve cash drawer from POS or register.
- Count total cash: notes, coins, and vouchers.
- Separate float amount (opening balance) from total.

2. Sales Verification

- Check POS printouts or electronic records of daily sales.
- Match cash sales, card sales, and digital payments with actual receipts.

3. Cash Reconciliation

- Subtract float from the total cash to determine actual sales.
- Reconcile cash collected with sales on record.
- Note any discrepancies and investigate immediately.

4. Sales Report Preparation

- Generate end-of-day report from POS system.
- Summarize total sales by category (food, beverage, taxes, service charge).
- Record tips and staff discounts if applicable.

3.5 Switching off electrical appliances and locking doors and windows

After restaurant operations are completed, all **electrical appliances must be properly turned off**, and the **premises must be secured** by locking all windows and doors to ensure safety, prevent fire hazards, and protect property.



Electric power switched off



Window Closed

Key activities:

1. Turn off all electrical appliances

- Switch off kitchen equipment (toasters, coffee machines, juicers).
- Turn off dining area equipment (air conditioning, lights, music system).
- Ensure refrigerators/freezers that must remain on are not turned off mistakenly.
- Unplug small appliances if required by safety protocols.

2. Check power isolation points

- Inspect main switchboards if accessible.
- Switch off non-essential circuits where applicable.

3. Secure windows

- Close and lock all accessible windows.
- Ensure there are no open gaps or faulty locks.
- Report any damage or broken latches.

4. Lock all doors

- Lock storerooms, dining area exits, and internal doors as per sop.

- Use keys or access cards as per the hotel or restaurant's policy.
- Document who performs the final lock-up in the logbook or checklist.

5. Final premises inspection

- Do a walk-through to verify all areas are clean, clear, and secure.
- Ensure all guests and staff have exited.
- Check for any potential safety hazards.

Checklist example:

Item	Status	Remarks
Coffee machine	Off	✓
Air conditioner	Off	✓
Lights (dining area)	Off	✓
Windows (left wing)	Locked	✓
Kitchen back door	Locked	✓
Main door	Locked	✓
Freezers	ON (OK)	Not switched off
Logbook entry completed	Yes	By: R. Karim

Self-check-1.3

Questions:

1. What are the steps of cleaning and storing of soiled item in restaurant?
2. Why need to maintain clean and clear restaurant?
3. What are the stages of cleaning crockery and cutlery?

Answer Key-1.3

1. What are the steps of cleaning and storing of soiled item in restaurant?

Ans. At the end of a service shift, all used items such as plates, utensils, glasses, and serving equipment must be collected, properly cleaned, sanitized, dried, and returned to their correct storage locations. This maintains hygiene, prevents cross-contamination, and ensures items are ready for the next service.

Key Activities:

1. Collection
2. Pre-cleaning
3. Cleaning
4. Drying
5. Storage

2. Why need to maintain clean and clear restaurant?

Ans. Once all the main end of shift tasks has been completed, it is now time to ensure that the service area and items are clean and tidy for the next shift.

3. What are the stages of cleaning crockery and cutlery

- Rinse with warm water to remove loose dirt
- Wash with a detergent
- Rinse again to remove the detergent and debris
- Apply a sanitizer. Sanitizers are chemicals designed to kill bacteria
- Rinse to remove the sanitizer
- Allow to air dry

MODULE TITLE: APPLYING FOOD SAFETY PROCEDURE

Unit Code: THS-FBS-02-O



Module Title: Applying food safety procedure

Unit Code: THS -FBS-02-O

Nominal Hours: 30 hours

Module Descriptions:

This module covers the knowledge, skills, and attitudes required to apply food safety procedure. It specifically includes interpreting procedures for food safety, interpreting food and beverage storage procedure and maintaining a clean environment.

Learning Outcome:

After completing this module, trainee/student will be able to:

1. Interpret procedures for food safety.
2. Interpret food and beverage storage procedure.
3. Maintain a clean environment.

Assessment Criteria:

- 1.1 Relevant documents are identified and used according to organizational requirements.
- 1.2 Food safety policies and procedures are followed.
- 1.3 All food hazards and critical control points are identified.
- 1.4 Food safety monitoring process is interpreted and followed.
- 1.5 Deviation (if any) in food safety process is reported to the authority concerned.
- 1.6 Food and beverage storage conditions are selected as per specific food and beverage type.
- 1.7 Food and beverage are stored as per environmental conditions.
- 1.8 FIFO and LIFO methods are maintained as required.
- 1.9 Temperature is maintained as per category of food and beverage during storage.
- 1.10 Equipment, surface and utensils are cleaned and sanitized as per workplace standard.
- 1.11 Appropriate containers are used.
- 1.12 Chipped and broken items are disposed and reported.
- 1.13 Food handling areas are maintained by avoiding animals and pests as per workplace procedures.

Information Sheet 2.1

Learning Outcome-1: Interpret procedures for food safety.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

Contents:

- 1.1 Relevant documents.
- 1.2 Food safety policies and procedures
- 1.3 Food hazards and critical control points
- 1.4 Food safety monitoring process
- 1.5 Report deviation in food safety process

1.1 Relevant documents.

- Be applicable to the subject at hand.
- Meet organizational standards (e.g., format, approval).
- Provide actionable or required information for achieving specific goals or requirements.

Examples of relevant documents (depending on the context):

- Policies and procedures
- Standard operating procedures (SOPs)

1.2 Food Safety Policies and Procedures:

1. **Personal Hygiene:** Ensuring that food handlers practice proper handwashing, wear appropriate clothing, and maintain cleanliness.
2. **Temperature Control:** Ensuring food is stored and cooked at safe temperatures to prevent bacterial growth.
3. **Cross-Contamination Prevention:** Using separate equipment and surfaces for raw and cooked foods to avoid contamination.
4. **Cleaning and Sanitizing:** Regular cleaning of food preparation areas, utensils, and equipment to prevent contamination.
5. **Food Storage:** Ensuring that food is stored in proper conditions (e.g., refrigeration, proper sealing) to maintain freshness and prevent spoilage.
6. **Monitoring and Documentation:** Regular checks and documentation to ensure food safety standards are consistently met.

Food Safety Policies:

The Food Act 1984 aims to reduce the incidence of food borne illness by ensuring that food manufactured, transported, sold, prepared and stored is safe, unadulterated, fit for human consumption and will not cause food poisoning.

The five key principles of food hygiene according to WHO, are:

- Prevent contaminating food with pathogens spreading from people, pets, and pests.
- Separate raw and cooked foods to prevent contaminating the cooked foods.



1.3 Food hazards and critical control points:

Food Safety Hazard

Food safety hazards can badly affect the food we eat; they can cause harm such as food borne illnesses, injuries and allergic reactions. Hazards can affect food safety throughout the entire supply chain.



Types of Hazards:

There are four types of workplace hazard such as:

- Physical hazards.
- Biological hazards.
- Chemical hazards.
- Ergonomic hazards.

Physical Hazards:

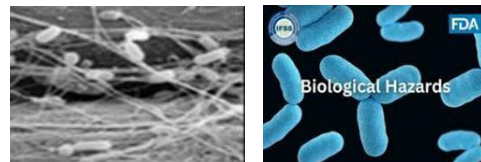
Physical hazards are substances or activities that threaten your physical safety. They are the most common and are present in most workplaces at one time or another. These include unsafe conditions that can cause injury, illness and death.



Examples: Slips, Trips, Falls, Electricity, Noise, Vibration, Radiation, Heat, Cold and Fire

Biological hazard:

A biological hazard is a biological substance that poses a threat to the health of living organisms, primarily humans. This could include a sample of a microorganism, virus or bacteria that can adversely affect human health.



Examples: Mold and Fungi, Blood and Body Fluids, Sewage, Airborne pathogens such as the common cold, Stinging insects, Harmful plants, Animal and Bird Droppings.

Chemical Hazard:

Chemical hazards in food include toxic substances that may be produced naturally or those that are added intentionally or unintentionally to food products.

Examples: Ammonia, Chlorine, Cleaning chemicals, Disinfectants, Gas cylinders, Glues, Lead and Paint.



Ergonomic Hazard:

An ergonomic hazard is a factor in a work, or other environment that could cause damage to the human musculoskeletal system. These hazards include repetitive strain injury, discomfort in an office chair or desk, poor design of a particular job or task at a workplace that causes injury, manual handling of heavy loads, and anything in the environment that leads to uncomfortable or unnatural body positioning that can lead to injury.



Examples: Repetitive movements, Vibration, Temperature extremes, Awkward postures

Cross Contamination:

Cross contamination is the transfer of bacteria from contaminated foods (usually raw) to ready to eat foods by either direct or indirect contact.



Critical Control Points (CCPs):

Critical Control Points (CCPs) are specific stages in the food production or processing process where control can be applied to prevent, eliminate, or reduce food safety hazards to an acceptable level. CCPs are part of a broader food safety system, such as the HACCP (Hazard Analysis and Critical Control Points) system, which focuses on identifying and managing food safety risks.

HACCP

Hazard analysis and critical control points is a well-known and used food safety management system. It can be used effectively in all sizes and types of food business.

Its main aim is to focus attention on CCP's in the food business operation to ensure that situations do not occur which could make the food unsafe to eat. Each step in the food production process must be analyzed to identify points at which something could go wrong and then procedures must be put in place accordingly. There are seven principles of HACCP as following:

Seven principles of HACCP

- Conduct a hazard analysis
- Identify critical control points (CCP)
- Establish critical limits for each CCP
- Establish CCP monitoring requirements
- Establish corrective actions
- Establish verification procedures.
- Establish record keeping procedures

Self-Check Sheet – 2.1

Questions:

1. Types hazard?
2. What are the examples of critical control points (CCPs)?
3. Write down the 7 principles of HACCP.

Answer Key – 2.1

Answers:

1. Types of hazards?

Ans.

Types of Hazards:

There are four types of workplace hazard such as:

- Physical hazards.
- Biological hazards.
- Chemical hazards.
- Ergonomic hazards.

2. What are the examples of critical control points (CCPs)?

Ans. The examples of critical control points (CCPs) are:

- a. Thermal process,
- b. Chilling,
- c. Chemical testing.
- d. Biological hazard detection.
- e. Formulation control,
- f. Testing product for physical hazards

3. Write down the 7 principles of HACCP.

Ans: Seven principles of HACCP are:

- a. Conduct a hazard analysis.
- b. Identify critical control points.
- c. Establish critical limits.
- d. Establish monitoring procedures.
- e. Establish corrective actions.
- f. Establish verification procedures.
- g. Establish record-keeping procedures.

**MODULE TITLE: APPLYING PRODUCT
KNOWLEDGE ON FOOD AND BEVERAGE
SERVICE**

Unit Code: THS-FBS-03-O



Module Title: Applying product knowledge on Food and beverage service

Unit Code: THS -FBS-03-O

Nominal Hours: 30 hours

Module Descriptions:

This unit covers the skills, knowledge and attitudes required to apply product knowledge on food and beverage service. It specifically includes the tasks of identifying food product, collecting information on food and beverage and sharing information with guests.

Learning Outcome:

After completing this module, trainee/student must be able to:

1. Identify food product
2. Collect information on food and beverage
3. Share information with guests

Assessment Criteria:

- 1.1 Types of menus are defined.
- 1.2 Food items and pronunciations in the menu are identified and pronounced.
- 1.3 Ingredients of food items are recognized as per menu
- 1.4 Sauces and accompaniments are recognized
- 1.5 Common food allergens and intolerances are identified to prevent serious health consequences.
- 1.6 Information about the food items is described.
- 1.7 Information on different types of food and beverage is collected.
- 1.8 Current knowledge on food and beverage is explained as required by the job.
- 1.9 Guests are assisted on selection of food and beverage items based on workplace policy.
- 1.10 Suitable combinations of food and beverages are offered and recommended.
- 1.11 Guest questions are responded politely and correctly on menus and drink lists.
- 1.12 New items are recommended to regular guests to encourage them to try other items in the menu.
- 1.13 Suggestive sale skills are applied as required.
- 1.14 Chef specials and promotional offers are informed

Information Sheet 3.1

Learning Outcome-1: Identify food product

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

Contents:

- 1.1 Menus
- 1.2 Food items and pronunciations in the menus
- 1.3 Ingredients of food items
- 1.4 Sauces and accompaniments
- 1.5 Common food allergens and intolerances

1.1 Menus:

Definition of Menu

A menu is a list of food items or prepared dishes which are available to the guests. Originally it was used to be called in English "Bill of Fare" but in French "Menu".

It is the knowledge which helps waiter take order from guest to carryout guest service efficiently. At the same time with the menu knowledge a waiter must be able to advise the guest in details of menu terms.

Usually, guests want to know main ingredients of the dishes, cooking method, flavour & colour of the dishes, quantity per plate, serving temperature etc.

Types of Menus

There are basically two types of Menus, which are:

- A La-Carte Menu (Individual item with price)
- Table D' Hote Menu (Fixed menu with price)

A La Carte Menu (Individual item with price)

The term a la carte may be translated as "from the card". A la carte menu may be defined by the following points:

It gives a full list of all the dishes that may be prepared by the establishment.

- ii There are choices within each course.
- iii Each dish is priced separately and it is charged to order.
- iv A certain waiting time has to be allowed for each dish as it is cooked to order.

So, a la carte menu is a menu which has various numbers of courses and items with individual prices.

Table D' Hote Menu (Fixed menu with price)

Table d'Hôte menu is a type of restaurant menu where a set meal is offered at a fixed price. Unlike à la carte menus, where each dish is priced separately, a Table d'Hôte menu typically includes several courses (starter, main course, dessert) that are pre-selected by the restaurant, and customers choose from a limited selection within each course. The fixed price is usually for the entire meal, offering good value for money.

Table d'Hôte menus are often used for banquets, special events, or during certain times of the day (like lunch or dinner specials), where the restaurant wants to serve meals efficiently to a large group while still offering variety.

In summary:

- **Fixed Price** for the whole meal.
- Multiple courses (starter, main course, dessert).
- Limited choices within each course.
- More efficient and cost-effective than à la carte dining.

There are different types of Table D'Hôte menus. Like:

➤ **Buffet Menu**

A Buffet menu is a self-serve style of meal where guests can choose from a wide variety of dishes that are set out on a long table or counter.

➤ **Banquet Menu**

A Banquet Menu is a formal or semi-formal dining setup used for large gatherings or special events, like weddings, corporate functions, or celebrations.

➤ **Cafeteria Menu**

A Cafeteria Menu is typically found in institutions like schools, colleges, hospitals, or businesses where food is served in a self-service setup.

➤ **Takeaway Menu**

A Takeaway Menu is a menu specifically designed for customers who wish to order food to be eaten off-premises.

Self-Check Sheet – 3.1

Questions:

1. How do you define Menu?
2. Please mention the types of Menus.
3. Define A la cart menu in brief.
4. What is a fixed Menu?

Answer Key – 3.1

Answers:

1. How do you define Menue?

Ans: A menu is a list of food items or prepared dishes which are available to the guests. Originally it was used to be called in English "Bill of Fare" but in French "Menu".

2. Please mention the types of Menus?

There are basically two types of Menus, which are:

- A La Carte Menu
- Table D' Hote Menu

3. Define A la cart menu in brief?

Ans: The term a la carte may be translated as "from the card". A la carte menu may be defined by the following points:

- i) It gives a full list of all the dishes that may be prepared by the establishment.
- ii) There are choices within each course.
- iii) Each dish is priced separately and it is charged to order.
- iv) A certain waiting time has to be allowed for each dish as it is cooked to order.

So, a la carte menu is a menu which has various numbers of courses and items with individual prices.

4. What is a fixed menu?

Ans: **Table D'Hôte** menu is a type of restaurant menu where a set meal is offered at a fixed price. The fixed price is usually for the entire meal, offering good value for money. So, it could be determined that, a table D'Hote menu is a menu with fixed number of courses and items at a set price.

Information Sheet 3.2

Learning Outcome- 2: Collect information on food and beverage

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Information about the food items
- 2.2 Different types of food and beverage
- 2.3 Current knowledge on food and beverage

2.1 Information about the food items:

Cooking Method:

Cooking method refers to the technique or process used to prepare food for consumption. It involves the application of heat or other methods to transform raw ingredients into a finished dish. Different cooking methods can affect the texture, flavor, appearance, and nutritional value of the food. Examples of cooking methods include boiling, grilling, roasting, frying, steaming, baking, and sautéing. Each method has its own characteristics and is often chosen based on the type of food being prepared and the desired result.

- **Grilling:** Cooking food over an open flame or grill, typically giving it a smoky flavor.
- **Steaming:** Cooking food by placing it above boiling water and allowing the steam to cook it.
- **Boiling:** Cooking food by submerging it in boiling water or broth.
- **Baking:** Cooking food in an oven using dry heat, often for pastries, bread, and meats.
- **Frying:** Cooking food in hot oil, often resulting in a crispy texture.

Roasting: Similar to baking, but typically at higher temperatures and often for meats or vegetables. **Grilling** is the method of cooking food over direct heat. The food is exposed to the flames and the heat comes from the coals underneath the grate. You can grill over an open flame or in a grill pan. Grill grates are used, and the food that is grilled usually has charred lines on it.



Steaming

For steaming, food is placed in a steamer which is kept over hot liquid. The steam cooks the food but the water or liquid being used for steaming does not come in contact with the food itself.



Searing

Searing refers to browning of food. Seared food has a brown and caramelised appearance from the outside. Food can be seared when small amounts of fat are used over high heat to give the outside a caramelized appearance, while the inside is not cooked through. Searing fish or meats is quite common.

**Boiling**

When food that is cooked in water reaches 100° Celsius, it is in the boiling stage. In this method, the food is completely immersed in water and boiled until soft and tender.

**Sautéing**

To sauté food is one of the most common steps that we follow while cooking anything. Food is cooked in very little oil or fat until it turns tender. This is usually done in a pan and the food is cooked over medium to high heat.

**Poaching**

In order to poach food, it needs to be submerged in water that is between 71° Celsius and 82° Celsius. The food remains in the water until it is completely cooked.





**Broiling**

Broiling requires the source of heat to come from the top and mostly ovens are used to broil. The setting can be adjusted to broil so that the top heat source is the only one that comes on. However, while broiling, one must keep an eye on the food, as it cooks very fast.

**Baking**

Baking simply means cooking food items (usually uncovered) in an oven using dry heat. This method of cooking is used for foods like bread, cakes, cookies, muffins, lasagna, etc.



<p>Roasting This method is similar to baking as it involves the use of an oven to cook the food. Mostly, meats or vegetables are roasted. Food is cooked until it turns beautiful golden brown.</p>	<p>Blanching Blanching and boiling are almost the same, but in blanching, the food is par-cooked, then it is submerged in an ice bath to stop the cooking process.</p>
	
<p>Stewing Stewing is similar to braising. The ingredients are first seared then cooked in liquid.</p> 	<p>Deep-frying Deep-frying means cooking the food in hot oil or fat. The food is cooked until its colour turns to golden. It is crispy on the outside, and the inside is cooked completely.</p> 

Some examples of combination foods are:



Dessert with iced

MODULE: PREPARING TABLE FOR SERVICE

Unit Code: THS-FBS-04-O



Module Title: Prepare table for service

Unit Code: THS -FBS-04-O

Nominal Hours: 40 hours.

Module Description:

This unit covers the skills, knowledge and attitudes required to prepare table for service. It specifically includes the tasks of selecting and collecting cutlery, crockery and table items and arranging cutlery, crockery and table accomplishment for laying table.

Learning Outcome:

After completing this module, trainee will be able to:

1. Select and collect cutlery, crockery and table items
2. Arrange cutlery, crockery and table accomplishment for laying table

Assessment Criteria:

- 1.1 Cutlery, crockery, glassware and table items are identified and collected as required
- 1.2 Types of common table service is identified as per job requirement.
- 1.3 Cleanliness and availability of table items are checked and confirmed as per standard operating procedure
- 1.4 Table is laid as per job requirement.
- 1.5 Linen is placed on the table as per standard operating procedures.
- 1.6 Center piece, vase, cruet set and ashtray are placed on the table as per the workplace standard.
- 1.7 Cutlery and crockery are placed on the table as per the required service.
- 1.8 Other items are placed on the table, if required.

Information Sheet 1.1

Learning Outcome-1: Select and collect cutlery, crockery and table items

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.1 Cutlery, crockery, glassware and table items
- 1.2 Types of common table service
- 1.3 Cleanliness and availability of table items

1.1 Cutlery, Crockery, Glassware and table items

Cutlery:

Cutlery refers to tools or utensils used for preparing, serving, and eating food. It includes knives, forks, spoons, and other items like tongs or ladles.

Cutleries are also known as **flatware**, which are used for eating food.

Common types of cutleries and their uses:

Understanding the different types of cutleries helps ensure you are using the right tool for the right dish:

Forks:

- Dinner Fork: The standard fork for your main course.
- Salad Fork: Slightly smaller than a dinner fork, used for appetizers or salads.
- Dessert Fork: Even smaller, designed for pastries, cakes, and other desserts.
- Fish Fork: Often has a broader, flatter tines, sometimes with a notch, to help separate fish from bones.

Knives:

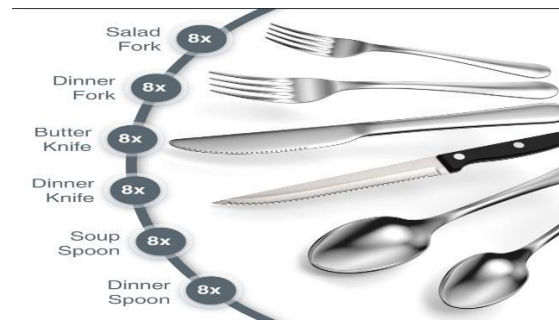
- Dinner Knife: The primary knife for the main course, often with a slightly serrated edge.
- Steak Knife: Features a sharper, more pronounced serrated blade for easily cutting through meats.
- Butter Knife: A small, blunt knife with a rounded tip, specifically for spreading butter.
- Fish Knife: Has a unique shape, often resembling a trowel, designed to lift and separate fish portions without tearing.

Spoons:

- Soup Spoon: A large spoon with a round or oval bowl for eating soup.
- Teaspoon: The smallest spoon, used for stirring tea or coffee and for some desserts.
- Dessert Spoon: Larger than a teaspoon but smaller than a soup spoon, used for various desserts.
- Demitasse Spoon: A tiny spoon used with small espresso or demitasse cups.



Different types of Cutleries



Different types of Cutleries

Crockery:

Crockery refers to the dishes and plates used for serving and eating food. It typically includes the items like plates, bowls, cups, saucers, and serving dishes, which are commonly made from materials such as porcelain, ceramic, earthenware, or glass.

Common types of crockery and their uses:

Understanding the various pieces of crockery helps in setting a functional and appropriate table:

Plates:

- Dinner Plate: The largest plate, serving as the main course plate.
- Salad Plate / Appetizer Plate: Smaller than a dinner plate, used for salads, appetizers, or smaller portions.
- Bread & Butter Plate (B&B Plate): The smallest plate, typically used for bread, rolls, and butter. It's usually placed above and to the left of the main dinner plate.
- Dessert Plate: Similar in size to a salad plate, specifically used for serving desserts.

Bowls:

- Soup Bowl: A bowl designed for serving soup, often wider and shallower than a cereal bowl.
- Pasta Bowl: Often a wide, shallow bowl with a rim, ideal for pasta dishes.

Cups & Saucers:

- Coffee Cup / Tea Cup: Used for serving hot beverages.
- Saucer: A small, flat plate placed underneath a cup to catch drips and provide a resting place for a spoon.
- Demitasse Cup: A very small cup used for serving espresso or other strong, concentrated coffees, accompanied by a matching demitasse saucer.

Serving Dishes:

- Serving Platters: Large, flat or slightly concave dishes used to present and serve shared food items.
- Serving Bowls: Larger bowls used for serving salads, side dishes, or communal portions.



Different types of Crockeries



Different types of Crockeries

Glassware:

Glassware refers to a wide range of items made primarily from glass, used for serving, drinking, storing, and presenting food and beverages. In hospitality, especially in food and beverage service, glassware plays a vital role in enhancing both the functionality and aesthetics of service.

Types of Glassware (Common Categories):

Drinkware / Beverage Glassware:

- Water Goblet: Used for serving water; sturdy with a wide bowl.
- Wine Glass: Comes in red and white varieties; shaped to enhance aroma and taste.
- Champagne Flute: Tall and narrow, preserves carbonation.
- Beer Mug / Pilsner Glass: Designed for serving different types of beer.
- Highball & Lowball (Rocks Glass): For cocktails and spirits, like whiskey or rum.
- Martini Glass: Wide-brimmed glass for martinis and similar cocktails.

Service Glassware:

- Carafe / Decanter: Used for pouring wine or water.
- Pitcher / Jug: Serves multiple drinks like juice or water.
- Shot Glass: Small glass used for spirits and liqueurs.

Decorative / Specialty Glassware:

- Dessert Glass: Used for serving parfaits, ice cream, or mousse.
- Glass Bowls & Plates: Used in elegant or themed service presentations.

Characteristics of Good Quality Glassware:

- **Clarity:** Should be clear and free from bubbles or defects.
- **Durability:** Especially for commercial use, glassware must withstand frequent washing and handling.
- **Balance & Weight:** Should be well-balanced and not top-heavy.
- **Design:** Aesthetic appeal contributes to customer experience.
- **Functionality:** Specific shapes enhance taste and presentation of beverages.



Different types of Glassware



Different types of Glassware

Care and Handling Tips:

- Handle with care to prevent chipping or breaking.
- Wash with warm water and mild detergent; avoid abrasives.
- Store upright in clean, dry areas.

Table items:

Table items refer to the various objects and utensils placed on a dining table to facilitate eating, drinking, and serving food. These items can include:

- **Cutlery:** Forks, knives, spoons, and other utensils used for eating and food preparation.
- **Crockery:** Plates, bowls, cups, glasses, and serving dishes.
- **Glassware:** Items like glasses for drinking beverages such as water, wine, or juice.
- **Serving items:** Items such as serving bowls, trays, pitchers, and salt and pepper shakers.
- **Napkins:** Cloth or paper napkins used for cleaning hands or wiping the mouth.
- **Table Linens:** Tablecloths, placemats, and table runners used for covering and decorating the dining table.
- **Decorative items:** Items like candles, flowers, or table centerpieces used to enhance the table's appearance.

These table items vary based on the occasion and type of meal being served.

Identifying and Collecting Tips:

- **Check Functionality:** Ensure condiment shakers are full and clean.
- **Cleanliness and Presentation:** All table items should be spotless and well-maintained.
- **Placement:** Know the standard placement of each item on the table for proper setup.
- **Replenish as Needed:** Ensure all necessary items are present before guests arrive or during service.



Different Table setup for service



Different Table setup for service

In the hospitality industry, selecting the appropriate type of table service is essential to match the style of the establishment, guest expectations, and operational efficiency. Each service type has its own procedures, standards, and required skill sets for food and beverage staff.

Here are the types of common table service with brief descriptions:

- **American Service:** The most common style, where food is plated in the kitchen and served directly to the guest at the table.
- **French Service:** A more formal style, where food is prepared and served from a trolley or cart at the table, often involving some cooking or finishing in front of the guests.
- **Russian Service:** Food is served from large platters to individual plates by the server, often in courses, with a formal presentation.
- **English Service:** The host or a designated server serves food from large serving dishes to the guests, who then help themselves.
- **Buffet Service:** Guests serve themselves from a spread of food laid out on a table, with servers available to assist if needed.
- **Silver Service:** A formal service where food is presented in large platters or dishes and served directly onto guests' plates by the waiter using a service spoon and fork. The waiter holds the platters from the left side of the guest and serves from the right.
- **Cafeteria Service:** A self-service style where customers select their food from a counter and pay before sitting down. It is commonly found in schools, hospitals, and casual dining establishments. The service is fast and often informal.
- **Counter Service:** Customers place their order and pay at the counter, then either take their food away or wait for it to be brought to them. This is a common style in fast food restaurants or casual eateries.
- **Grill Service:** Food is prepared and served directly from a grill or open kitchen to the customer. It often involves dishes such as steaks or grilled vegetables, and the service is usually more interactive, with customers seeing their food being cooked.
- **Takeaway Service:** Customers place an order, pay, and then take the food away to eat elsewhere. This service style is common in fast food outlets, pizzerias, and other restaurants that offer takeout options.

These types of table service offer different levels of interaction, formality, and convenience, catering to various dining experiences and customer preferences.

1.4 Cleanliness and availability of all table items:

Ensuring the **cleanliness** and **availability** of all table items before service is a critical

responsibility in food and beverage operations. This process follows the **Standard Operating Procedure (SOP)** to maintain hygiene, service quality, and customer satisfaction.

Key Table Items to Check:

Item Category	Common Examples
Glassware	Water goblets, wine glasses, juice glasses
Cutlery / Flatware	Forks, knives, spoons, dessert utensils
Chinaware / Crockery	Plates (dinner, side, dessert), bowls
Table Linen	Tablecloths, napkins, runners
Table Accessories	Salt & pepper shakers, candle holders, menu cards, centerpiece
Condiments	Sugar pots, butter dishes, sauce holders

Self-check- 1.1

1. Define Cutlery, Crockery, Glassware and table items.
2. Briefly describe common types of cutleries and their uses.
3. Briefly describe common types of crockery and their uses.
4. List the types of Glassware (Common Categories) and their uses.
5. Mention the table items with examples.
6. Define table service.
7. Write the Key features of common table service.
8. What do you mean by cleanliness and availability of all table items.
9. Why table service is Important?
10. Fill in the gaps with appropriate words:
 - a) A Service standards procedure depends on _____.
 - b) Which procedures are applied for welcoming guests _____.
 - c) _____ is very important for server.
 - d) It might be a _____ all about server when provide information for guests.

Answer sheet- 1.1

1. Define Cutlery, Crockery, Glassware and table items.

Ans. Cutlery:

Cutlery refers to tools or utensils used for preparing, serving, and eating food. Common examples include knives, forks, spoons, and other items like tongs or ladles. Cutlery is typically made from materials such as stainless steel, plastic, or wood and is used in both home and commercial settings for dining and food preparation.

Crockery:

Crockery refers to the dishes and plates used for serving and eating food. It typically includes items like plates, bowls, cups, saucers, and serving dishes, which are commonly made from materials such as porcelain, ceramic, earthenware, or glass. Crockery is used in both every day and special dining occasions. It is different from cutlery, which consists of utensils like knives, forks, and spoons.

Glassware:

Glassware refers to a wide range of items made primarily from glass, used for serving, drinking, storing, and presenting food and beverages. In hospitality, especially in food and beverage service, glassware plays a vital role in enhancing both the functionality and aesthetics of service.

Table items:

Table items refer to the various objects and utensils placed on a dining table to facilitate eating, drinking, and serving food.

2. Briefly describe common types of cutleries and their uses. Ans.

Common types of cutleries and their uses:

Understanding the different types of cutleries helps ensure you are using the right tool for the right dish:

Forks:

- Dinner Fork: The standard fork for your main course.
- Salad Fork: Slightly smaller than a dinner fork, used for appetizers or salads.
- Dessert Fork: Even smaller, designed for pastries, cakes, and other desserts.
- Fish Fork: Often has a broader, flatter tines, sometimes with a notch, to help separate fish from bones.

Knives:

- Dinner Knife: The primary knife for the main course, often with a slightly serrated edge.
- Steak Knife: Features a sharper, more pronounced serrated blade for easily cutting through meats.
- Butter Knife: A small, blunt knife with a rounded tip, specifically for spreading butter.
- Fish Knife: Has a unique shape, often resembling a trowel, designed to lift and separate fish portions without tearing.

Spoons:

- Soup Spoon: A large spoon with a round or oval bowl for eating soup.
- Teaspoon: The smallest spoon, used for stirring tea or coffee and for some desserts.
- Dessert Spoon: Larger than a teaspoon but smaller than a soup spoon, used for

various desserts.

- Demitasse Spoon: A tiny spoon used with small espresso or demitasse cups.

3. Briefly describe common types of crockery and their uses.

Ans. Common types of crockery and their uses:

Understanding the various pieces of crockery helps in setting a functional and appropriate table:

Plates:

- Dinner Plate: The largest plate, serving as the main course plate.
- Salad Plate / Appetizer Plate: Smaller than a dinner plate, used for salads, appetizers, or smaller portions.
- Bread & Butter Plate (B&B Plate): The smallest plate, typically used for bread, rolls, and butter. It's usually placed above and to the left of the main dinner plate.
- Dessert Plate: Similar in size to a salad plate, specifically used for serving desserts.

Bowls:

- Soup Bowl: A bowl designed for serving soup, often wider and shallower than a cereal bowl.
- Cereal Bowl / Dessert Bowl: A deeper bowl used for breakfast cereals, stews, or various desserts.
- Pasta Bowl: Often a wide, shallow bowl with a rim, ideal for pasta dishes.

Cups & Saucers:

- Coffee Cup / Tea Cup: Used for serving hot beverages.
- Saucer: A small, flat plate placed underneath a cup to catch drips and provide a resting place for a spoon.
- Demitasse Cup: A very small cup used for serving espresso or other strong, concentrated coffees, accompanied by a matching demitasse saucer.

Serving Dishes:

- Serving Platters: Large, flat or slightly concave dishes used to present and serve shared food items.
- Serving Bowls: Larger bowls used for serving salads, side dishes, or communal portions.

4. List the types of Glassware (Common Categories) and their uses.

Ans. Types of Glassware (Common Categories) and their uses:

Drinkware / Beverage Glassware:

- Water Goblet: Used for serving water; sturdy with a wide bowl.
- Wine Glass: Comes in red and white varieties; shaped to enhance aroma and taste.
- Champagne Flute: Tall and narrow, preserves carbonation.
- Beer Mug / Pilsner Glass: Designed for serving different types of beer.
- Highball & Lowball (Rocks Glass): For cocktails and spirits, like whiskey or rum.
- Martini Glass: Wide-brimmed glass for martinis and similar cocktails.

Service Glassware:

- Carafe / Decanter: Used for pouring wine or water.
- Pitcher / Jug: Serves multiple drinks like juice or water.
- Shot Glass: Small glass used for spirits and liqueurs.

Decorative / Specialty Glassware:

- **Dessert Glass:** Used for serving parfaits, ice cream, or mousse.
- **Glass Bowls & Plates:** Used in elegant or themed service presentations.

Characteristics of Good Quality Glassware:

- **Clarity:** Should be clear and free from bubbles or defects.
- **Durability:** Especially for commercial use, glassware must withstand frequent washing and handling.
- **Balance & Weight:** Should be well-balanced and not top-heavy.
- **Design:** Aesthetic appeal contributes to customer experience.
- **Functionality:** Specific shapes enhance taste and presentation of beverages.

5. Mention the table items with examples.

Ans. These items can include:

- **Cutlery:** Forks, knives, spoons, and other utensils used for eating and food preparation.
- **Crockery:** Plates, bowls, cups, glasses, and serving dishes.
- **Glassware:** Items like glasses for drinking beverages such as water, wine, or juice.
- **Serving items:** Items such as serving bowls, trays, pitchers, and salt and pepper shakers.
- **Napkins:** Cloth or paper napkins used for cleaning hands or wiping the mouth.
- **Table Linens:** Tablecloths, placemats, and table runners used for covering and decorating the dining table.
- **Decorative items:** Items like candles, flowers, or table centerpieces used to enhance the table's appearance.

6. Define table service.

Ans. Common Table Service in a restaurant refers to the standard method of serving food and drinks to guests at their table. It is a traditional service style where waitstaff brings the food and beverages directly to the customers seated at a table.

7. Write the Key features of common table service.

Ans. Key features of common table service include:

- **Waitstaff Interaction:** Servers take orders, deliver food and drinks, and assist with any customer needs during the meal.
- **Menu-based Ordering:** Guests typically order from a menu, and the server brings the food to the table after it is prepared.
- **Individual or Group Dining:** It can serve both individual guests and groups, with each customer receiving their own food or shared dishes for the table.
- **Use of Cutlery and Crockery:** The food is served on plates or in bowls, and cutlery such as forks, knives, and spoons are provided.
- **Basic Service Style:** This is often the most common and straightforward type of service, as opposed to more formal or elaborate styles like buffet or fine dining service.

It focuses on ensuring that customers have an enjoyable dining experience through efficient service, without the need for additional complexities like self-service or elaborate courses.

8. What do you mean by cleanliness and availability of all table items.

Ans. Ensuring the **cleanliness** and **availability** of all table items before service is a critical responsibility in food and beverage operations. This process follows the **Standard Operating Procedure (SOP)** to maintain hygiene, service quality, and customer satisfaction.

9. Why table service is Important?

Ans.

- Maintains hygiene standards.
- Boosts guest confidence and satisfaction.
- Reduces service errors or delays.
- Reflects professionalism and attention to detail.

10. Fill in the gaps with appropriate words:

Ans. Bold and underline words are correct answer.

- a) A service standards procedure depends on **techniques**.
- b) Which techniques are applied for welcoming guest's **standard service**?
- c) **Serving standards knowledge** is very important for server.
- d) It might be a **clear concern** all about server when provide information for guests.

Job sheet: 1.1

Job Title: Identify, Collect and Check cleanliness of table items as per SOP

Procedure:

1. Wear appropriate PPE for the Job.
2. Follow OSH
3. Read provided specification sheet.
4. Identify & collect tools, equipment and materials as per specification sheet.
5. Prepare tools, equipment's and materials to do the job
6. Service standard must be followed for check in guest
7. General mission to understand for serving guest
8. The guest priority must full fill by server
9. Might know the restaurant service standards for keeping the guest required
10. Cutlery, crockery, glassware and table items are collected in systematic way
11. Submit required evidence to the trainer / assessor.
12. Clean and store tools, equipment and materials as per standard.
13. Clean your workplace and dispose waste materials.

Specification sheet- 1.1:

Job Title: Identify, Collect and Check cleanliness of table items as per SOP

To complete the above task, you will need to use the following PPE and table items.

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1 pc
Waiter cloth	1 pc
Waiter shoes	1 pair
Pad	1 pc
Pen	1 pc
Lighter	1 pc
Bottle opener	1 pc

Cutlery, crockery, and table items	Quantity
Water goblet	As required
Wine glass	As required
White wine glass	As required
Red wine glass	As required
Champaign glass	As required
Rock glass	As required
Whiskey glass	As required
Service plate	As required
Quarter plate	As required
Batter plate	As required
Side plate	As required
Service spoon	As required

Service fork	As required
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Service knife	As required
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Butter knife	As required
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Dessert knife	As required
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Dessert fork	As required
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Table linen	As required
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Table top	As required
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Information Sheet 2:

Learning Outcome 2: Properly arrange cutlery, crockery, and table accompaniments for an effective table setting.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Table is laid as per job requirement.
- 2.2 Linen is placed on the table as per standard operating procedures.
- 2.3 Center piece, vase, cruet set, ashtray is placed on the table as per workplace standard.
- 2.4 Cutlery and crockery are placed on the table as per the required service.
- 2.5 Other table items are placed on the table, if required.

2.1 Table is laid as per job requirement:

The phrase "Table is laid as per the job requirement" refers to setting or arranging the dining table in a manner that matches the requirements of the meal or service being provided. The layout may vary based on the type of meal; the number of courses, the formality of the event, or the type of service being offered. Here's how the table can be laid based on different job requirements or situations:

For Formal Dining:

- A more intricate setup with multiple utensils for each course, glasses for different beverages (water, wine, etc.), and a formal tablecloth and napkins. The cutlery is placed according to the order of use, with soup spoons, fish forks, and dessert spoons positioned accordingly.

For Casual Dining:

- A simpler setup with fewer utensils (usually just a fork, knife, and spoon), a basic setting for the main course, and possibly a glass for water or a casual drink. It may not include extras like wine glasses or dessert utensils.

For Buffet or Cafeteria Service:

- The table is arranged with dishes or serving stations where guests can serve themselves. The layout may include trays, cutlery, and condiments but generally avoids the complexity of plated service.

For Takeaway Service:

- The table is not laid out as traditionally, but instead, food containers, cutlery, napkins, and possibly condiments are packaged for easy transport. The focus is more on convenience than presentation.

For Silver or French Service:

- The table may be set with a simple setup for the guest, but the service style will require the server to bring the food to the table in a more formal manner, using trolleys or platters.

For Breakfast or Light Meals:

- A basic setting, perhaps only a plate, fork, knife, and napkin, with condiments like butter, jam, or syrup available. The setup is light and simple, as it may only involve one course.
- In each case, the way the table is laid is tailored to the specific requirements of the service being provided, ensuring a smooth dining experience.

Formal Dining

- **Description:** Formal dining implies a high level of service, specific etiquette, and often a multi-course meal experience. It's characterized by elegant table settings, attentive staff, and a sophisticated atmosphere.
- **Characteristics:**
 - Elaborate table settings (multiple pieces of cutlery, glassware).
 - Highly trained and attentive service staff.
 - Multi-course meals (e.g., amuse-bouche, appetizer, soup, fish, main course, dessert, coffee/petit fours).
 - Strict adherence to dining etiquette.
 - Often involves dress codes (e.g., business casual, black tie).
 - Emphasis on presentation, quality of ingredients, and the overall dining experience.
- **Example:** A fine-dining restaurant with white tablecloths, crystal glassware, sommelier service, and a tasting menu.



Formal Dining setup



Formal Dining setup

Casual Dining

- **Description:** Casual dining offers a relaxed and informal atmosphere with more straightforward service and usually more affordable prices than formal dining. It's about comfort and accessibility.
- **Characteristics:**
 - Relaxed dress code.
 - Simpler table settings (fewer pieces of cutlery, standard glassware).
 - Menu often features comfort food, popular dishes, and quicker service.
 - Can include a variety of restaurant types like family restaurants, diners, pubs, or fast-casual establishments.
 - Focus on good food in a comfortable setting without the fuss of formal etiquette.
- **Example:** A local bistro, a family-style restaurant like Olive Garden, or a popular pub

servicing food.

When you're "determining the setup type," you're essentially identifying the style and operational model of a dining establishment or event. Each type has distinct implications for service, menu, pricing, and atmosphere.



Casual Dining area



Casual Dining area

Buffet

- **Description:** A buffet offers a variety of dishes laid out on a serving line or station, from which guests serve themselves. The price is usually fixed, and guests can often eat as much as they like (all-you-can-eat).
- **Characteristics:**
 - Fixed price, often per person.
 - Self-service model for food.
 - Wide variety of dishes available simultaneously.
 - Efficient for serving a large number of people quickly.
 - Can be found in hotels (for breakfast, lunch, or dinner), casual restaurants, or special events.
- **Example:** A hotel breakfast buffet with various pastries, hot dishes, fruits, and cereals; a wedding reception with a food buffet.



Different Buffet service setup



Different Buffet service setup

Table d'hôte

"Table d'hôte" (pronounced "tah-bluh-DOHT") is a French term that literally means "host's table." In the culinary world, it refers to a specific type of menu and dining experience characterized by a **fixed-price, multi-course meal with limited choices**.

Table d'hote vs. A la Carte:

The primary distinction is choice and pricing:

- **Table d'hote:** Fixed price for a multi-course meal, with limited choices per course.

- **A la carte:** Each dish is individually priced, offering a wide range of choices, and dishes



are typically cooked to order.

Sample picture of Table d'hote food



Sample picture of A la Carte food

2.2 Linen is placed on the table as per standard operating procedures.

Proper linen placement enhances the cleanliness, professionalism, and aesthetics of the dining setup. Following the correct procedures ensures consistency and hygiene in food service operations.

Standard Operating Procedures for Placing Linen:

1. Inspect Linen Before Use

- Ensure linen is clean, pressed, and free from stains or damage.
- Replace any torn or discolored items immediately.

2. Select Appropriate Linen for the Setup

- Tablecloths: Choose size according to table dimensions; drop should be even on all sides (usually 6-12 inches).
- Napkins: Use matching color and fabric; fold neatly based on service style.
- Table Runners or Overlays: Used for visual enhancement or themed decorations.
- Skirting: Used for buffet or banquet tables to cover sides for a polished look.

3. Laying the Tablecloth

- Stand at one end of the table and spread the cloth evenly across.
- Align the center fold of the cloth with the center of the table.
- Ensure corners are evenly dropped and not touching the floor.

4. Adjust as necessary to avoid wrinkles and uneven sides.

5. Folding and Placing Napkins

- Fold napkins in styles appropriate to the service (e.g., fan, bishop's hat, pocket).
- Place on the center of the plate, left of the forks, or in the glass, depending on restaurant style.
- Use gloved hands or sanitized tools when handling napkins.



Sample picture of Folding and Placing Napkins

2.3 Centre piece, vase, cruet set and ashtray are placed on the table as per workplace standards.

"Centerpiece, vase, cruet set, ashtray is placed on the table as per workplace standards" means that the placement of these specific items is not left to individual discretion but follows **pre-established rules and guidelines set by the particular workplace or establishment**. These "workplace standards" (often part of Standard Operating Procedures or SOPs) ensure:

1. **Consistency**: Every table, every day, will have these items arranged in the same way, creating a uniform and professional look across the dining area.
2. **Aesthetics**: The items are placed to enhance the visual appeal of the table without cluttering it or obstructing guest interaction.
3. **Functionality**: Items like cruet sets are placed for easy access, and centerpieces don't block views.
4. **Safety/Hygiene**: Ashtrays (if used) are clean, and all items are in good condition.
5. **Efficiency**: Staff members know exactly where each item belongs, speeding up the table setting process.

Let's break down what "as per workplace standards" might entail for each item:

1. Vase

- **Cleanliness**: Must be spotlessly clean, inside and out, with no watermarks or residue.
- **Water**: If holding fresh flowers, standards will require fresh, clean water, possibly with flower food.
- **Flower Arrangement**: While creativity is involved, there might be guidelines on the size, style, and density of the floral arrangement to fit the centerpiece standard.

2. Cruet Set (Salt, Pepper, possibly Oil & Vinegar)

- **Contents**: Must be full or adequately filled. Salt and pepper shakers should be clean, free of clogs, and contain fresh condiments.
- **Cleanliness**: Exterior must be wiped clean, free of smudges or spills.
- **Placement**: Usually in the center of the table, within easy reach of all guests. For larger tables, multiple sets might be required, placed at regular intervals.
- **Type/Style**: Must match the overall aesthetic of the restaurant (e.g., crystal shakers in fine dining, simple shakers in a casual diner).

2.4 Cutlery and crockery are placed on the table as per the required service

"Cutlery and crockery are placed on the table as per the required service" means that the selection and arrangement of forks, knives, spoons, and plates are **specifically tailored to the type of meal, courses, and overall dining experience being offered.**

The correct arrangement of cutlery and crockery plays a crucial role in enhancing dining service. It ensures functionality, supports the flow of the meal, and reflects the professionalism of the establishment.

General Guidelines

- All items must be **clean, polished, and free from damage** (no stains, chips, or rust).
- Items should be **symmetrically aligned**, about **1 inch from the edge of the table**.
- Arrange in the **order of use**: from **outside to inside**, following the meal sequence.

Cutlery Placement

- **Forks**: Always placed **to the left** of the dinner plate.
- **Knives**: Placed **to the right**, with the blade facing inward.
- **Spoons**: Placed to the **right of knives** (for soups or dessert).
- **Dessert Spoon/Fork**: Placed **horizontally** above the main plate.
- **Bread Knife**: Placed **diagonally on the bread plate** (upper left side).

Crockery placement

- **Service Plate (Charger)**: Center of the place setting.
- **Side Plate (Bread Plate)**: Upper left of the main plate.
- **Soup Bowl**: Placed on top of the service plate if soup is the first course.
- **Cup and Saucer**: Placed to the **upper right**, near the knife and spoon.
- Use **uniform, matching crockery** for consistency and style.

According to service style

Service Style	Cutlery & Crockery Arrangement
À la carte	Minimal setup; utensils are added as guests order
Buffet	Usually minimal on tables; cutlery is offered at buffet
Formal Dining	Full multi-course setup with all needed cutlery and crockery
Casual Dining	Basic setup with necessary utensils only
Table d'hôte	Pre-arranged setup for fixed courses

Self-check: 2.1

1. How table is laid as per job requirement?
2. How table is laid as per job requirement?
3. What do you mean by Casual Dining
4. Fill in the blank with appropriate words
 1. _____creates a good team in the organization.
a) Career b) Sprit c) Learning d) Working
 2. The relationship of people with themselves. Having well-----skills is essential for the wellbeing and growth of any individual.
a) Intrapersonal b) personal c) professional
 - 3 ----- is the way you put your specialized knowledge into practice.
Seen in the conscientiousness
a) Kitchen Order Ticket b) Kitchen Operation Training c) Knowledge of Technique
 4. Ordering system is correctly handled, after completing you must_____ to guests.
a) Encourage b) repeat c) budget
 5. Arrange table with
a) depends on service b) depends of food c) depend on size

Answer Sheet- 2.1

1. How table is laid as per job requirement?

The phrase "Table is laid as per job requirement" refers to setting or arranging the dining table in a manner that matches the requirements of the meal or service being provided. The layout may vary based on the type of meal; the number of courses, the formality of the event, or the type of service being offered. Here's how the table can be laid based on different job requirements or situations:

2. What do you mean by Formal Dining

- **Description:** Formal dining implies a high level of service, specific etiquette, and often a multi-course meal experience. It's characterized by elegant table settings, attentive staff, and a sophisticated atmosphere.
- **Characteristics:**
 - Elaborate table settings (multiple pieces of cutlery, glassware).
 - Highly trained and attentive service staff.
 - Multi-course meals (e.g., amuse-bouche, appetizer, soup, fish, main course, dessert, coffee/petit fours).
 - Strict adherence to dining etiquette.
 - Often involves dress codes (e.g., business casual, black tie).
 - Emphasis on presentation, quality of ingredients, and the overall dining experience.
- **Example:** A fine-dining restaurant with white tablecloths, crystal glassware, sommelier service, and a tasting menu.



3. What do you mean by Casual Dining

- **Description:** Casual dining offers a relaxed and informal atmosphere with more straightforward service and usually more affordable prices than formal dining. It's about comfort and accessibility.
- **Characteristics:**
 - Relaxed dress code.
 - Simpler table settings (fewer pieces of cutlery, standard glassware).
 - Menu often features comfort food, popular dishes, and quicker service.
 - Can include a variety of restaurant types like family restaurants, diners, pubs, or fast-casual establishments.
 - Focus on good food in a comfortable setting without the fuss of formal etiquette.
- **Example:** A local bistro, a family-style restaurant like Olive Garden, or a popular pub serving food.



Casual Dining aria



Casual Dining aria

4. Fill in the blank with appropriate words

1. Spirit creates a good team in the organization.

a) Career b) Sprit c) Learning d) Working

2. The relationship of people with themselves. Having well intrapersonal skills is essential for the wellbeing and growth of any individual.

a) Intrapersonal b) personal c) professional

3. Skill is the way you put your specialized knowledge into practice.

a) Ethics b) skill c) knowledge

4. Ordering system is correctly handled, after completing you must repeat the guests.

a) Encourage b) repeat c) budget

5. Arrange table with depends on service.

a) depends on service b) depends of food c) depend on size

MODULE TITLE: PROVIDING IN-ROOM DINING

Unit Code: THS -FBS-05-0



Module Title: Providing in-room dining

Unit Code: THS -FBS-05-O

Nominal Hours: 30 hrs.

Module Descriptions:

This unit covers the skills, knowledge and attitudes required to provide in-room dining. It specifically includes the tasks of taking and transferring in-room dining orders, setting trays or trolleys, serving meals and beverages to guests and clearing room.

Learning Outcome:

After completing this module, trainee will be able to:

1. Take and transfer in-room dining orders
2. Set trays or trolleys
3. Serve meals and beverages to guests
4. Clear room

Assessment Criteria:

- 1.1 Doorknob cards are collected and foods are provided in time.
- 1.2 Telephone calls are answered in accordance with guest service standard.
- 1.3 Details of orders are clarified, repeated and recorded with guests for accuracy.
- 1.4 Suggestive selling technique is applied.
- 1.5 Approximate time of delivery is advised to guest.
- 1.6 Orders are transferred to appropriate section.
- 1.7 Trays, trolleys and hot boxes are arranged with set-up items in accordance with workplace requirements.
- 1.8 Service equipment and materials are selected as required
- 1.9 Food items and beverages are collected based on guest's order as per standard.
- 1.10 Hot and cold food items and beverages are arranged separately as per standard.
- 1.11 Orders are checked before leaving the kitchen for delivery.
- 1.12 Entry to guests' rooms is requested by knocking or pressing doorbell in accordance with service standards.
- 1.13 Guests' rooms are entered upon approval from guests and guests are greeted in accordance with service standards
- 1.14 Preferences for positioning of trays or trolleys in the room are consulted with guests.
- 1.15 Meals and beverages are served and placed correctly in accordance with standard procedures
- 1.16 Guest is requested to call room service for clearance or keeping the trolley/tray outside the room.
- 1.17 Bill is presented and settled as per standard procedure
- 1.18 Floors are checked and cleared in accordance with workplace guidelines
- 1.19 Used cutlery and cookeries are dropped at dishwashing/stewarding section.
- 1.20 Trays and trolleys are cleaned and stored in designated area.
- 1.21 Delivery & clearance register is maintained.

Information Sheet 1:

Learning Outcome-1: Take and transfer in-room dining orders

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

Contents:

- 1.1 Doorknob cards
- 1.2 Answering telephone calls in accordance with guest service standard.
- 1.3 Clarifying, repeating and recording details of orders with guests for accuracy.
- 1.4 Applying suggestive selling technique
- 1.5 Approximate time of delivery advise to guest.
- 1.6 Transferring orders to appropriate section.

1.1 Doorknob cards.

In hotel and resort operations, doorknob cards (also called breakfast order cards or menu tags) are used by guests to request meals or services at specific times. These cards are typically hung outside the guest room door the night before.

The process involves two key tasks:

1. Collection of doorknob cards:

- Housekeeping or food and beverage staff are responsible for collecting these cards at a scheduled time, usually early in the morning (e.g., 2:00 am–4:00 am).
- Cards must be checked for accuracy—guest name, room number, time requested, and selected items.

2. Timely food delivery:

- Once the orders are compiled, the kitchen staff prepares the meals according to the requested time slots.
- Room service staff must deliver the food **promptly** at the time indicated on the card to ensure guest satisfaction and uphold service standards.



Doorknob card

Importance:

- Ensures guest satisfaction through timely and accurate meal delivery.
- Reflects professionalism and efficiency of the hotel's room service.
- Helps in planning kitchen operations in advance, reducing delays and errors.

Best practices:

- Always collect cards by the designated deadline.
- Double-check each card for clarity and accuracy.
- Coordinate closely with the kitchen and service staff.
- Maintain a log of collected cards for tracking and accountability.

1.2 Answering telephone calls in accordance with guest service standard.

When guests call Room Service, staff must answer the phone politely, promptly, and using professional language that meets hotel standards.



Guest call service

Key guidelines for answering telephone calls:**1. Answer promptly:**

- Pick up within **3 rings**.
- Never let the phone ring excessively.

2. Use a standard greeting:

example:

“Good evening, room service, this is [your name], how may i assist you?”

3. Speak clearly and politely:

- Use a friendly tone.
- Avoid slang or casual phrases.
- Maintain professionalism even if the caller is rude or upset.

4. Confirm details:

- Repeat the order or message back to the guest.
- Ask for room number, name, and any preferences (e.g., allergies, portion size).

5. End with courtesy:

example:

“Thank you for calling Room Service. Your order will be delivered within 30 minutes. Have a pleasant evening!”

Do and don't checklist:

<input checked="" type="checkbox"/> Do	<input checked="" type="checkbox"/> Don't
Use the guest's name if known	Interrupt the guest
Smile while talking (it shows in your voice)	Sound bored or rushed
Write down the order immediately	Forget to confirm delivery time
Stay calm under pressure	Transfer call without explanation

- **Guest orders a main course:** "our [chef's special dessert] is a wonderful way to finish your meal, or perhaps a rich coffee or a soothing herbal tea?"



Figure: Selling technique

1.3 Approximate time of delivery advise to guest.

After taking the order, the room service staff must inform the guest about how long it will take for their order to arrive—based on current kitchen operations and distance to the room.

Why this is important:

- Manages guest expectations
- Reduces unnecessary follow-up calls
- Builds trust and professionalism
- Helps the kitchen and delivery team stay efficient

Standard delivery time guidelines:

Type of order	Approximate delivery time
Full meals (hot items)	30–40 minutes
Snacks & cold items	15–25 minutes
Beverages only	10–15 minutes

Which section to transfer orders to:

Order Item Type	Department / Section
Food (hot/cold meals)	Kitchen (Hot Line / Pantry)
Beverages (alcoholic)	Bar
Non-alcoholic drinks	Beverage Station / Pantry
Cutlery, plates, trays	Stewarding / Service Area
Special requests	Relevant department (e.g., Housekeeping for birthday setups)

Information sheet 2:

Learning Outcome- 2: Set trays or trolleys

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Arranging trays, trolleys and hot boxes with set-up items in accordance with workplace requirements.
- 2.2 Selecting service equipment and materials as required
- 2.3 Collecting food items and beverages based on guest's order as per workplace standard.
- 2.4 Arranging hot and cold food items and beverages separately as per workplace standard
- 2.5 Checking orders before leaving the kitchen for delivery

2.1 Arranging trays, trolleys and hot boxes with set-up items in accordance with workplace requirements.

Before delivering food to a guest's room, the staff must properly prepare trays, trolleys, and hot boxes by arranging all required setup items neatly and according to hotel standards.

Why this is important:

- Ensures meals are served professionally and hygienically
- Prevents missing items or spillage during transport
- Enhances guest satisfaction and experience
- Reflects organization and attention to detail

Standard setup items may include:

Tray / Trolley	Hot Box	Additional Items
Plates, cutlery	Covered hot food	Napkins, condiments
Glassware, cups	Heat-retaining compartments	Salt & pepper set
Linen napkins	Food containers with lids	Butter dish, jam, etc.
Water jug / bottle	Soup container	Bill folder (if needed)

Procedure:

1. Inspect equipment:

- Ensure trays, trolleys, and hot boxes are clean and functional.
- Hot boxes must be pre-heated if required.

2. Select setup items:

- Gather all cutlery, crockery, napkins, condiments, and drinks according to the guest's order.

3. Arrange items neatly:

- Place items in logical order: main course in the center, drinks to the side, cutlery wrapped or aligned.
- Position fragile items securely to avoid tipping or breaking.

4. Load hot box correctly:

- Place hot food inside compartments.
- Ensure lids are sealed to retain temperature.

5. Final check:

- Verify that nothing is missing.
- Check for cleanliness and presentation.
- Match all items to the guest's order before delivery.



Trolley



Tray

2.2 Selecting service equipment and materials as required

Proper equipment is essential in restaurant service, as it plays a crucial role in effectively serving food and beverages. Various materials are utilised across different sections of restaurant operations, especially during audits. Selecting the right equipment, utensils, and materials is fundamental for ensuring smooth and efficient food and beverage service.

Types of F&B service equipment



Furniture



Linen



Crockery



Glassware



Tableware



Chafing Dishes

Service equipment

Commonly used service equipment & their purposes:

Equipment/Material	Purpose
Tray	For carrying light meals or single orders
Trolley	For full meals, heavy or multiple orders
Hot box	Keeps hot food warm during delivery
Ice bucket	Keeps beverages chilled
Linen napkins / cloths	Clean and presentable dining setup
Cloche (food cover)	Covers dishes for hygiene and temperature
Cutlery & Crockery	Matched to food types (e.g., soup spoon)
Glassware	Based on drink type (e.g., wine, juice)
Condiment set	Includes salt, pepper, sauces as needed
Bill folder	To present the bill neatly and privately

Procedure for selection:

- 1. Check guest order:**
Understand what items are needed based on the food & drink ordered.
- 2. Refer to sop or checklist:**
Use the hotel's standard tray/trolley setup guide if available.
- 3. Gather appropriate items:**
Select the right tray size, cutlery, serving ware, glassware, etc.
- 4. Inspect equipment:**
Ensure all items are clean, undamaged, and ready for service.
- 5. Assemble for setup:**
Deliver to kitchen for food placement or prepare for final arrangement.

Example:

Guest orders: Grilled salmon, mashed potatoes, green salad, mineral water, and a fruit platter.

Selected equipment should include:

- Trolley or large tray
- Main course plate, salad bowl, fruit plate
- Cloche to cover salmon
- Cutlery (knife, fork, dessert spoon)
- Water glass, napkin
- Condiment set
- Cold box or thermal jug for chilled water

2.3 Collecting food items and beverages based on guest's order as per workplace standard.

The saying "the guest is king" embodies the core philosophy of hospitality. In every major hotel department, the timely provision of food and beverages according to the guest's requirements is a top priority. Adhering to workplace procedures ensures that industry standards are upheld and that service runs smoothly. By following these protocols, staff can better understand and address guest needs, ensuring that all food and beverage items are collected and served efficiently and to satisfaction.

Why this is important:

- Ensures the guest receives exactly what they requested
- Maintains food presentation and temperature
- Prevents guest complaints and waste
- Reflects professionalism and attention to detail



Food items and beverages are collected



Hot Food



Cold Food

Job sheet -2.1

Job Title: Setting-up Tray/Trolley as per SOP

Procedures:

- Put on all required personal protective equipment (PPE).
- Comply with all occupational health and safety (OHS) guidelines.
- Arrange trays according to the specific order requirements.
- Select a tray that is the correct size and make sure it is thoroughly clean on both sides.
- Cover the tray using an appropriately sized tray cloth or paper liner.
- Set up the tray with clean crockery and cutlery as shown in demonstrations.
- Place cold items on the tray first, then add hot items afterwards.
- Check that salt and pepper containers are full and functioning properly.
- Position spouts so they are turned away from both the food and yourself, and avoid overfilling pots.
- Double-check that all required items are on the tray before delivering it to the room.
- Ensure the tray is served promptly and on schedule.

Specification Sheet- 2.1

Job Title: Setting-up Tray/Trolley as per SOP

To complete the above task, you will need to use the following PPE and equipment

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1
Waiter cloth	1
Waiter shoes	1 pair
Pad	1
Pencil	1
Lighter	1
Bottle opener	1

Equipment	Quantity
Service Trays	As required
Service trolley	As required
Ashtray	As required
Service Linen	As required
Serviettes	As required
Overlays	As required
Budvase	As required
Bill Presentation	As required
Bidding farewell	As required

Information Sheet 3:

Learning Outcome-3: Serve meals and beverage to guests

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

Contents:

- 3.1 Guests' rooms service
- 3.2 Entry to guests' rooms is requested by knocking or pressing doorbell in accordance with service standards
- 3.3 Preferences for positioning of trays or trolleys in the room are consulted with guests.
- 3.4 Meals and beverages are served and placed correctly in accordance with standard procedures
- 3.5 Guest is requested to call room service for clearance or keeping the trolley/tray outside the room.
- 3.6 Bill is presented and settled as per standard procedure

Guests' rooms service

Room service is a division of the food and beverage department, with guest satisfaction taking top priority. Before beginning room service, it is essential to knock on the door and obtain the guest's permission before entering.

Sequence:

- Knock the door lightly
- Awareness yourself
- Greet guest warmly
- Use guest's name
- Ask if may enter in the room
- Ask where to set up order
- Offer to pour beverage
- Service of the dinner according to the guest needs
- Inform guest about pick up
- Wish guest an enjoyable meal



Knock the door lightly



Providing rooms service

Guests and greet them politely in service standard

Guests want great service but what they get is often lacking.

If you are really interested in providing the best possible service and want to exceed expectations, then go to the restaurant you work at with a friend and have dinner. Accordingly, to good manner is politely handle guest and served food as their desire.

Guests expect excellent service, but too often, their experiences fall short.

If you truly want to deliver outstanding hospitality and surpass expectations, try dining at your own restaurant with a friend. This firsthand perspective will help you understand what guests experience. Always remember, proper etiquette means treating guests with courtesy and serving food according to their preferences.

3.1 Entry to guests' rooms is requested by knocking or pressing doorbell in accordance with service standards

Before entering a guest's room for in-room dining delivery, staff must request permission by knocking or using the doorbell—**never enter without being invited**. This respects guest privacy, safety, and ensures professionalism.

- **Respect for Privacy:** Guests are in their private space. Unannounced or forceful entry is a major violation of privacy and can lead to significant guest dissatisfaction.
- **Safety and Security:** This protocol ensures that the guest is aware of who is at their door before they open it, contributing to their sense of security.
- **Professionalism:** Adhering to a standardized knocking/doorbell procedure and announcement reflects highly on the hotel's professionalism and attention to service details.
- **Prevents Startling Guests:** A polite, announced approach avoids surprising or startling a guest who might be resting or engaged in private activities.

Key actions and service standards:

1. Approach silently and respectfully:

- Move quietly down the hallway to avoid disturbing other guests.
- Stop at the guest's door without lingering or making unnecessary noise.

2. Knock clearly and appropriately (or press doorbell):

- **Knocking:** use your knuckles. The knock should be:
 - Clear and audible: loud enough to be heard inside the room.
 - Polite, not aggressive: avoid pounding or rapid, impatient knocking. A common standard is three soft but distinct knocks.
- **Doorbell:** if a doorbell is available and functioning, press it once briefly. Do not hold it down or repeatedly press it.

3. Announce your presence and purpose:

- Immediately after knocking or pressing the doorbell, clearly and audibly announce "room service."
- Your voice should be calm, professional, and loud enough to be heard through the door.

- *Do not wait* for a response before announcing. The announcement helps the guest understand who is there and why.

4. Wait patiently for a response:

- After knocking/ringing and announcing, step back slightly from the door (about a foot or two) to give the guest space and show respect.
- Allow sufficient time for the guest to respond (typically 10-15 seconds). Guests may need time to get dressed, move from another part of the room, or finish a phone call.
- Listen carefully for a verbal response ("Come in," "Just a moment," "Who is it?") or the sound of the door being unlocked.

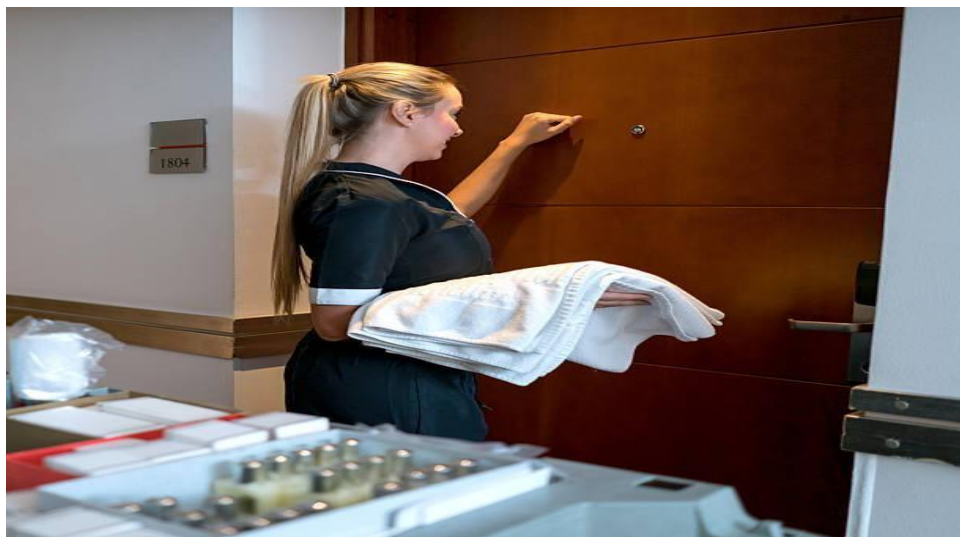
5. What if there's no response?

- If there's no response after the initial knock/ring and announcement, repeat the process once more (knock/ring, announce "Room Service").
- If still no response after a second attempt, follow hotel policy. This might involve:
 - Waiting another minute or two and trying a third time.
 - Calling the room from a house phone (if policy permits and it's not a late hour).
 - Reporting to a supervisor.
 - Never force entry or slide the order under the door.

Example Scenario:

An attendant arrives at Room 502 with a breakfast order.

- Attendant approaches quietly, stops at door
- Three soft but clear knocks on the door
- Attendant (clearly): "Room Service!"
- Attendant steps back slightly and waits patiently for a response



Entry to guests' rooms is requested by knocking



Cover food

3.2 Meals and beverages are served and placed correctly in accordance with standard procedures

After entering the guest's room and confirming the preferred tray or trolley placement, staff must serve meals and beverages neatly, hygienically, and in the correct order—following the room service standards.

- Ensures a pleasant and professional dining experience
- Maintains food safety and cleanliness
- Reduces the risk of spills or damage to the room
- Enhances the guest's overall impression of the service

Standard serving procedure:

1. Uncover and present meals neatly:

- Remove food covers (cloches) in front of the guest
- Ensure the plate is clean, properly garnished, and placed upright
- Place items with the **main course in front**, side dishes on the side

2. Serve beverages properly:

- Pour drinks if appropriate (e.g., water, wine, coffee)
- Use coasters under glasses or cups
- Handle glassware by the base or stem, not rim

3. Check table/tray setup:

- Napkin folded, cutlery aligned, condiments placed neatly
- Plates and bowls should be placed in a balanced, accessible way
- All items should be stable (nothing tipping, spilling, or overhanging)

4. Confirm guest satisfaction:

- Ask if everything is in order or if anything else is needed

“Would you like me to pour your tea before I leave?” “Is the setup to your liking, sir?”

Important Guidelines:

Self- Check 3.1

Questions:

1. What is the proper sequence for delivering room service meals and beverages to a guest's room?
2. What tasks need to be verified before beginning room service?
3. What strategies are used to provide meals to guests?
4. What kinds of food are typically served during room service?
5. Why are motivational factors important when serving meals?

Answer Sheet 3.1

1. What is the proper sequence for delivering room service meals and beverages to a guest's room?

Ans: Sequence of Room Service:

- Knock the door lightly
- Announce room service
- Greet the guest warmly
- Ask before entering the room
- Ask where to place tray/trolley
- Inform guest about the pick-up dirty
- Wish guest an enjoyable meal

2. What tasks need to be verified before beginning room service?

Ans: The room service staff should carefully follow the guest's order, arranging all necessary utensils and food or beverage items on a tray or trolley. Before proceeding, they must double-check the order to ensure everything is correct for smooth service.

3. What strategies are used to provide meals to guests?

Ans: The room service personnel should carefully follow the guest's order, arranging all required utensils and food and beverage items on a tray or trolley. They must then check the order to ensure everything is correct, confirming smooth service.

4. What kinds of food are typically served during room service?

Ans: After completing the order process, the next step is to deliver the food to the guest. It is helpful to offer the guest a menu of requested items.

5. Why are motivational factors important when serving meals?

Ans: Motivation plays a vital role in the hospitality industry. When serving food to guests, it is important to do so with a genuine smile.

Job Sheet 3.1

Job Title: Present room service meals and beverage to guests

Procedure:

1. Put on all required personal protective equipment (PPE).
2. Comply with all occupational health and safety (OHS) guidelines.
3. Be mindful and attentive when providing food to guests.
4. Confirm the guest's meal before serving to ensure accuracy.
5. Prevent mix-ups to avoid causing confusion for the guest.
6. Present the required food and beverages according to the guest's request.
7. Perform your duties diligently to provide and present food properly.

Specification Sheet 3.1

Job Title: Present room service meals and beverage to guests

To complete the above task, you will need to use the following PPE and equipment

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1
Waiter cloth	1
Waiter shoes	1 pair
Pad	1
Pencil	1
Lighter	1
Bottle opener	1

Equipment	Quantity
Service Trays	As required
Sideboard	As required
Cash Registers	As required
Service Linen	As required
Serviettes	As required
Food Server	As required
Condiments	As required
Glassware	1 pc
Chinaware	

MODULE- PROVIDE FOOD AND BEVERAGE SERVICE

Unit Code: THS-FBS-06-O



Module Title: Provide food and beverage service

Unit Code: THS -FBS-06-O

Nominal Hours: 60 hours.

Module Descriptions:

This unit covers the skills, knowledge and attitudes required to provide food and beverage service. It specifically includes the tasks of welcoming guests, taking and processing orders, serving food and drinks, processing payments and receipts and concluding food service and closing down dining area.

Learning Outcome:

After completing this module, trainee will be able to:

1. Welcome guests
2. Take and process orders
3. Serve food and drinks
4. Process payment and receipts
5. Conclude food service and close down dining area

Assessment Criteria:

- 1.1 Guests are welcomed upon arrival in accordance with guest service standards.
- 1.2 Details of reservations are checked based on established service work policy.
- 1.3 Guests are assisted to sit.
- 1.4 Menu and drink list are presented to guests.
- 1.5 Information for guests is provided in clear explanations and descriptions.
- 1.6 Children and guests with special needs are treated with extra care.
- 1.7 Orders are taken promptly and accurately with minimal disruption to guests.
- 1.8 Recommendations are made to guests to assist them with drink and meal selection.
- 1.9 Guests' questions on menu items are courteously answered.
- 1.10 Information about any special requests, dietary, religion and cultural requirements are relayed to kitchen.
- 1.11 Orders are repeated and confirmed.
- 1.12 Orders are placed to relevant sections following workplace standards.
- 1.13 Glassware, crockery and cutlery suitable for menu choices are provided and adjusted.
- 1.14 Food and beverage are checked and collected from designated area.
- 1.15 Food and beverage are served as per order in sequence.
- 1.16 General service principles for serving food and beverage are maintained.
- 1.17 Food and beverage are handled based on food safety requirements.
- 1.18 Additional food and beverage are offered and served at appropriate time.
- 1.19 Guests' satisfaction is checked through feedback.
- 1.20 Guests' complaints are listened and resolved.
- 1.21 Tables are cleaned and soiled utensils are sent to designated area.

- 1.22 Bills are prepared and processed accurately in coordination with cashier
- 1.23 Amount due is verified with guests, if required
- 1.24 Cash and non-cash payments are accepted and receipts are issued.
- 1.25 Guests are thanked and given a warm farewell.
- 1.26 Required documentation is completed in accordance with the policy.
- 1.27 Soiled dishes and utensils are removed when guests are finished with the meal.
- 1.28 Food scraps are cleared in accordance with hygiene regulations and organizational procedures.
- 1.29 Equipment is cleaned and stored in accordance with hygiene regulations and organizational procedures.
- 1.30 Tables are cleared, reset and made ready for the next sitting when guests left.
- 1.31 Electrical equipment is turned off where appropriate.

Information Sheet 1.1

Learning Outcome-1: Welcome guests

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

1.1 Food service style:

Food service styles refer to the various methods used to serve food to guests in restaurants, events, or institutional settings. Each style has its own procedures, level of formality, and types of service staff involved. Here is a breakdown of the most common food service styles-

1. Plate service (American service)

Description: pre-plated meals are prepared in the kitchen and served directly to guests.

Used in: casual dining, banquets, hotels.

2. Silver service (English service)

Description: food is brought to the table in serving dishes, and a server uses a spoon and fork to serve each guest from the left.

Used in: fine dining, formal events.

3. French service

Description: high-end service where food is partially or fully prepared and served tableside from a gueridon (trolley).

Used in: luxury restaurants.

4. Buffet service

Description: guests serve themselves from a variety of dishes arranged on a buffet table.

Used in: large events, hotels, parties.

Note:

All welcome activities should reflect the organization's core values of hospitality, respect, and personalized service.



Fig: Guest welcome procedure upon arrival

1.2 Checking details of reservations based on established service work policy. Purpose:

To ensure all guest reservations are accurately reviewed and confirmed in line with the organization's established service work policy.

Procedure for checking reservation details

5. Access reservation system

- Open the reservation database, booking system, or manual logbook as per company policy.

6. Verify guest information

- Check the following details against the guest's booking confirmation:
 - Full name
 - Contact number/email
 - Date and time of arrival
 - Number of guests
 - Duration of stay/service
 - Type of room/service/package booked

Note:

All reservation checks must be completed before guest arrival to avoid service delays and ensure a smooth and professional experience.

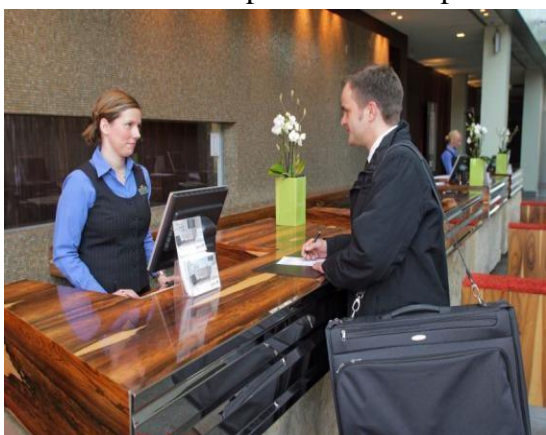


Fig: verification of guest reservation details

1.3 Assisting guests to sit.

Procedure for Assisting Guests to Sit

7. Greet the guest politely

- Welcome the guest with a warm smile and respectful greeting (e.g., “good afternoon, welcome!”).

8. Offer seating promptly

- Politely offer the guest a seat using gestures or verbal cues (e.g., “please have a seat here, sir/madam”).

Note:

Always prioritize guest comfort and dignity. Avoid rushing and ensure a calm and courteous approach during the seating process.



Fig: Assisting Guests to be Seated

1.4 Presenting menu and drink list to guests.

Procedure for presenting menu and drink list

1. Approach the guest politely

- Greet the guest with a smile and introduce yourself if appropriate (e.g., “good evening, i’m [your name], and i’ll be serving you today.”)

2. Present the menu and drink list

- Hand over the menu and drink list respectfully, with both hands or your right hand, ensuring it faces the guest correctly.

3. Provide a brief introduction

- Mention any specials, promotions, or chef’s recommendations. (e.g., “today’s special is grilled salmon with lemon butter sauce.”)

Note:

Menus should be clean and updated. Be attentive, patient, and ensure the guest feels valued and unhurried during the selection process.



Fig: presenting menu and drink list to guests.

1.5 Providing information for guests in clear explanations and descriptions. Purpose:

Procedure for providing clear information to guests

1. Use simple and polite language

- Communicate in a friendly and respectful manner using words that are easy to understand.
- Avoid technical jargon or internal terms unfamiliar to guests.

2. Speak clearly and confidently

- Maintain a clear tone and moderate pace.
- Ensure your voice is audible without being loud or aggressive.

3. Explain step by step

- Break down complex information (e.g., procedures, packages, policies) into simple steps.

Note:

Providing information clearly and respectfully helps build a positive guest experience and reduces confusion or complaints.



Fig: providing information to guests.

1.6 Treating children and guests with special needs with extra care. Purpose:

To ensure that children and guests with special needs are treated with sensitivity, respect, and extra attention, in line with guest service standards and inclusivity policies.

Procedure for assisting children and guests with special needs

9. Offer a warm and friendly welcome

- Greet children and guests with special needs politely and smile.
- Use respectful and inclusive language at all times.



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Fig: Extra care for children and special needs.

Self-Check- 1.1

Given the answer to the short question:

1. Q: Why is it important to welcome guests warmly upon arrival?

Ans:-----

-----.

2. Q: What is the first step in welcoming a guest?

Ans:-----

-----.

3. Q: How should a staff member address a guest during the welcome process?

Ans:-----

-----.

4. Q: What action should be taken after greeting the guest?

Ans:-----

-----.

5. Q: How should children or guests with special needs be treated during the welcome process?

Ans:-----

-----.

Choose the best answer of tick marks:

1. What is the most appropriate way to welcome a guest upon arrival?

- A) Ignore them until they ask for help
- B) Greet with a smile and polite words
- C) Hand them a brochure without speaking
- D) Ask them to wait without acknowledgment

2. What is the first step in welcoming a guest?

- A) Ask for their ID
- B) Give them a feedback form
- C) Greet them warmly and make eye contact
- D) Hand over the menu

3. Which of the following is NOT a part of guest welcoming procedure?

- A) Offering a seat
- B) Confirming the reservation
- C) Asking personal questions
- D) Offering assistance

4. How should you treat children and guests with special needs?

- A) The same as everyone else, without special consideration
- B) With extra care, patience, and respect
- C) Avoid serving them
- D) Ask another staff to handle them

5. Why is it important to follow guest service standards while welcoming guests?

- A) To reduce staff workload
- B) To ensure all guests are treated professionally and consistently
- C) To avoid talking to guests
- D) To limit guest interactions

Fill in the gap questions:

1. Guests should be greeted with a _____ and polite words upon arrival.

Answer: -----.

2. A positive _____ impression is important to make the guest feel comfortable.

Answer: -----.

3. After welcoming the guest, offer to assist with their _____ or belongings.

Answer: -----.

4. Children and guests with special needs should be treated with extra _____ and respect.

Answer: -----.

5. It is important to check the guest's _____ details to confirm their reservation.

Answer: -----.

Answer key-1.1

Given the answer to the short question: Answer:

1. Q: Why is it important to welcome guests warmly upon arrival?

Answer: A warm welcome creates a positive first impression, builds trust, and sets the tone for a pleasant guest experience.

2. Q: What is the first step in welcoming a guest?

Answer: Greet the guest with a smile and a polite verbal greeting, such as “Good morning, welcome!”

3. Q: How should a staff member address a guest during the welcome process?

Answer: Use respectful language and, if known, address the guest by name to personalize the greeting.

4. Q: What action should be taken after greeting the guest?

Answer: Offer assistance with luggage or directions, and guide them to the appropriate location (e.g., reception or seating area).

5. Q: How should children or guests with special needs be treated during the welcome process?

Answer: They should be treated with extra care, patience, and respect, ensuring their comfort and safety at all times.

Choose the best answer of tick marks:

1. What is the most appropriate way to welcome a guest upon arrival?

- A) Ignore them until they ask for help
- B) Greet with a smile and polite words
- C) Hand them a brochure without speaking
- D) Ask them to wait without acknowledgment

Answer: B) Greet with a smile and polite words

2. What is the first step in welcoming a guest?

- A) Ask for their ID
- B) Give them a feedback form
- C) Greet them warmly and make eye contact
- D) Hand over the menu

Answer C) Greet them warmly and make eye contact

3. Which of the following is NOT a part of guest welcoming procedure?

- A) Offering a seat
- B) Confirming the reservation
- C) Asking personal questions
- D) Offering assistance

Answer: C) Asking personal questions

4. How should you treat children and guests with special needs?

- A) The same as everyone else, without special consideration
- B) With extra care, patience, and respect
- C) Avoid serving them
- D) Ask another staff to handle them

Answer: B) With extra care, patience, and respect

5. Why is it important to follow guest service standards while welcoming guests?

- A) To reduce staff workload
- B) To ensure all guests are treated professionally and consistently
- C) To avoid talking to guests
- D) To limit guest interactions

Answer: B) To ensure all guests are treated professionally and consistently

Fill in the Gap Questions:

1. Guests should be greeted with a _____ and polite words upon arrival.

Answer: **smile**

2. A positive _____ impression is important to make the guest feel comfortable.

Answer: **first**

3. After welcoming the guest, offer to assist with their _____ or belongings.

Answer: **luggage**

4. Children and guests with special needs should be treated with extra _____ and respect.

Answer: **care**

5. It is important to check the guest's _____ details to confirm their reservation.

Answer: **booking / reservation (both acceptable)**

Job sheet-1.1

Job Title: Welcoming guests upon arrival

Procedure:

1. Wear appropriate personal protective equipment (PPE).
2. Adhere to occupational health and safety (OHS) guidelines.
3. Gather all necessary materials before starting service.
4. Greet the guest with a smile and polite words
5. Make eye contact and maintain positive body language
6. Offer assistance with luggage or directions
7. Confirm reservation details politely
8. Offer a seat or guide to the appropriate area
9. Provide menu, brochure, or welcome information (if applicable)
10. Treat children and guests with special needs with extra care
11. Answer questions clearly and confidently
12. Inform guest of next steps (e.g., wait for check-in, guide arrival, etc.)
13. Thank the guest and remain available for further assistance
14. Clean and store tools, equipment and materials as per standard

Specification sheet- 1.1

Job Title: Welcoming guests upon arrival

To complete the above task, you will need to use the following PPE, and materials.

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1 pc
Waiter cloth	1 pc
Waiter shoes	1 pair
Mask	1 pc
Hand gloves	1 pair
Cap	1 pc

Tools and Materials	Quantity
ID badge (if applicable)	As required
Reservation list/guest log	As required
Welcome desk or reception area	As required
Guest seating area	As required
Brochures or information sheets	As required
Refreshments (if applicable)	As required
Pad	1 pc
Pen	1 pc
Bottle opener	1 pc

Information sheet- 2:

Learning Outcome-2: Take and process orders

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Orders taking process from guests.
- 2.2 Recommendations of guests for drink and meal selection.
- 2.3 Answering guests' questions on menu items
- 2.4 Information about any special requests relayed to kitchen.
- 2.5 Orders confirmation.
- 2.6 Placing orders to relevant sections
- 2.7 Suitable utensils as per menu items

2.1 Orders taking process from guests.

In the hospitality and service industry, taking customer orders promptly and accurately is essential for delivering high-quality service. Efficient order-taking helps reduce wait times, improves customer satisfaction, and ensures smooth operations between the service and kitchen or production areas.

1. Why prompt and accurate order taking is important:

- Builds customer trust and satisfaction
- Prevents errors and miscommunication
- Enhances team efficiency and workflow
- Reduces customer complaints and delays
- Reflects professionalism and service quality

2. Key elements of prompt order taking:

- **Quick Response:** Approach customers as soon as they are ready to order.
- **Preparedness:** Always carry necessary tools (order pad, pen, tablet).
- **Time Awareness:** Do not make guests wait unnecessarily.
- **Active Monitoring:** Observe guest cues and table readiness.

3. Key elements of accurate order taking:

- **Listen Carefully:** Pay full attention to what the customer says.
- **Confirm Orders:** Repeat back the order to verify accuracy.
- **Record Clearly:** Use neat handwriting or correct POS input.
- **Note Details:** Include special requests, portion sizes, allergies, or cooking preferences.

4. Tools used in order taking:

- Order pad or tablet/pos device
- Menu or product catalog, pen, stylus, or checklist
- Communication system (to send orders to kitchen/bar)

5. Summary:

Taking orders promptly and accurately is a key part of delivering excellent service. It requires attentiveness, good communication, and a strong understanding of service procedures.

When done correctly, it leads to a smooth operation and happy customers.



Fig: Orders are taken promptly and accurately

2.2 Recommendations of guests for drink and meal selection.

Providing helpful recommendations to guests is a key part of excellent customer service. Many guests may be unfamiliar with the menu, unsure of what to choose, or looking for suggestions that suit their taste or needs. Making personalized and polite recommendations not only improves the guest experience but also demonstrates professionalism and attentiveness.

1. Purpose of making recommendations:

- To assist guests in making suitable choices
- To promote daily specials or popular menu items
- To support guests with dietary preferences or restrictions
- To create a friendly and helpful service atmosphere

2. When to offer recommendations:

- When guests appear unsure or ask for help
- During menu explanation or presentation
- While introducing specials, combo meals, or promotions
- When a guest mentions allergies or preferences
- To upsell or offer complementary items (e.g., desserts, drinks)

6. Common mistakes to avoid:

Mistake	Solution
Recommending without understanding the guest's needs	Ask gentle questions first
Suggesting items that are not available	Always check item availability before recommending
Speaking too fast or using unclear terms	Use simple, clear, and polite language
Pushing too hard to upsell	Be helpful, not forceful



Fig: Recommendations are made to guests to assist them

2.3 Answering guests' questions on menu items

Courteously answering guests' questions about menu items is a vital part of delivering excellent customer service. Guests may need information about ingredients, taste, preparation methods, or dietary concerns. Responding politely, patiently, and informatively helps build trust and enhances the overall dining experience.

1. Importance of answering menu questions politely:

- Builds guest confidence and satisfaction
- Shows professionalism and attentiveness
- Helps guests make informed decisions
- Reduces the risk of misunderstandings or food-related issues
- Encourages positive guest feedback and return visits

2. Common guest questions about menu items:

- “What is this dish made of?”
- “Is this item spicy, sweet, or mild?”
- “Is it suitable for vegetarians or people with allergies?”
- “Can this dish be made without nuts/dairy/gluten?”
- “What do you recommend between these two options?”

3. Summary:

Answering guests' questions about menu items with courtesy and clarity helps create a welcoming environment and supports a smooth ordering process. It reflects professionalism, builds trust, and contributes to guest satisfaction and loyalty.



Fig: Guests' questions on menu items are courteously answered.

2.4 Information about any special requests relayed to kitchen

In the hospitality and food service industry, it is essential to respect and accommodate guests' special requests, including dietary, religious, and cultural requirements. Properly communicating this information to the kitchen or food preparation area ensures the safety, satisfaction, and comfort of all guests.

1. Importance of relaying special requirements:

- Ensures food safety and prevents allergic reactions
- Shows respect for religious and cultural beliefs
- Increases guest satisfaction and trust
- Reduces the chance of complaints or service errors
- Reflects the professionalism and responsibility of the service team

2. Types of special requests and requirements:

A. Dietary requirements:

- Food allergies (e.g., nuts, shellfish, dairy, gluten)
- Food intolerances (e.g., lactose, gluten)
- Vegetarian or vegan diets
- Low sugar, low salt, low-fat diets

B. Cultural preferences:

- Specific cooking styles or ingredients
- Traditional food restrictions based on cultural background
- Preferred meal temperature, spice level, or portion style

3. Summary:

Relaying special dietary, religious, or cultural requirements to the kitchen is a crucial responsibility in guest service. It ensures guest safety, comfort, and satisfaction. Clear communication, careful attention, and respectful service make all the difference.

2.5 Orders confirmation.

Repeating and confirming orders is a key step in the order-taking process. It ensures accuracy, avoids misunderstandings, and helps build guest confidence in the quality of service. This simple step reduces errors and ensures the guest receives exactly what they requested.

1. Importance of Repeating and Confirming Orders:

- Ensures the order is correctly understood and recorded
- Avoids mistakes and guest dissatisfaction
- Builds trust and shows professionalism
- Reduces food waste and rework in the kitchen

2. When to Repeat and Confirm Orders:

- Immediately after the guest finishes placing the order
- When there are special requests or modifications
- Before sending the order to the kitchen or service area
- When the order includes multiple items or courses

3. Summary:

Repeating and confirming orders is a simple but powerful way to ensure accuracy and provide excellent service. It shows attention to detail, builds customer confidence, and helps avoid costly or embarrassing mistakes.



Fig: Orders are repeated and confirmed.

2.6 Placing orders to relevant sections

After taking and confirming an order from a guest, the next critical step is to forward the order to the appropriate department or section—such as the kitchen, bar, or bakery—following workplace procedures. This ensures the order is processed accurately, efficiently, and professionally.

1. Importance of placing orders to relevant sections:

- Ensures the right team prepares the right item
- Prevents order delays and confusion
- Maintains workflow and operational efficiency
- Supports teamwork and coordination
- Upholds professional service standards and guest satisfaction

2. Relevant sections for order placement:

- **Kitchen section:** for main meals, hot dishes, side orders
- **Bar section:** for alcoholic and non-alcoholic drinks
- **Bakery or dessert station:** for cakes, pastries, ice creams, etc.
- **Room service / takeaway section:** for in-room dining or packaged meals

- **Pos's system or order terminal:** for digitally processing and routing orders

3. Summary:

Placing orders to the correct sections according to workplace standards is essential for smooth service operation. It ensures orders are handled efficiently, correctly, and with care-ultimately leading to a better guest experience and a well-organized workflow.



Fig: Orders are placed to relevant in restaurant.

2.7 Suitable utensils as per menu items

Proper selection and arrangement of glassware, crockery, and cutlery are essential elements of professional food and beverage service. Providing the correct items for specific menu choices ensures comfort, convenience, hygiene, and an enhanced dining experience for guests.

1. Importance of providing suitable tableware:

- Ensures guests can enjoy their meals comfortably and correctly
- Enhances presentation and professionalism
- Reduces confusion or inconvenience for guests
- Complies with hygiene and service standards
- Reflects attention to detail and good customer service

2. Types of tableware and their uses:

A. Glassware:

- Water glass – for plain water
- Wine glass (red/white) – for specific types of wine
- Juice glass – for cold juices or mocktails
- Champagne flute – for sparkling wines
- Beer mug – for beer service

B. Crockery (plates & bowls):

- Dinner plate – for main courses
- Side plate – for bread or small accompaniments
- Soup bowl – for hot soups
- Dessert plate/bowl – for sweets and desserts

C. Cutlery:

- Dinner knife & fork – for main meals
- Starter/salad knife & fork – for appetizers or salads
- Soup spoon – for soup dishes
- Dessert spoon & fork – for sweets and desserts
- Teaspoon – for hot beverages or stirring

3. Summary:

Providing and adjusting glassware, crockery, and cutlery based on menu choices is a critical part of quality service. It demonstrates professionalism, supports proper dining etiquette, and contributes to a pleasant and organized guest experience.



Fig: glassware, crockery and cutlery for provided and adjusted table.

Information Sheet-3

Learning Outcome-3: Serve food and drinks

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Food and beverage collection from designated area
- 3.2 Serving food order in sequence
- 3.3 Maintaining general service principles
- 3.4 Food and beverage handling
- 3.5 Offering and serving additional items
- 3.6 Guests' satisfaction
- 3.7 Listening and resolving guests' complaints
- 3.8 Cleaning tables and clearing utensils

3.1 Food and beverage collection from designated area:

1. Purpose of checking and collecting from designated area:

- Ensures correct items are picked up as per guest orders
- Maintains food presentation and temperature
- Prevents service delays or mix-ups
- Promotes teamwork and efficiency between service and kitchen/bar
- Ensures hygiene and safety standards are followed

2. Common designated areas in food service:

- **Hot food pickup area:** for meals prepared in the kitchen
- **Cold food/salad station:** for cold dishes or salads
- **Bar or beverage station:** for drinks (alcoholic and non-alcoholic)
- **Dessert counter/bakery station:** for sweets and baked items
- **Room service station:** for take-away or in-room delivery



Fig: Food and beverage are checked and collected from designated area.

3.2 Serving food order in sequence.

1. Purpose of serving in sequence:

- Ensures smooth and organized service
- Enhances guest satisfaction and comfort
- Reflects professionalism and training
- Maintains food quality and correct temperature
- Supports correct timing between courses

2. Standard service sequence:

Course	Typical items
1. Drinks	Water, juice, wine, soft drinks
2. Appetizers/starters	Soups, salads, light starters
3. Main course	Meat, fish, vegetarian entrees with sides
4. Desserts	Cakes, ice cream, fruits
5. Tea/coffee	Hot beverages served after dessert

3. Service techniques:

- Serve from the guest's left side (for food)
- Serve drinks from the right side
- Clear used dishes quietly before serving the next course
- Always serve ladies and elderly guests first
- Announce the dish while serving, if appropriate

4. Communication examples:

- "would you like a few more minutes before the main course?"
- "may i clear your starter plate?"
- "your dessert will be served shortly."

3.3 Maintaining general service principles

1. Purpose of maintaining general service principles:

- To ensure consistency and professionalism in service
- To enhance the guest experience
- To follow hygiene, safety, and etiquette standards
- To create a pleasant and efficient dining environment
- To reduce errors and improve workflow

2. Summary:

Maintaining general service principles ensures that food and beverage service is delivered in a professional, polite, and hygienic manner. It reflects the quality of the establishment and contributes directly to guest satisfaction and repeat business.



Fig: Food and beverage are served as per order in sequence.

3.4 Food and beverage handling

1. Purpose of following food safety requirements:

- To prevent contamination of food and drinks
- To ensure safe consumption for all guests
- To comply with national and workplace health regulations
- To maintain guest trust and satisfaction
- To avoid legal and financial penalties



Fig: Additional food and beverage are offered and served.

3.5 Guests' Satisfaction:

1. Purpose of checking guest feedback:

- To understand the guest's level of satisfaction
- To identify areas of improvement in service and food quality
- To show guests that their opinions are valued
- To resolve complaints or concerns on the spot
- To build trust, loyalty, and repeat business

2. When to ask for feedback:

- During the meal (after the first few bites)
- After serving each course
- At the end of the meal before presenting the bill
- When guests are leaving the restaurant or hotel
- Through feedback forms, digital tablets, or online reviews

3. How to ask for feedback politely:

- “is everything to your satisfaction?”
- “are you enjoying your meal?”
- “was everything prepared as you expected?”
- “do you have any suggestions for us?”
- “we value your feedback. Would you like to fill out a short survey?”

4. Types of feedback methods:

Method	Description
Verbal feedback	Asking guests directly during or after the service
Feedback forms	Paper or digital forms placed at tables or counters
Online reviews	Google, tripadvisor, facebook, etc.
Comment cards	Small cards for guests to write opinions anonymously
Qr code surveys	Easy mobile surveys accessed by scanning a code

5. Summary:

Checking guests’ satisfaction through feedback is a key part of excellent hospitality service. It helps identify problems, recognize successes, and improve service quality. When feedback is collected and acted on properly, it leads to happier guests and a better reputation.

3.6 Listening and resolving guests’ complaints

1. Purpose of listening and resolving complaints:

- To show respect and professionalism toward guests
- To identify service or product issues quickly
- To resolve problems before they escalate
- To turn a negative experience into a positive one
- To maintain the reputation of the business

2. Common guest complaints:

- Incorrect or delayed orders
- Cold or undercooked food
- Rude or inattentive service
- Unclean tableware or environment
- Billing errors or pricing confusion

3. Steps to handle complaints effectively:

Step	Action
1. Listen carefully	Allow the guest to explain without interruption
2. Stay calm and polite	Remain respectful and avoid being defensive
3. Apologize sincerely	Say “i’m sorry for the inconvenience” even if it’s not your fault
4. Confirm the issue	Repeat the concern to show understanding
5. Take immediate action	Fix the issue or inform a supervisor right away
6. Follow up	Check back with the guest to ensure satisfaction after the issue is resolved
7. Report serious issues	Document and share major complaints with the manager for further review

4. Useful phrases for handling complaints:

- “Thank you for bringing this to our attention.”
- “i apologize for the inconvenience caused.”
- “let me fix this for you right away.”
- “would you like a replacement or a different option?”
- “i will inform my manager and get back to you shortly.”

5. Does and don'ts in complaint handling:

Do	Don't
Listen actively	Interrupt or argue with the guest
Stay calm	Show frustration or anger
Offer solutions	Ignore or delay the issue
Thank the guest	Blame others or make excuses

6. Common mistakes to avoid:

Mistake	How to Avoid
Leaving dirty dishes too long on the table	Clear promptly after guest finishes
Using dirty clothes to clean	Use fresh, sanitized cloths each time
Dropping utensils or spilling waste	Carry items on a stable tray carefully
Mixing clean and dirty items	Always separate used dishes from clean ones



Fig: Guests' complaints are listened and resolved.

Self-Check- 3.1

1. What are the common payment methods used in the hospitality industry?

Ans:-----

-----.

2. Why is it important to confirm the order before serving?

Ans:-----

-----.

3. What should a server do before serving food?

Ans:-----

-----.

4. What are the key tools used in serving food and drinks?

Ans:-----

-----.

5. What is the proper way to greet guests before serving?

Ans:-----

Multiple Choice Questions (MCQ):

1. From which side should food generally be served to the guest?

- A) Right side
- B) Front side
- C) Left side
- D) Any side

2. What should a server do before serving food?

- A) Sit down
- B) Wash hands and check the order
- C) Taste the food
- D) Ask other staff

3. Which of the following is used to carry multiple plates safely?

- A) Spoon
- B) Tray
- C) Napkin
- D) Menu

4. What is the purpose of checking on guests during their meal?

- A) To interrupt them
- B) To offer more food
- C) To ensure satisfaction and provide service
- D) To ask for tips

5. How should drinks be served to a guest?

- A) From the left side
- B) From the front
- C) From the right side
- D) Any direction

Fill in the Gaps:

Q1: Drinks are served from the _____ side of the guest.

Answer:

Q2: Food is usually served from the _____ side of the guest.

Answer:

Q3: The process of preparing tools and setup before service is called _____.

Answer:

Q4: A _____ is used to carry multiple food items at once.

Answer:

Q5: Before serving, servers must wash their _____.

Answer:

Answer Key-3.1

Short Answer Questions:

1: How should drinks be served to the guest?

Answer: Drinks are typically served from the **right side** of the guest using the right hand.

2: Why is it important to confirm the order before serving?

Answer: To ensure accuracy and avoid serving the wrong item to the guest, which can affect guest satisfaction.

3: What should a server do before serving food?

Answer: Wash hands, ensure personal hygiene, check the order against the docket, and carry items safely.

4: What are the key tools used in serving food and drinks?

Answer: Tray, serving cloth, cutlery, glassware, order pad, and POS machine.

5: What is the proper way to greet guests before serving?

Answer: Smile, make eye contact, and greet politely with a phrase like “Good evening, may I serve your meal now?”

Multiple Choice Questions (MCQ):

1. From which side should food generally be served to the guest?

- A) Right side
- B) Front side
- C) Left side
- D) Any side

Answer: C) Left side

2. What should a server do before serving food?

- A) Sit down
- B) Wash hands and check the order
- C) Taste the food
- D) Ask other staff

Answer: B) Wash hands and check the order

3. Which of the following is used to carry multiple plates safely?

- A) Spoon
- B) Tray
- C) Napkin
- D) Menu

Answer: B) Tray

4. What is the purpose of checking on guests during their meal?

- A) To interrupt them
- B) To offer more food
- C) To ensure satisfaction and provide service
- D) To ask for tips

Answer: C) To ensure satisfaction and provide service

5. How should drinks be served to a guest?

- A) From the left side
- B) From the front
- C) From the right side
- D) Any direction

Answer: C) From the right side

Fill in the Gaps:

1. Drinks are served from the _____ side of the guest.

Answer: right

2. Food is usually served from the _____ side of the guest.

Answer: left

3. The process of preparing tools and setup before service is called _____.

Answer: mise en place

4. A _____ is used to carry multiple food items at once.

Answer: tray

5. Before serving, servers must wash their _____.

Answer: hands

Job sheet-3.1

Job Title: Serve food and drinks as per guest's order

Procedure Steps:

1. Wear clean uniform and PPE
2. Wash hands thoroughly
3. Ensure all tables are clean and properly set
4. Check availability of menu items and drinks
5. Greet guests politely with a smile
6. Escort them to their table
7. Offer menus and water
8. Introduce the specials or promotions if any
9. Take food and beverage orders accurately
10. Repeat the order to confirm
11. Use order pad or enter order in POS system
12. Suggest additional items if appropriate (upselling)
13. Collect items from kitchen/bar
14. Verify items against order slip
15. Serve food from the left and drinks from the right
16. Ensure proper cutlery and condiments are provided
17. Check guest satisfaction during meal
18. Refill water or drinks as needed
19. Remove empty plates and glasses discreetly
20. Respond promptly to additional requests
21. Ask if guests would like dessert or more drinks
22. Serve as requested and clear remaining items
23. Prepare the bill accurately
24. Present it politely to the guest
25. Handle cash or non-cash payments
26. Issue receipt and thank the guest
27. Clear and clean the table
28. Replace used items with clean ones
29. Prepare the table for the next guest

Specification sheet-3.1

Job Title: Serve food and drinks as per guest's order

To complete the above task, you will need to use the following PPE and materials

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1 pc
Waiter cloth	1 pc
Waiter shoes	1 pair
Mask	1 pc
Hand gloves	1 pair
Cap	1 pc

Materials	Quantity
Order pad / Order slip	As required
Menu card	As required
Pad, Pen	As required
Bill pad	As required
Lighter	As required
Bottle opener	As required
Cutlery and condiments	As required
Plates and glasses	As required

Information Sheet- 3.1

Learning outcome-4: Process payments and receipts

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Bills preparation processes
- 2.2 Due Amount verification
- 2.3 Cash and non-cash payments
- 2.4 Warm farewell and thanks given to guests
- 2.5 Documentation Process

4.1 Bills preparation processes

In the hospitality industry, accurate bill preparation and coordination with the cashier are essential to ensure guest satisfaction and proper financial management. This process involves checking, preparing, and finalizing all charges related to guest services in a systematic and professional manner.

Key information:

1. Accurate bill preparation:

- Ensure all guest charges (e.g., food, beverages, room service, laundry, etc.) Are correctly recorded.
- Double-check the pricing, taxes, and discounts.
- Include all relevant details like guest name, room number, date, and service descriptions.

2. Coordination with cashier:

- Communicate with the cashier to confirm the total amount.
- Submit the bill for verification before presenting it to the guest.
- Ensure that the cashier is informed about any special billing arrangements (e.g., company billing, advance payment, or split bills).

3. Use of billing systems:

- Utilize pos (point of sale) or property management software to generate accurate and professional invoices.
- Update the system with real-time billing entries to prevent delays or errors.

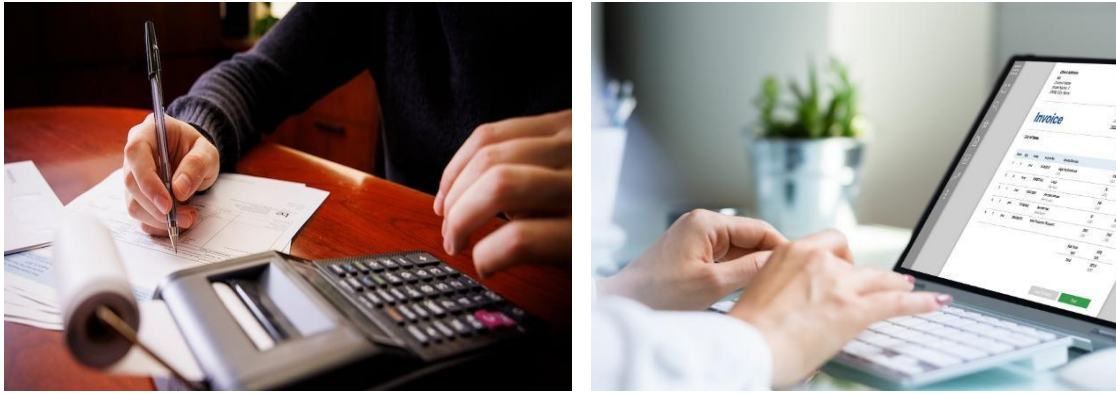


Fig: bills are prepared and processed.

4.2 Cash and non-cash payments

In the hospitality industry, guests may choose to pay through different payment methods. It is important for staff to accept both cash and non-cash payments professionally and issue receipts for every completed transaction to ensure transparency and financial accuracy.

Key Information:

1. Types of payments accepted:

- **Cash-payments:**
local currency is received and change is returned if needed.
- **Non-cash payments:**
 - Credit/debit cards (e.g., visa, Mastercard, Amex)
 - Mobile payments (e.g., bkaash, Nagad, google pay, apple pay)
 - Bank transfers
 - Gift vouchers or coupons

2. Accepting payments - procedure:

- Politely ask for the guest's preferred payment method.
- Process the payment through the billing system or pos machine.
- Ensure the correct amount is entered before confirming the transaction.
- For card or digital payments, confirm the successful transaction screen or confirmation sms.

Importance:

Accepting multiple payment methods and issuing receipts:

- Increases guest convenience and satisfaction
- Ensures proper financial documentation
- Builds trust and professionalism

- Reduces the chance of disputes or errors



Fig: Cash and non-cash payments are accepted.

4.3 Warm farewell and thanks given to guests

A warm farewell is just as important as a warm welcome. The way guests are treated at the end of their visit leaves a lasting impression. Thanking guests sincerely and offering a polite goodbye shows appreciation and encourages them to return.

Key Information:

1. Thanking the guest:

- Express sincere gratitude for choosing your service.
- Use polite phrases like:
 - *“thank you for staying with us.”*
 - *“we hope you enjoyed your time here.”*
 - *“it was a pleasure serving you.”*

2. Warm and friendly farewell:

- Smile genuinely and make eye contact.
- Use the guest’s name if known (e.g., *“safe journey, mr. Rahman.”*)
- Offer kind words like:
 - *“have a safe journey.”*
 - *“we look forward to welcoming you again.”*
 - *“take care and have a great day.”*

3. Assistance before departure:

- Offer help with luggage or transportation.
- Confirm if the guest needs any last-minute assistance or directions.
- Ensure all belongings are returned or packed.

Importance:

Providing a warm farewell:

- Leaves a positive final impression
- Encourages guest loyalty and repeat visits
- Enhances overall service quality

- Reflects professionalism and good hospitality standards

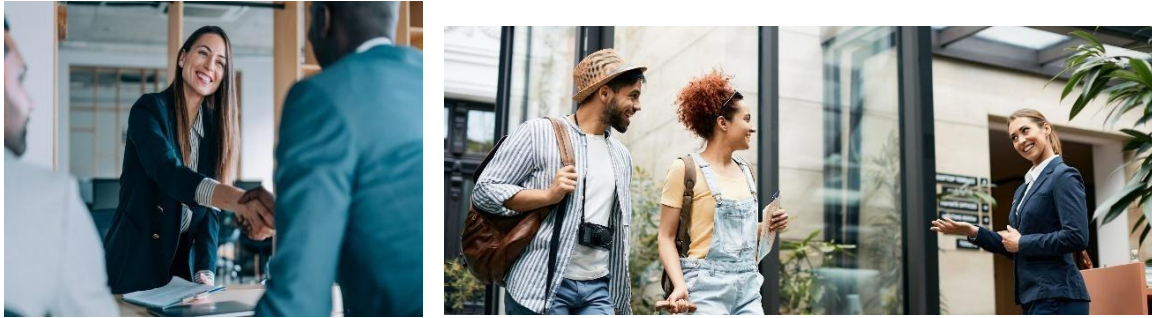


Fig: guests are thanked and given a warm farewell.

4.4 Documentation Process:

Accurate and timely completion of documentation is essential in the hospitality industry. It ensures that all services, transactions, and guest interactions are properly recorded, supporting operational efficiency and compliance with organizational policies and legal standards.

Key Information:

1. Types of required documentation:

- Guest registration forms
- Payment receipts and invoices
- Check-in/check-out records
- Incident or complaint reports
- Service request or room service records
- Feedback and evaluation forms

2. Following organizational policy:

- Use standard forms and templates approved by the organization.
- Ensure all required fields are filled out clearly and correctly.
- Use correct formats for dates, signatures, guest information, etc.
- Submit completed documents to the appropriate department on time.

3. Accuracy and legibility:

- Double-check all details before submission.
- Avoid using abbreviations or unclear handwriting (if handwritten).
- Use official systems/software where applicable (e.g., pms or pos).

4. Confidentiality and security:

- Handle guest and financial information with confidentiality.
- Store documents in designated files or digital systems securely.
- Only share information with authorized personnel.

Self-Check- 3.1

1. What are the common payment methods used in the hospitality industry?

Ans:-----

2. Why is it important to verify the amount with the guest before processing a payment?

Ans:-----

3. What information should be included on a receipt?

Ans:-----

4. What should you do if a guest questions a charge on their bill?

Ans:-----

5. What is the purpose of issuing a receipt after payment?

Ans:-----

Multiple Choice Questions (MCQ):

1. Which of the following is a non-cash payment method?

- A) Bangladeshi Taka
- B) Coins
- C) Credit Card
- D) Notes

2. What should you do after receiving payment from a guest?

- A) Say goodbye only
- B) Keep the money without record
- C) Issue a receipt
- D) Ask for more money

3. What system is often used in hotels to process and record payments?

- A) ATM machine
- B) POS (Point of Sale) system
- C) Typewriter
- D) Calculator

4. If a guest gives more cash than the total bill, what should you do?

- A) Keep the extra as a tip
- B) Return the change and issue a receipt
- C) Ignore it
- D) Cancel the bill

Fill in the Gaps:

Q1: A _____ is issued to the guest after the payment is received.

Answer:

Q2: All payments must be processed through the _____ or billing system.

Answer:

Q3: When a guest pays more than the bill amount in cash, the _____ must be returned.

Answer:

Q4: Before accepting payment, the _____ should be verified with the guest.

Answer:

Q5: Mobile payments like _____ and Nagad are common in Bangladesh.

Answer:

True / False Questions:

Q1: Cash payments are the only accepted form of payment in the hospitality industry.

Answer:

Q2: It is not necessary to give a receipt if the guest pays with a card.

Answer:

Q3: Verifying the amount due with a guest can prevent billing errors.

Answer:

Q4: It is acceptable to leave a bill unrecorded if the guest is in a hurry.

Answer:

Answer Key-3.1

Short Questions Answers:

Q1: What are the common payment methods used in the hospitality industry?

Answer: Common payment methods include cash, credit/debit cards, mobile payments (e.g., bKash, Nagad), bank transfers, and gift vouchers.

Q2: Why is it important to verify the amount with the guest before processing a payment?

Answer: Verifying the amount ensures accuracy, avoids disputes, and helps maintain guest trust and satisfaction.

Q3: What information should be included on a receipt?

Answer: A receipt should include the date, payment amount, method of payment, service/item details, taxes, and a unique transaction or invoice number.

Q4: What should you do if a guest questions a charge on their bill?

Answer: Politely review the bill with the guest, explain the charges, and consult the supervisor or cashier if there is any discrepancy.

Q5: What is the purpose of issuing a receipt after payment?

Answer: A receipt provides proof of payment for the guest and ensures financial record-keeping for the organization.

Multiple Choice Questions (MCQ):

1. Which of the following is a non-cash payment method?

- A) Bangladeshi Taka
- B) Coins
- C) Credit Card
- D) Notes

Answer: C) Credit Card

2. What should you do after receiving payment from a guest?

- A) Say goodbye only
- B) Keep the money without record
- C) Issue a receipt
- D) Ask for more money

Answer: C) Issue a receipt

3. What system is often used in hotels to process and record payments?

- A) ATM machine
- B) POS (Point of Sale) system
- C) Typewriter
- D) Calculator

Answer: B) POS (Point of Sale) system

4. If a guest gives more cash than the total bill, what should you do?

- A) Keep the extra as a tip
- B) Return the change and issue a receipt
- C) Ignore it
- D) Cancel the bill

Answer: B) Return the change and issue a receipt

Fill in the Gaps:

Q1: A _____ is issued to the guest after the payment is received.

Answer: receipt

Q2: All payments must be processed through the _____ or billing system.

Answer: POS (Point of Sale)

Q3: When a guest pays more than the bill amount in cash, the _____ must be returned.

Answer: change

Q4: Before accepting payment, the _____ should be verified with the guest.

Answer: bill amount / total amount

Q5: Mobile payments like _____ and Nagad are common in Bangladesh.

Answer: bKash

True / False Questions:

Q1: Cash payments are the only accepted form of payment in the hospitality industry.

Answer: ✗ False

Q2: It is not necessary to give a receipt if the guest pays with a card.

Answer: ✗ False

Q3: Verifying the amount due with a guest can prevent billing errors.

Answer: True

Q4: It is acceptable to leave a bill unrecorded if the guest is in a hurry.

Answer: ✗ False

Job sheet-3.1

Job title: Payment's process and farewell the guest

Procedure Steps:

1. Prepare for payment processing

- Ensure pos (point of sale) system or cash register is working
- Have receipt book, payment terminal, and petty cash ready
- Maintain a clean and organized payment area

2. Present the bill to guest

- Politely inform the guest that the bill is ready
- Present the bill neatly in a bill folder or tray
- Allow the guest time to review the charges

3. Accept payment

Cash payment:

- Count the amount received clearly in front of the guest
- Provide the correct change if applicable
- Place the cash safely into the register

Card/digital payment:

- Insert/swipe/tap the card into the terminal
- Ask the guest to enter their pin or sign, if required
- Wait for transaction approval

4. Issue receipt

- Print and hand over the payment receipt to the guest
- Attach it to the bill or place it inside the bill holder
- Thank the guest politely

5. Verify and record payment

- Ensure the payment matches the bill total
- Enter payment details into the system
- Mark the bill as “paid” and file it according to company policy

6. Farewell the guest

- Offer a warm goodbye
- Invite them to return

Specification sheet- 3.1

Job title: Payment's process and farewell the guest

To complete the above task, you will need to use the following PPE and materials

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1 pc
Waiter cloth	1 pc
Waiter shoes	1 pair
Mask	1 pc
Hand gloves	1 pair
Cap	1 pc

Materials	Quantity
Order pad / Order slip	As required
Menu card	As required
Pad, Pen, Pencils	As required
Billing system	As required
Cash drawer	As required
Card Machine	As required
Receipt book	As required
Calculator	As required

Information Sheet-4

Learning Outcome-3: Conclude food service and close down dining area

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 5.1 Soiled dishes and utensils removing process
- 5.2 Food scraps clearing procedures.
- 5.3 Equipment cleaning and storing procedures.
- 5.4 Tables clearing and resetting process
- 5.5 Turning off electrical system

5.1 Soiled dishes and utensils removing process

In food and beverage service, it is essential to remove soiled dishes and utensils promptly and properly after guests have finished their meal. This helps maintain cleanliness, improve guest comfort, and prepare the area for the next use.

Key Activities:

1. **Wait until the meal is finished:**
only remove dishes when all guests at the table have clearly completed their meals.
2. **Observe guest behavior:**
look for signs such as cutlery placed in the center of the plate or verbal indications from the guest.
3. **Request politely:**
ask guests with courtesy before removing any item, e.g.,
“may i take your plate?” Or *“are you done with your meal?”*
4. **Handle carefully:**
carry dishes and utensils safely and quietly to avoid spills or breakage and to maintain a peaceful environment.
5. **Use tray or trolley if needed:**
for multiple items, use a service tray or trolley to remove dishes efficiently and hygienically.
6. **Dispose or sort items properly:**
separate food waste, reusable items, and recyclables according to workplace hygiene standards.



Fig: Removing soiled dishes and food

5.2 Food scraps clearing procedures.

Proper disposal of food scraps is essential to maintain a clean and safe dining environment. It helps prevent contamination, reduces unpleasant odors, and supports food safety standards. Food scraps must be cleared and handled as per hygiene regulations and the organization's procedures.

Key Activities:

1. **Use designated waste bins:**
dispose of food scraps in clearly marked bins (e.g., organic, recyclable, general waste) as instructed by the workplace.
2. **Avoid cross-contamination:**
do not mix food waste with clean utensils, crockery, or surfaces. Use separate containers for waste and dirty dishes.
3. **Clear food scraps promptly:**
do not leave food scraps on tables or in open areas for long periods. Clear them immediately after guests finish eating.
4. **Use approved cleaning tools:**
use appropriate cloths, scrapers, or waste trays that are regularly cleaned and sanitized.
5. **Follow hygiene regulations:**
comply with local health and safety guidelines regarding food waste disposal and cleanliness in food service

Why it's important:

- Maintains a clean and welcoming dining environment
- Prepares the restaurant for quick turnover and efficient service

- Enhances guest satisfaction and comfort Meets hygiene and food safety standards



Fig: Tables are cleared for the next sitting when guests left

5.3 Turning off electrical system:

Turning off electrical equipment at the end of service is a necessary part of closing down procedures. It helps ensure safety, conserve energy, and extend the life of equipment. This must be done carefully and according to organizational guidelines.

Key Practices:

1. **Identify equipment to be turned off:**
know which equipment (e.g., coffee machines, food warmers, lights, fans) should be switched off after service.
 2. **Follow manufacturer and workplace guidelines:**
always refer to equipment manuals or organizational instructions before shutting down devices.
 3. **Check that equipment is not in use:**
ensure no staff or guests are still using the equipment before switching it off.
 4. **Switch off safely:**
use proper switches or power buttons and avoid pulling out plugs suddenly unless required.
 5. **Allow equipment to cool down if needed:**
some machines (e.g., ovens or grills) may need time to cool before full shutdown.
 6. **Unplug when necessary:**
unplug smaller appliances if it is part of the standard procedure for safety or energy saving.
- Supports compliance with health and safety regulations



Fig: Turning off electrical equipment

Self-Check- 4.1

Given the answer to the short question:

1. Q: When should food service be concluded?

Ans:-----

2. Q: What should you do before clearing the table?

Ans:-----

3. Q: Why is it important to dispose of food scraps properly?

Ans:-----

4. Q: What cleaning steps are taken after the guests leave?

Ans:-----

5. Q: What equipment should be turned off during close-down?

Ans:-----

Choose the best answer of tick marks:

1. What should you do before clearing a guest's table?

- A) Start clearing immediately
- B) Ask the guest politely if they have finished
- C) Wait for someone else
- D) Remove everything at once

2. Why should equipment be turned off after service?

- A) To avoid noise
- B) To prevent theft
- C) To save energy and prevent accidents
- D) To clean the table faster

3. What should be used to clean and sanitize dining tables?

- A) Water only
- B) Dry tissue
- C) Soap water and bleach
- D) Approved sanitizer and clean cloth

4. What should you do with leftover food?

- A) Give it to another guest
- B) Throw it on the floor
- C) Dispose of it as per hygiene procedures
- D) Leave it on the table

5. What is the last step in closing down the dining area?

- A) Go home quickly
- B) Lock and secure the area
- C) Wipe your hands
- D) Turn on all lights

Fill in the Gap Questions

1. Soiled dishes must be _____ after the guest has finished eating.

Answer: -----.

2. Food scraps should be disposed of according to _____ regulations.

Answer: -----.

3. Tables must be cleaned and _____ before the next sitting.

Answer: -----.

4. Electrical equipment should be _____ when not in use.

Answer: -----.

5. At the end of service, a closing _____ should be completed.

Answer: -----.

Answer Key-4.1

Given the answer to the short question:

Q: When should food service be concluded?

Answer: Food service should be concluded when all guests have finished dining and the scheduled service time is over, as instructed by the supervisor.

Q2: What should you do before clearing the table?

Answer: Politely ensure that the guest has finished their meal before removing any dishes or utensils.

Q3: Why is it important to dispose of food scraps properly?

Answer: To prevent contamination, maintain hygiene, and comply with health and safety regulations.

Q4: What cleaning steps are taken after the guests leave?

Answer: Clear soiled items, wipe and sanitize tables and chairs, and clean the surrounding area.

Q5: What equipment should be turned off during close-down?

Answer: Coffee machines, food warmers, lights, fans, and other electrical equipment not in use.

Choose the best answer of tick marks:

1. What should you do before clearing a guest's table?

- A) Start clearing immediately
- B) Ask the guest politely if they have finished
- C) Wait for someone else
- D) Remove everything at once

Answer: B

2. Why should equipment be turned off after service?

- A) To avoid noise
- B) To prevent theft
- C) To save energy and prevent accidents
- D) To clean the table faster

Answer: C

3. What should be used to clean and sanitize dining tables?

- A) Water only
- B) Dry tissue
- C) Soap water and bleach
- D) Approved sanitizer and clean cloth

Answer: D

4. What should you do with leftover food?

- A) Give it to another guest
- B) Throw it on the floor
- C) Dispose of it as per hygiene procedures
- D) Leave it on the table

Answer: C

5. What is the last step in closing down the dining area?

- A) Go home quickly
- B) Lock and secure the area
- C) Wipe your hands
- D) Turn on all lights

Answer: B

Fill in the Gap Questions:

1. Soiled dishes must be _____ after the guest has finished eating.

Answer: removed

2. Food scraps should be disposed of according to _____ regulations.

Answer: hygiene

3. Tables must be cleaned and _____ before the next sitting.

Answer: reset

4. Electrical equipment should be _____ when not in use.

Answer: turned off

5. At the end of service, a closing _____ should be completed.

Answer: checklist

Job sheet- 4.1

Job Title: Concluding food service and close down dining area

Procedure Steps:

1. Identify end of service time

- Confirm with supervisor or schedule that food service is complete
- Observe guest behavior to ensure no one is waiting to be served
- Politely inform remaining guests that the service is ending

2. Clear tables and dining area

- Remove all soiled dishes, cutlery, and glassware
- Clear leftover food and dispose of properly
- Use trays or trolley to avoid multiple trips and reduce risk of accidents

3. Dispose of food waste properly

- Separate waste: food scraps, recyclables, and general waste
- Use designated bins with lids
- Follow hygiene and environmental guidelines

4. Clean and sanitize surfaces

- Wipe down and sanitize tables, chairs, and surrounding areas
- Use food-safe disinfectant and clean cloths
- Pay attention to high-touch areas like menus, salt shakers, and table edges

5. Reset or prepare tables for next use (if needed)

- Replace clean cutlery, napkins, and glassware
- Arrange table items neatly as per organization standards
- Ensure the area looks clean and welcoming

6. Clean and store equipment

- Wash all service equipment and utensils used
- Dry and store them in designated storage areas
- Switch off and clean food warmers, coffee machines, or service counters

7. Turn off electrical equipment

- Shut down unused lights, fans, beverage dispensers, and any electrical appliances
- Unplug if required according to safety protocols

8. Complete closing checklist and report issues

- Fill out any end-of-shift or closing forms
- Record waste or low stock if needed
- Report any maintenance issues or breakages to supervisor

9. Lock and secure the area

- Ensure all areas are clean, dry, and safe
- Lock drawers, cabinets, and storage areas
- Switch off lights and lock the dining area doors

Specification sheet- 4.1

Job Title: Concluding food service and close down dining area

To complete the above task, you will need to use the following PPE and materials

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1 pc
Waiter cloth	1 pc
Waiter shoes	1 pair
Mask	1 pc
Hand gloves	1 pair
Cap	1 pc

Materials	Quantity
Charring tray	As required
Dust Bin	As required
Sweep mop	As required
Cleaning Agent	As required

Some important shortcut

NSDA = National Skills Development Authority

BTEB = Bangladesh technical education board

CBLM = Competency Based learning material

CBT&A = Competency Based Training

CBT&A = Competency Based Training & Assessment

KSA = Knowledge skills attitude

TVET = Technical and vocational education & training

RPL = Recognition of prior learning

RTO = Registered training organization

SICIP = Skills for Industry Competitiveness and Innovation Program

SEIP = Skills for Employment Investment Programs

ISC = Industry skills council

F&B = Food and beverage

T&H = Tourism and hospitality

CARS = Competency assessment result summary

UOC = Unit of Competency

NTVQF = National technical and vocational qualification framework

GAC = Global Affairs of Canada

K.O.T = Kitchen order ticket

IRD = In room dining

BEO = Banquet event order

ILO = International labour organization

FIFO = First in first out

LIFO = Last in first out

BEIOA = Bangladesh Engineering Industry Owner's Association

BMET = Bureau of Manpower Employment Training

CAD = Course Accreditation Documents

CS = Competency Standard

NGOs = Non-Government Organization

OSH = Occupational Safety and Health

OHS = Occupational Health and Safety

TTC = Technical Training Center

