

Reference. No.																		
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SELF-ASSESSMENT GUIDE

Qualification	FOOD AND BEVERAGE SERVICES NC II		
Unit of Competency :	PROVIDE RESTAURANT SERVICES		
Unit of Competency covered :	<ul style="list-style-type: none"> • Prepare the Dining Room / Restaurant Area for Service • Welcome Guests and Take Food Orders • Promote Food and Beverage Products • Provide Food and Beverage Services to Guest • Receive and Handle Guest Concerns 		
Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
Take table reservations?			
• Answer phone promptly, clearly and accurately using the standard phrase of the restaurant*			
• Ask and record reservations data on forms based on establishment's standards*			
• Repeat and confirm details of the reservations with the party making the reservation*			
• Provide additional information about the foodservice establishment when necessary*			
Prepares service stations and equipment			
• Stock service or waiter's stations with supplies necessary for service*			
• Clean and wipe all tableware and dining room equipment and put in their proper places*			
• Put up special tent cards and similar special displays for promotion.			
• Check cleanliness and condition of all tables, tableware and dining room equipment*			
• Fill water pitchers and ice buckets*			
• Turn on and keep ready electrical appliance or equipment like coffee pots, tea pots, plate warmers etc. in the dining area*			
• Refill condiments and wipes clean and dry sauce bottles and the necks and tops of the bottles*			
• Set table according to the standards of the food service establishment*			

Set up table in the dining area		
<ul style="list-style-type: none"> • Lay table cloth such that the overhangs or drops are of the same length around the sides of the table* 		
<ul style="list-style-type: none"> • Set cover correctly in cases where the menu is pre-arranged or fixed according to the pre-determined menu* 		
<ul style="list-style-type: none"> • Wipe and polish tableware and glassware before they are set on the table* 		
<ul style="list-style-type: none"> • Fold properly serviettes napkins and lays on the table appropriately according to napkin folding style* 		
<ul style="list-style-type: none"> • Skirt properly buffet or display tables taking into account symmetry, balance and harmony in size and design* 		
<ul style="list-style-type: none"> • Set up for banquet functions, events or catering, tables according to the room set-up requirement stipulated in the event order form or similar agreement form with the host* 		
<ul style="list-style-type: none"> • Adjust lights according to time of the day* 		
<ul style="list-style-type: none"> • Arrange tables, chairs and other dining room furniture to ensure comfort and convenience of the guests 		
<ul style="list-style-type: none"> • Play appropriate music when applicable 		
<ul style="list-style-type: none"> • Clean floors/carpets and makes sure that all are dry* 		
<ul style="list-style-type: none"> • Adjust air-condition or cooling units for the comfort of the guests* 		
<ul style="list-style-type: none"> • Set-up decorations according to theme or concept of the dining room. 		
Welcome and greet guests		
<ul style="list-style-type: none"> • Acknowledge guests as soon as they arrive* 		
<ul style="list-style-type: none"> • Greet the guest with an appropriate welcome* 		
<ul style="list-style-type: none"> • Check details of reservations based on established standard policy* 		
Seat the guests		
<ul style="list-style-type: none"> • Escort and seat guests according to table allocations* 		
<ul style="list-style-type: none"> • Utilize tables according to the number of party. 		
<ul style="list-style-type: none"> • Seat guests evenly among stations to control the traffic flow of guests in the dining room. 		
<ul style="list-style-type: none"> • Open table napkins for the guests when applicable* 		
<ul style="list-style-type: none"> • Serve water when applicable, according to the standards of the food service facility* 		
Take food and beverage orders		
<ul style="list-style-type: none"> • Present guests the menu according to established standard practice* 		

<ul style="list-style-type: none"> • Take and record orders completely and accurately with minimal disruption to guests* 		
<ul style="list-style-type: none"> • Make recommendation and suggestion to assist customers with drink and meal selections* 		
<ul style="list-style-type: none"> • Provide tableware and cutlery appropriate for the menu choices and adjusts in accordance with establishment procedures* 		
<ul style="list-style-type: none"> • Answer customer questions on menu items accurately and courteously* 		
<ul style="list-style-type: none"> • Note special requests and requirements accurately* 		
<ul style="list-style-type: none"> • Repeat orders back to the guests to confirm items* 		
Liase between kitchen and service areas		
<ul style="list-style-type: none"> • Place order and send to the kitchen/bar promptly* 		
<ul style="list-style-type: none"> • Check quality of food in accordance with establishment standards* 		
<ul style="list-style-type: none"> • Check tableware for chips, marks, cleanliness, spills, and drips* 		
<ul style="list-style-type: none"> • Carry out plates and/or trays safely.* 		
<ul style="list-style-type: none"> • Advise colleagues promptly regarding readiness of items for service 		
<ul style="list-style-type: none"> • Relay accurately Information about special requests, dietary or cultural requirements to kitchen where appropriate* 		
<ul style="list-style-type: none"> • Observe work technology according to establishment standard policy and procedures* 		
Know the product		
<ul style="list-style-type: none"> • Master names and pronunciations of dishes in the menu* 		
<ul style="list-style-type: none"> • Memorize ingredients of dishes* 		
<ul style="list-style-type: none"> • Know sauces and accompaniments by heart* 		
<ul style="list-style-type: none"> • Study descriptions of every item in the menu * 		
<ul style="list-style-type: none"> • Master common food allergens to prevent serious health consequences* 		
Undertake suggestive selling		
<ul style="list-style-type: none"> • Provide information about the food items in clear explanations and descriptions* 		
<ul style="list-style-type: none"> • Offer item on specials or promos to assist guests with food and beverage selections* 		
<ul style="list-style-type: none"> • Suggest name of specific menu items to guests rather than just mentioning the general categories in the menu to help them make the choice and know what they want* 		
<ul style="list-style-type: none"> • Recommend standard food and beverage pairings* 		
<ul style="list-style-type: none"> • Give several choices to provide more options to guests 		

<ul style="list-style-type: none"> • Use descriptive words while explaining the dishes to make it more tempting and appetizing* 		
<ul style="list-style-type: none"> • Carry out suggestive selling discreetly so as not to be too pushy or too aggressive* 		
Carry out upselling strategies		
<ul style="list-style-type: none"> • Suggest slow moving but highly profitable items to increase guest check* 		
<ul style="list-style-type: none"> • Offer second servings of items order* 		
<ul style="list-style-type: none"> • Mention food portion or size for possible adjustments with the orders. 		
<ul style="list-style-type: none"> • Recommend new items to regular guests to encourage them to try other items in the menu* 		
Serve food orders		
<ul style="list-style-type: none"> • Pick up food orders promptly from service areas* 		
<ul style="list-style-type: none"> • Check food orders for presentation and appropriate garnish and accompaniments* 		
<ul style="list-style-type: none"> • Serve food orders to the right guests who ordered them* 		
<ul style="list-style-type: none"> • Serve food orders and cleared with minimal disturbance to the other guests and in accordance to hygienic requirements* 		
<ul style="list-style-type: none"> • Mention name of the dish or order upon serving in front of the guest* 		
<ul style="list-style-type: none"> • Monitor sequence of service and meal delivery in accordance with enterprise procedures* 		
Assist the diners		
<ul style="list-style-type: none"> • Anticipates additional requests or needs of the guests* 		
<ul style="list-style-type: none"> • Offers additional food and beverage and served at the appropriate time* 		
<ul style="list-style-type: none"> • Provides necessary condiments and appropriate tableware based on the food order* 		
<ul style="list-style-type: none"> • Recognizes delays or deficiencies in service and follow up promptly based on enterprise policy* 		
<ul style="list-style-type: none"> • Replenishes water, bread, and butter when required* 		
<ul style="list-style-type: none"> • Treats children and guests with special needs with extra attention and care* 		
Perform banquet or catering food service		
<ul style="list-style-type: none"> • Prepare banquet service ware and checks for completeness ahead of time* 		
<ul style="list-style-type: none"> • Set up tables and chairs as per instructions of the Banquet Captain or as per event order form* 		
<ul style="list-style-type: none"> • Lay out table linen in accordance with enterprise procedures* 		
<ul style="list-style-type: none"> • Serve food depending on the type of service according to general service principles* 		
<ul style="list-style-type: none"> • Handle food based on food safety procedures* 		

<ul style="list-style-type: none"> • Ensure coordinated service of meal courses* 		
<ul style="list-style-type: none"> • Keep clean assigned areas in accordance with industry procedure. 		
<ul style="list-style-type: none"> • Clear tables and dishes prepared to be brought for dishwashing after the event or function* 		
<ul style="list-style-type: none"> • Provide information about the meal when guests inquires about it* 		
<ul style="list-style-type: none"> • Note and monitor number of guests being served* 		
Serve beverage orders		
<ul style="list-style-type: none"> • Pick up beverage orders promptly from the bar* 		
<ul style="list-style-type: none"> • Check beverage orders for presentation and appropriate garnishes* 		
<ul style="list-style-type: none"> • Serve beverages at appropriate times during meal time* 		
<ul style="list-style-type: none"> • Serve beverages efficiently according to established standards of service* 		
<ul style="list-style-type: none"> • Serve beverages at the right temperature* 		
<ul style="list-style-type: none"> • Open wine for full bottle wine orders efficiently with minimal disturbance to the other guests* 		
<ul style="list-style-type: none"> • Carry out wine service in accordance with establishment procedures* 		
<ul style="list-style-type: none"> • Serve beverages with appropriate accompaniments* 		
Conclude food service and close down dining area		
<ul style="list-style-type: none"> • Remove soiled dishes when guests are finished with the meal* 		
<ul style="list-style-type: none"> • Prepare and process bills accurately in coordination with the cashier* 		
Listen to the complaint		
<ul style="list-style-type: none"> • Obtain the entire story or issue of concern from the guest without interruption* 		
<ul style="list-style-type: none"> • Note detail of the guest complaint or concern* 		
<ul style="list-style-type: none"> • Give full attention to the complaining guest* 		
<ul style="list-style-type: none"> • Paraphrase G\guest complaint to determine if the concern is correctly understood* 		
Apologize to the guest		
<ul style="list-style-type: none"> • Offer sincere apology for the disservice* 		
<ul style="list-style-type: none"> • Show empathy to the guest to show genuine concern and consideration* 		
<ul style="list-style-type: none"> • Avoid excuses or blaming others* 		
<ul style="list-style-type: none"> • Express gratitude to the guest for bringing the matter up for attention* 		
Take proper action on the complaint		
<ul style="list-style-type: none"> • Take appropriate action regarding guest's concerns* 		

<ul style="list-style-type: none"> • Inform the right person or department who can solve the problem for proper action* 		
<ul style="list-style-type: none"> • Elevate or refer difficult situations or serious concerns to higher authority* 		
<ul style="list-style-type: none"> • Follow up on the problem to check whether it solved or not* 		
Record complaint		
<ul style="list-style-type: none"> • Document complaint according to the establishment standard procedures* 		
<ul style="list-style-type: none"> • Recognize person concerned actions taken are recorded* 		
<ul style="list-style-type: none"> • Collate log feedback received from guests . 		
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>		
Candidate's Name and Signature:	Date:	

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SELF-ASSESSMENT GUIDE

Qualification	FOOD AND BEVERAGE SERVICES NC II		
Unit of Competency :	PROVIDE ROOM SERVICE		
Unit of Competency Covered	<ul style="list-style-type: none"> • Provide Room Service • Receive and Handle Guest Concerns 		
<p>Instruction:</p> <p>a. Read each of the questions in the left-hand column of the chart.</p> <p>b. Place a check in the appropriate box opposite each question to indicate your answer.</p>			
Can I?	YES	NO	
Take room service orders properly			
<ul style="list-style-type: none"> • Answer telephone call promptly and courteously and guest's name was checked and used throughout the interaction in accordance with customer service standards 			
<ul style="list-style-type: none"> • Clarify, repeat and check details of orders with guests for accuracy and suggestive selling techniques were used. 			
<ul style="list-style-type: none"> • Advise guests approximate time of delivery 			
<ul style="list-style-type: none"> • Record and check room food orders with relevant information in accordance with establishment policy and procedures 			
<ul style="list-style-type: none"> • Interpret accurately room service orders received from doorknob docket . 			
<ul style="list-style-type: none"> • Transfer orders promptly and relayed to appropriate location for preparation. 			
Set up trays and trolleys			
<ul style="list-style-type: none"> • Prepare room service equipment and supplies in accordance with establishment procedures. 			
<ul style="list-style-type: none"> • Select and check proper room service equipment and supplies for cleanliness and condition. 			
<ul style="list-style-type: none"> • Set up trays and trolleys keeping in mind balance, safety and attractiveness. 			
<ul style="list-style-type: none"> • Set up room service trays or trolleys according to the food and beverage ordered 			
<ul style="list-style-type: none"> • Check orders before leaving the kitchen for delivery. 			
<ul style="list-style-type: none"> • Cover food items during transportation to the room. 			

<ul style="list-style-type: none"> Deliver food orders must be on time desired by the guest 		
Present and serve food and beverage orders to guests		
<ul style="list-style-type: none"> Verify guest's name on the bill before announcing the staff's presence outside the door. 		
<ul style="list-style-type: none"> Greet guests politely in accordance with the establishment's service procedures 		
<ul style="list-style-type: none"> Ask guests where they want the tray or trolley position 		
<ul style="list-style-type: none"> Service is fast and discrete 		
Clear away room service equipment		
<ul style="list-style-type: none"> Explain procedure to take away the tray or trolley when the guests have finished their meal . 		
<ul style="list-style-type: none"> Check floors and cleared in accordance with establishment policy and guidelines. 		
<ul style="list-style-type: none"> Clear dirty trays in accordance with the establishment's procedure. 		
<ul style="list-style-type: none"> Clean trays and trolleys and returned to the room service area. 		
Listen to the complaint		
<ul style="list-style-type: none"> Obtain the entire story or issue of concern from the guest without interruption* 		
<ul style="list-style-type: none"> Note detail of the guest complaint or concern* 		
<ul style="list-style-type: none"> Give full attention to the complaining guest* 		
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<p>Candidate's Name and Signature:</p>	<p>Date:</p>	