

## CU924    Serve Food at the Table

### Unit summary

This unit is about greeting and assisting customers when they arrive, giving them accurate information about dishes and taking their orders. It also covers serving customer orders, providing customers with items such as cutlery and condiments and keeping the dining area clean and tidy during service.

### Evidence requirements

<b>Unit CU924</b>	<b>Serve Food at the Table</b>
<b>Learning outcome 1</b>	<b>Be able to greet customers and take orders</b>
<p>The assessor <u>must</u> assess assessment criteria 1.1, 1.2, 1.3, 1.4, 1.6 and 1.7 by directly observing the candidate's work.</p> <p>The assessor may assess assessment criteria 1.5 through questioning or witness testimony if no naturally occurring evidence is available.</p>	
<p>What you must <b>COVER</b> for Learning outcome 1</p>	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> <li>▪ at least <b>one</b> from <b>customers</b> <ul style="list-style-type: none"> <li>a) <b>with special requirements</b></li> <li>b) <b>without special requirements</b></li> </ul> </li> <li>▪ at least <b>two</b> from <b>customer requirements</b> <ul style="list-style-type: none"> <li>a) <b>correct number of place settings</b></li> <li>b) <b>dietary requirements</b></li> <li>c) <b>special seating requirements</b></li> </ul> </li> <li>▪ at least <b>one</b> from <b>service operations</b> <ul style="list-style-type: none"> <li>a) <b>table service</b></li> <li>b) <b>function service</b></li> </ul> </li> <li>▪ at least <b>two</b> from <b>information</b> <ul style="list-style-type: none"> <li>a) <b>dishes available</b></li> <li>b) <b>dish composition and method of cooking</b></li> <li>c) <b>prices</b></li> <li>d) <b>special offers and promotions</b></li> </ul> </li> </ul> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

Learning outcome 3	Be able to serve customers' orders and maintain the dining area
The assessor <u>must</u> assess assessment criteria 3.1-3.7 by directly observing the candidate's work.	
What you must <b>COVER</b> for Learning outcome 3	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> <li>▪ at least <b>three</b> from <b>table items</b> <ul style="list-style-type: none"> <li>a) <b>crockery</b></li> <li>b) <b>cutlery and silverware</b></li> <li>c) <b>glassware</b></li> <li>d) <b>napkins</b></li> <li>e) <b>condiments and accompaniments</b></li> </ul> </li> <li>▪ at least <b>two</b> from <b>service equipment</b> <ul style="list-style-type: none"> <li>a) <b>dishes/linens, flats</b></li> <li>b) <b>trays/trolley service cutlery and silverware</b></li> <li>c) <b>service cloths/linen</b></li> </ul> </li> <li>▪ at least <b>one</b> from <b>service method</b> <ul style="list-style-type: none"> <li>a) <b>plated items</b></li> <li>b) <b>served items</b></li> </ul> </li> </ul> <p>Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.</p>

**Description of evidence or activity**

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<b>Date</b>	<b>Description of evidence/activity</b>	<b>APP/Box number</b>	<b>Assessor signature</b>	<b>IV initial</b>

<b>Learning outcome 1: Be able to greet customers and take orders</b>					
<b>Assessment criteria</b>					
1.1 obs	Greet <b>customers</b> and identify their <b>requirements</b> and check any booking records as appropriate to the <b>service operation</b>				
1.2 obs	Provide customers with assistance when they arrive				
1.3 obs	Make sure customers have access to the correct menu				
1.4 obs	Give accurate <b>information</b> on individual dishes according to customer requirements				
1.5	Maximise the order using appropriate sales techniques				
1.6 obs	Assist customers to make a choice where appropriate				
1.7 obs	Identify, record and deal with orders promptly				

The assessor may assess assessment criteria 1.5 through questioning or witness testimony if no naturally occurring evidence is available.

<b>What you must cover for Learning outcome 1</b>						
<b>C1</b>	<b>Customers (obs at least 1)</b>					
	a	With special requirements				
	b	Without special requirements				
<b>C3</b>	<b>Service operations (obs at least 1)</b>					
	a	Table service				
	b	Function service				
<b>C2</b>	<b>Customer requirements (obs at least 2)</b>					
	a	Correct number of place settings				
	b	Dietary requirements				
	c	Special seating requirements				
<b>C4</b>	<b>Information (obs at least 2)</b>					
	a	Dishes available				
	b	Dish composition and method of cooking				
	c	Prices				
	d	Special offers and promotions				

Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

<b>Learning outcome 2: Understand how to greet customers and take orders</b>					
<b>Assessment criteria</b>					
2.1	Describe organisational standards for customer service				
2.2	State why menus should be checked before use				
2.3	Explain why information about the menu should be given accurately to customers				
2.4	Explain why it is important to have knowledge about food being served				
2.5	Describe the types of assistance that customers may need when they arrive and how to deal with these				
2.6	Outline the types of unexpected situations that may occur when greeting customers and dealing with orders and to deal with them				

<b>Learning outcome 3: Be able to serve customers' orders and maintain the dining area</b>					
<b>Assessment criteria</b>					
3.1 <b>obs</b>	Provide customers with the correct <b>table items</b> for the food to be served at the appropriate times				
3.2 <b>obs</b>	Serve food with clean and undamaged <b>service equipment</b> of the appropriate type				
3.3 <b>obs</b>	Serve food of the type, quality and quantity required using the appropriate <b>service method</b>				
3.4 <b>obs</b>	Keep customer area tidy and clean				
3.5 <b>obs</b>	Remove and replace used table items as required and maintain the correct stocks				
3.6 <b>obs</b>	Remove leftover food items, condiments and accompaniments from the table when required and deal with them correctly				
3.7 <b>obs</b>	Carry out work with the minimum of disturbance to customers				

<b>What you must cover for Learning outcome 3</b>					
<b>C1</b>	<b>Table items (obs at least 3)</b>				
	a	Crockery			
	b	Cutlery and silverware			
	c	Glassware			
	d	Napkins			
	e	Condiments and accompaniments			
<b>C3</b>	<b>Service method (obs at least 1)</b>				
	a	Plated items			
	b	Served items			
<b>C2</b>	<b>Service equipment (obs at least 2)</b>				
	a	Dishes/linens, flats			
	b	Trays/trolley service cutlery and silverware			
	c	Service cloths/linen			

Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

<b>Learning outcome 4: Understand how to serve customer's orders and maintain the dining area</b>					
<b>Assessment criteria</b>					
4.1	Describe safe and hygienic working practices when serving customer orders				
4.2	State which condiments and accompaniments best complement each menu item				
4.3	State which service equipment is appropriate for different menu items				
4.4	Explain why food should be arranged and presented in line with the menu specifications				
4.5	Describe safe and hygienic working practices when maintaining dining and service areas				
4.6	State why dining and service areas must be kept tidy and free from rubbish and food debris				
4.7	State why waste must be handled and disposed of correctly				
4.8	Explain why a constant stock of linen, table items and accompaniments must be maintained				
4.9	Outline the types of unexpected situations that may occur when serving food at table and how to deal with these				