

## **LEARNING OUTCOMES – FOOD AND BEVERAGE SERVICE**

The listing of learning outcomes given below can be used for developing training and educational programmes. The listing can also be used by individuals to help to identify their own achievement.

Support for learning is detailed in *Food and Beverage Service 10<sup>th</sup> edition*

### **INDUSTRY KNOWLEDGE**

**Having industry knowledge means that you should be able to:**

- identify sectors of the food service industry and their purpose
- identify different types of food service operations
- identify the different food production and food serving methods
- know the job requirements for different service personnel
- recognise the impact of the food service industry on the environment and contribute to reducing this.

### **CUSTOMER NEEDS**

**Responding to customer needs means that you should be able to:**

- identify the range of needs your customers are wanting to satisfy
- demonstrate your knowledge of the range of services offered by your establishment
- be open-minded and non-judgemental towards customer differences
- respond to the needs of the full range of customers
- deal effectively with customer complaints
- respond to customer incidents
- endeavour to minimise conflict between customer and your establishment needs
- follow the establishment procedures and routines for dealing with complaints.

### **HEALTH, SAFETY AND SECURITY**

**Maintain personal health and hygiene**

**Maintaining your personal health and hygiene means that you should be able to:**

- wear clean, smart and appropriate clothing, footwear and headgear
- maintain high standards of personal grooming
- ensure that cuts, grazes and wounds are treated properly
- report illnesses and infections
- demonstrate hygienic and safe working practices
- ensure work is carried out in line with the legal and your establishment requirements.

**Maintain a safe environment**

**In contributing to the maintenance of a safe environment you should be able to:**

- contribute to the safety and security of customers, staff and visitors
- operate within the safety and security requirements of your establishment
- take reasonable care for the health and safety of yourself and others
- use person protecting equipment (PPE) as required
- identify and report potential hazards
- report accidents.

### **Contribute to ensuring food safety**

**In contributing to the maintenance of food safety you should be able to:**

- state the food hygiene regulations that must be followed in your establishment
- notify management of any major illnesses
- know the foods likely to cause allergenic reactions
- perform duties in any area concerned with the handling of food (or beverages) in accordance with the food hygiene regulations.

Carry out procedures in the event of a fire

**In assisting in fire safety, you should be able to:**

- know the fire procedures for your establishment
- carry out the establishment procedures in the event of a fire.

### **Maintain a secure environment**

**In contributing the maintenance of a secure environment, you should be able to:**

- ensure the security of unauthorised areas
- operate under the establishment policy on suspicious individuals
- act upon the discovery of a suspicious item
- follow instructions in the event of a bomb threat
- follow procedures for dealing with threatening behaviour and violence
- follow procedures for dealing with terrorism incidents
- report lost property.

## **SERVICE AREAS, EQUIPMENT AND PRODUCT KNOWLEDGE**

### **Finding your way around service areas**

**For service areas you should be able to:**

- explain the layout of all service areas that you use or work with
- know the purpose of the various service areas
- identify the roles of the staff working in and responsible for the areas.

### **Using equipment**

**In using any equipment in your establishment, you should be able to:**

- identify and state the use of all equipment that you are expected to use
- explain the limitations of equipment use and identify who is able to use the equipment
- demonstrate your ability in technical skills
- apply required precautions in the use of equipment
- demonstrate safe and hygienic working practices in the use of equipment.

### **Developing your product knowledge**

**Having the appropriate product knowledge means that you should be able to:**

- demonstrate your knowledge of all the menu items and alcoholic and non-alcoholic beverages which are on offer in your establishment
- demonstrate your ability in the correct service requirements of all food and beverage items
- advise customers of the limitations on customisation of menu and beverage items which may be offered
- provide information to customers with special dietary needs
- advise customers on the matching of food and wine and other drinks.

## **DEVELOPING SERVICE SKILLS**

### **Developing Interpersonal Skills**

**In applying interpersonal skills, you should be able to:**

- maintain a professional attitude towards colleagues and customers
- contribute to the development of teamwork within the food and beverage area(s)
- address customers according to the establishment policies/procedures
- deal with customer enquiries, having sufficient knowledge of the menu, beverages, service requirements, and the other services offered by your establishment
- operate under the establishment routines for dealing with complaints, accidents, special requests and the policies on the provision of services
- demonstrate respect for cultural traditions and diversity
- adapt methods of communication suited to customers with additional needs
- use opportunities to identify and discuss work-related matters.

### **Preparation for Service**

**In contributing to the preparation for service you should be able to:**

- carry out a variety of preparatory tasks and duties within the food and beverage service area
- observe health and safety requirements
- operate within the requirements of the establishment.

### **Taking bookings**

**In taking booking you should be able to:**

- demonstrate ability in taking bookings from customers in person, over the phone or by letter or email
- demonstrate your knowledge of the services provided by the establishment e.g. opening times, menus, beverages, and prices etc.
- operate within the constraints of the establishment, for instance, requiring confirmation, non-overbooking, and taking special requests.

### **Receiving customers**

**In receiving customers, you should be able to:**

- meet, greet, and seat customers within the service area
- take note and act upon customer requirements
- direct and advise customers in a variety of service situations.

### **Taking food and beverage orders**

**In taking food and beverage orders you should be able to:**

- operate within the establishment requirements for the efficient taking of orders
- provide explanations of the items on offer and the service requirements
- provide advice on food and wine harmony as requested
- take orders from a variety of customer including adults, children, those with mobility difficulties, those with communication difficulties and those with special dietary needs
- be open-minded and non-judgemental towards customer differences
- identify the orders of individual customers in a party.

## **Serving Food**

**Serving food proficiently means you should be able to:**

- demonstrate practical ability in the service of all menu items
- observe the establishment conventions in the service of food
- follow hygienic and safe working practices
- demonstrate a logical and efficient method of working
- deal with customer requirements and special requests as they arise
- contribute to the team working requirements of the establishment
- adopt appropriate liaison with other staff working within the food and beverage area.

## **Serving Beverages**

**In serving beverage you should be able to:**

- advise customers on their choice of beverages including explaining the content and methods of production
- demonstrate practical ability in the service of a range of beverages
- observe the establishment conventions in the service of beverages
- operate within in legal requirements governing the sale of alcoholic beverages
- follow hygienic and safe working practices
- demonstrate a logical and efficient method of working
- deal with customer requirements and special requests as they arise
- contribute to the team working requirements of the establishment
- adopt appropriate liaison with other staff working within the food and beverage area.

## **Clearing**

**In carrying out clearing during service you should be able to:**

- demonstrate ability in the clearing of customer tables
- demonstrate ability in the clearing of food and beverage service areas
- undertake clearing with regard to the convenience of customers
- adopt safe and hygienic working practices
- demonstrate logical and efficient work method
- contribute to the team working requirements of the establishment
- adopt appropriate liaison with other staff working within the food and beverage area.

## **Billing and cashiering**

**In order to carry out billing and cashiering duties you should be able to:**

- carry out the establishment's procedures for billing customers
- observe the requirements for security and credit allowances
- undertake cashiering duties according to the establishment requirements
- handle a variety of payment methods - cash and cash equivalent
- deal with foreign currencies according to the establishment procedures
- complete point of sale control requirements including the preparation of summary sheets and other reports

### **Clearing following service**

#### **In performing clearing duties, you should be able to:**

- clear areas according to the routines of the establishment
- adopt safe and hygienic working practices
- ensure security requirements of the establishment are maintained
- ensure appropriate action for the storage of equipment and food items
- contribute to the team working requirements of the establishment
- adopt appropriate liaison with other staff working within the food and beverage area.

## **DEVELOPING SPECIALISED SERVICE SKILLS**

### **Breakfast service**

#### **For breakfast service you should be able to:**

- identify customer needs for breakfast service
- operate within health, safety and security requirements
- demonstrate your knowledge of the service areas associated with breakfast service
- use equipment for breakfast service
- demonstrate your knowledge of the menu, beverage items and other services offered at breakfast time
- demonstrate the service skills necessary in order to serve breakfasts well.

### **Afternoon teas**

#### **For afternoon teas you should be able to:**

- identify customer needs for afternoon tea
- operate within health, safety and security requirements
- demonstrate your knowledge of the service areas associated with the service of afternoon tea
- use equipment for the service of afternoon tea
- demonstrate knowledge of the menu, beverage items and other services offered for afternoon tea
- demonstrate the service skills necessary in order to serve afternoon teas well.

### **Room Service**

#### **For room service you should be able to:**

- identify customer needs for room service
- operate within health, safety and security requirements
- demonstrate your knowledge of the service areas associated with room service
- use equipment for the provision of room service
- demonstrate knowledge of the menu, beverage items and other services offered by your establishment for room service
- demonstrate the service skills necessary in order to undertake room service well.

## **Lounge Service**

### **For lounge service you should be able to:**

- identify customer needs for lounge service
- operate within health, safety, and security requirements
- demonstrate your familiarity with the service areas associated with the provision of lounge service
- use equipment for lounge service
- demonstrate your knowledge of the menu, beverage items and other services offered for lounge service
- demonstrate the service skills necessary in order to undertake lounge service well.

## **Guéridon Service**

### **For guéridon service you should be able to:**

- identify customer needs for guéridon service
- operate within health, safety, and security requirements
- demonstrate your knowledge of the service areas associated with guéridon service
- use the equipment for guéridon service
- demonstrate your knowledge of the menu, ingredients and beverage items used in guéridon service
- demonstrate service skills necessary in order to undertake guéridon service well.

### **Depending on the establishment you should also be able to:**

- carve, fillet, joint and serve dishes at the table
- prepare and serve food using a guéridon
- cook and finish dishes in a food service area.

## **CONTRIBUTING TO EVENT CATERING**

### **Contribute to Event Administration**

#### **In contributing to event administration, you should be able to:**

- identify customer needs in event catering
- operate within health, safety and security requirements
- demonstrate your knowledge of the menu and beverages on offer together with the range of services offered by your establishment
- demonstrate your knowledge of the procedures necessary for the administration of events in your establishment
- advise customers on the menu, beverages, and other services available
- take bookings for events according to the establishment's procedures
- follow the administrative requirements for ensuring the bookings are recorded correctly
- follow the administrative requirements for informing other departments of the bookings
- anticipate likely problem areas and take appropriate action.

## **Contribute to Event Organisation**

**In contributing to the organisation of a event you should be able to:**

- identify customer needs in event catering
- operate within health, safety, and security requirements
- demonstrate your knowledge of the menu, beverages and together service available in your establishment for events
- demonstrate your knowledge of the capabilities of the staff, equipment, and the facilities of your establishment
- communicate to other departments involved to ensure the smooth running of the event
- allocate tasks to various staff as required for the event
- anticipate potential problem areas and take appropriate action.

## **Preparing for and serving at events**

**For event catering you should be able to:**

- identify customer needs in event catering
- operate within health, safety, and security requirements
- demonstrate knowledge of the service areas associated with event catering
- use equipment for event catering
- demonstrate knowledge of the menu, beverage items and other services offered as part of event catering
- demonstrate service skills necessary in order to serve at events.

## **DEVELOPING SUPERVISORY ABILITIES**

### **Display effective leadership**

**In displaying effective leadership, you should be able to:**

- Follow a process for self-management and personal development
- Ensure that decision making priorities are right and that resources are used efficiently
- Organises your own time and ensure those you are responsible for also manage their time well
- Provide positive, balanced management and demonstrate a develop a flexible approach that is sensitive to others' feelings and expectations, as well as being capable of inspiring them
- Communicate effectively with customers, senior management, other departmental managers and with those for whom you are responsible

### **Maintain financial competence**

**In displaying financial competence, you should be able to:**

- Contribute to the pricing of menus and beverage lists
- Contribute to purchasing and stock management
- Contribute to setting budgets and reviewing achievement against budgets
- Monitor and control the cost of resources (labour, finances, premises, equipment, and commodities) to ensure they are used efficiently
- Monitor and control revenue
- Contribute to business analysis and assess business financial performance
- Ensure management decisions are based on sound financial rationales.

## **Contribute to the development of teams and individuals**

**Contributing to the development needs of individuals and teams means that you should be able to:**

- identify a range of individual and team needs necessary for the smooth running of the existing operations
- have routines which encourage individuals and teams to contribute to the identification of their own development needs
- ensure that development needs are related to the aims and objectives of the establishment
- make contributions to the planning and implementation of development activities which are relevant to the individuals, the team and the organisation
- evaluate the development activities undertaken and report on effectiveness.

## **Manage staffing levels, staff organisation**

**In contributing to the management of staffing levels and staff organisation you should be able to:**

- Calculate the level of customer demand
- Develop and maintain standard operating procedures (SOPs)
- Plan staffing requirements, create staff rotas, monitor staff performance, and provide coaching where required
- Ensure that there are sufficient trained and competent staff on duty to match the expected level of customer demand.

## **Supervise food and beverage operations within licensing (and other) laws**

**In supervising food and beverage operations within licensing and other laws you should be able to:**

- identify the relevant legislation applicable to the provision of food and beverage service
- determine the requirements which will need to be met in order to comply with the legislation
- ensure that staff and customer are informed of the implications of legislation
- ensure routines are in place to deal with breaches, both for customer and staff, of legal requirements

## **Improving service reliability for customers**

**In improving the service reliability for customers, you should be able to:**

- identify and respond to customer service needs
- demonstrate how customer feedback is sought and acted upon
- show how initiatives are being taken to improve customer service reliability
- demonstrate how feedback from staff is acted upon
- review and take appropriate action on current procedures
- contribute to and assist in the development of teamwork within the establishment.



### **Maintaining the cleaning programme in your own area**

**In maintaining the cleaning programme in your area, you should be able to:**

- demonstrate that the establishment procedures are effectively communicated to staff
- ensure the stock of cleaning materials is maintained
- carry out inspections to ensure that the establishment routines are being maintained
- ensure that appropriate action is taken to ensure the maintenance of the cleaning programme
- ensure that the required records are maintained
- ensure that feedback on the effectiveness of the clearing programme is obtained and appropriate action taken
- present proposals for required changes to the cleaning routines
- ensure cleaning routines are in line with legal requirements.

### **Maintaining the vending machine services**

**In maintaining the vending machine service, you should be able to:**

- demonstrate that the service meets clients' needs
- develop routines which ensure the efficiency of the operation
- ensure that relevant legislation is complied with
- provide regular briefings to staff on changes to the product or the customer demand
- seek and take action on feedback from staff on the service operation
- ensure records are maintained and required reports completed
- carry out sales analysis and determine informed recommendations
- ensure payment systems are maintained
- carry out inspections on all aspects of the operation and take action on the outcomes.

### **Implementing sales development activities**

**In implementing sales development activities, you should be able to:**

- identify opportunities for sales development activities
- make realistic and achievable proposals for sales development activities
- plan, implement and review sales development activities.

### **Contributing to the control of food and beverage operations**

**In contributing to the control of food and beverage operations you should be able to:**

- ensure that routines for the ordering, receiving, storage and the control of beverage and other stocks are adequately adhered to
- identify and check on the required environmental storage conditions
- ensure that appropriate handling and stock rotation is applied
- maintain the payment points and the handling of cash and cash equivalents
- check to ensure that accurate records are maintained
- ensure legislation is being complied with
- produce and interpret a variety of management reports
- deal with unforeseen situations.