

LEARNING OUTCOMES – FOOD AND BEVERAGE SERVICE

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

APPRECIATING CUSTOMER NEEDS

Appreciating 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
- respond to the needs of customers
- endeavour to minimise conflict between customer and your establishment needs
- follow the establishment procedures and routines for dealing with complaints

HEALTH, SAFETY AND SECURITY

Maintaining 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
- identify and report potential hazards
- report accidents

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
- report lost property

Carry out procedures in the event of a fire

In assisting in fire safety you should be able to:

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

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 basic 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 team work 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
- adapt methods of communication suited to customers with special needs
- use opportunities to identify and discuss work-related matters

Preparation of 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
- 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
- use appropriate skills and hygienic and safe working practices at all times
- 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
- use appropriate skills and hygienic and safe working practices at all times
- 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 areas

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
- exchange foreign cash and travellers checks
- complete point of sale control requirements including the preparation of summary sheets and other reports

Clearing following service

In performing clear 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 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:

- appreciate customer needs for breakfast service
- operate within health, safety and security requirements
- demonstrate your familiarity with 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:

- appreciate customer needs for afternoon tea
- operate within health, safety and security requirements
- demonstrate your familiarity with 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:

- appreciate customer needs for room service
- operate within health, safety and security requirements
- demonstrate your familiarity with 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:

- appreciate 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:

- appreciate customer needs for guéridon service
- operate within health, safety and security requirements
- demonstrate your familiarity with 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

WORKING IN FUNCTION CATERING

Preparing for and serving at functions

For function catering you should be able to:

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

Contribute to Function Administration

In contributing to function administration you should be able to:

- appreciate customer needs in function 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 functions in your establishment
- advise customers on the menu, beverages and other services
- take bookings for functions according to the establishments procedures
- follow the administrative requirements for ensuring the booking is recorded correctly
- follow the administrative requirements for informing other departments of the bookings
- anticipate likely problem areas and take appropriate action

Contribute to Function Organisation

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

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

DEVELOPING SUPERVISORY ABILITIES

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

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
- identify and take action where legislation is not being complied with
- produce and interpret a variety of management reports
- deal with unforeseen situations

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
- determine the extent to which the cleaning routines are in line with relevant legislation

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 feed back 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 outcome

Improving service reliability for customers

In improving the service reliability for customer you should be able to:

- identify and respond to customer service needs
- demonstrate how customer feed back 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

Contributing 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

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