

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Observe table service etiquettes
Code	109630L1
Range	This unit of competency applies to all restaurants and catering servers.
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge in observing table service etiquettes</p> <ul style="list-style-type: none"> • Possess basic knowledge of table setting etiquettes • Possess good command of the local language to communicate effectively with customers • Possess basic knowledge of different types of table services, including: <ul style="list-style-type: none"> ○ American: patron choose from menu, and entrees are then cooked and plated in the kitchen before being served ○ French: service requires adequate space since food is prepared by tableside for customers on a cart called “a gueridon” ○ English: service features a waiter or waitress individually serving customers from a large platter, starting with the host • Possess basic knowledge of the menu, key food commodities and its cooking application • Possess basic knowledge of Occupational Health and Safety <p>2. Observe table service etiquettes:</p> <ul style="list-style-type: none"> • Familiarize with the establishment’s serving standards and etiquettes • Correctly setup table prior to directing patrons to the table • Welcome customers, direct and lead customers to table, seat customers and serve the napkin • Present food and beverage menus and provide product information. Provide food advice to customers. Use descriptive adjectives when explaining menu items to customers, and have good knowledge of different flavors on the menu items • Take orders, verify selection and operate ordering system according to the establishment’s procedures. The sequence of taking should be the same as the sequence of serving • Serving order, traditionally, start with the guest of honor, followed by ladies, gentlemen, the hostess and finally the host. If delineations is not clear, then serve oldest lady, then followed by the next oldest, down to the youngest gentleman. • Food should be served from the left-hand side of the customer, except: different region of the world custom, or when customers are seated against a wall only one side is free • Clearing should be from the right except when cases similar to food serving • Usually, plates are served all at once, and cleared all at once. Some establishment, serving staff may clear plates when customers finish. This may give impression that staff is hurrying the customers. On other hand, customers may not want to look at dirty plates while they wait for others to finish • There may also be cultural norms to observe, such as not handling food with the left hand. Therefore, always follow the establishment’s established etiquettes <p>3. Exhibit professionalism</p>

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	<ul style="list-style-type: none">• Always present a professional image to customers by being polite, dress appropriately, stay attentive• Respect co-workers and work cooperatively as part of the service team to provide a satisfactory service to customers
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Apply the establishment's established etiquettes and give customers a comfortable experience while dining at the establishment<ul style="list-style-type: none">○ Serve food and clear plates at correct side and at right timing
Remark	