

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Perform host service
Code	109632L2
Range	This unit of competency applies to all restaurants and catering servers.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge in performing host service</p> <ul style="list-style-type: none"> • Possess good communication and interpersonal skills to communicate with customers and co-workers • Possess good command of the local language to communicate effectively with different parties including: customers, waiters, chefs and supervisors • Possess good knowledge of customer handling techniques to handle different customers, including impatient or unruly customers • Possess good organizing skills to handle table allocation, booking and re-arrangements of tables to accommodate customers, and seat allocation timely. • Possess good knowledge of Occupational Health and Safety <p>2. Perform host service:</p> <ul style="list-style-type: none"> • Handling of basic booking <ul style="list-style-type: none"> ○ Review daily reservations on reservations list ○ Receive booking via telephone or other form of communication channel, asking contact person details, date and time for table reservation, number of seats required and any special food or seating requirements, etc. ○ Enter the booking on booking / waiting list ○ Review table plan and mark on the table list • Greeting customers <ul style="list-style-type: none"> ○ Greet guests with a smile ○ Clarify whether the customer is walk-in or pre-booked ○ Show customer to cloak room, if necessary • Check availability and allocate table / seats <ul style="list-style-type: none"> ○ Pre-booked customers – confirm readiness of table ○ Walk-in – check the availability of table / seats ○ If table / seats are not ready or unavailable, offer customer options such as: <ul style="list-style-type: none"> ▪ Wait at the bar ▪ A token to be called when table is ready ▪ If customer is not happy with the allocated table / seats then offer alternative table / seats • Direct or escort guest to table <ul style="list-style-type: none"> ○ Co-ordinate with table servers or personally escorting customer to the table in condition to ensure host desk is well manned ○ Co-ordinate with serving staff to provide special requirements, such as special food, seating needs, etc. ○ Assist guests to be seated comfortably ○ Present menu to each guest <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 and remain attentive to comply with establishment standards• 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">• Provide a professional and good first impression to customers when they enter the establishment (restaurant)• Handle and allocate table / seats efficiently to satisfy customer needs and avoid customer waiting impatiently• Coordinate with other staff to ensure customers are well served and satisfied with services and food provided by the establishment
Remark	