

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

Title	Perform bussing
Code	109635L2
Range	This unit of competency is applicable to all restaurants and catering servers. Bussing is one of the most important aspects of service in a restaurant, which is overlooked by management and owners. Maybe it is perceived as a simple job. This is a misconception. Bussing requires skills, training, good timing, grace, hospitality and efficiency to clean and set tables immaculately, knowing when to clear finished dishes without giving impression of rush, knowing when to refill dinner's glasses and may even offer assistance to servers, etc.
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Knowledge for performing bussing</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, servers, chefs and supervisors • Possess good knowledge of customer services and the establishment's policies and procedures • Possess good knowledge of table cleaning and setting standards and procedures • Possess good attitude, neat appearance and team work spirit • Possess good knowledge of the establishment's floor plan, table layout and facilities • Possess good knowledge of workplace safety and hygiene <p>2. Perform bussing:</p> <ul style="list-style-type: none"> • Familiarize with the establishment's bussing standards and procedures • Report to duty with sufficient time to be dressed in professional appearance that conforms to the establishment's standards • Be attentive, walk around tables and judge the situation with following objective: <ul style="list-style-type: none"> ○ When new table arrives, pour waters and bring nibbles to guests ○ If there are empty dishes sitting in front of guests, politely ask if you could remove them. Take them and put in the bus pan ○ Refill water for guests when necessary without overflow or spilling ○ Scan the responsible area for faces that may be asking for service, such as missing orders, or replacement of cutlery • When received the server's signal to clear table, following tasks shall be performed: <ul style="list-style-type: none"> ○ Remove finished dishes ○ Sanitize the table ○ Clean the seats and surrounding areas if necessary, such as sweep or vacuum the floor ○ Change table cloths ○ Add new tableware according to required settings • Upon completion of table setup, communicate the status with colleagues (servers or hostess) in accordance to the establishment's procedures <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Always present a professional image to customers by being polite, dressed appropriately and remain attentive to comply with establishment standards

Specification of Competency Standards
for the Catering Industry
Unit of Competency

Functional Area - Professional Skills for the Table Service Section

	<ul style="list-style-type: none">• 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">• Work effectively with serving staff to ensure tables are always cleaned and set, in due time and conformed to the establishment's standards<ul style="list-style-type: none">○ Demonstrate full alert and able to assess situations to spot guests' needs and offer service and assistance timely
Remark	