

1. Curriculum of Competency Unit

F&B serving

SECTION	(I) Accommodation And Food Service Activities		
GROUP	(563) Beverage Serving Activities		
AREA	Food & Beverage (F&B)		
NOSS TITLE	Food & Beverage Service Operation		
COMPETENCY UNIT TITLE	F&B serving		
LEARNING OUTCOMES	<p>The outcome of this competency unit is to ensure the menu ordered by guests is properly served according to the guest's position and seating and can increase the satisfaction of guests.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> 1. Identify guest food and beverage. 2. Serve guest food and beverage. 3. Deliver guest bill. 		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I561-002-2:2018-C04	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS4.	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Identify guest food and beverage ordered.	1.1 Introduction to order chit 1.2 Delivery equipment preparation procedures	1.1 Determine food and beverage detail. 1.2 Determine table number. 1.3 Prepare food and beverage delivery equipment.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Accuracy in identifying guest food and beverage ordered. • Systematically in preparing food and beverage delivery equipment. <u>SAFETY</u>	1.1 Introduction to order chit described. 1.2 Delivery equipment preparation procedures described. 1.3 Food and beverage detail determined according to order chit. 1.4 Table number determined according to order chit. 1.5 Food and beverage delivery equipment prepared according to order chit.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS4.	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			<ul style="list-style-type: none"> • Not Available <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	
2. Serve food and beverage to the guest.	2.1 Food and beverage serving procedure 2.2 Food and beverage arrangement technique 2.3 Food and beverage clearing procedure	2.1 Deliver food and beverage. 2.2 Determine food and beverage arrangement. 2.3 Serve food and beverage.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Carefulness in delivering food and beverage. • Friendly when attending to customer. • Maintain congeniality at all time. <u>SAFETY</u> <ul style="list-style-type: none"> • Comply with related regulations of workplace safety. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	2.1 Food and beverage serving procedure described. 2.2 Food and beverage arrangement technique described. 2.3 Food and beverage clearing procedure described. 2.4 Food and beverage delivered according to order chit. 2.5 Food and beverage arrangement determined according to seating arrangement. 2.6 Food and beverage served according to seating arrangement.
3. Deliver guest bill.	3.1 Additional order suggesting technique 3.2 Printed bill checking procedure 3.3 Mode of payment 3.4 Billing settlement procedures	3.1 Confirm all ordered item serve. 3.2 Suggest additional order to guest. 3.3 Check food and beverage bill against order chit. 3.4 Deliver food and beverage bill to guest.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Friendly when attending to customer. • Maintain congeniality at all time. • Accurate in checking food and beverage bill against order chit. 	3.1 Additional order suggesting technique described. 3.2 Printed bill checking procedure described. 3.3 Mode of payment listed out and explained. 3.4 Billing settlement described. 3.5 All ordered item serve confirmed according to order chit.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS4.	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
			<u>SAFETY</u> • Not Available <u>ENVIRONMENT</u> • Not Available	3.6 Additional order suggested to guest according to up selling technique. 3.7 Food and beverage bill checked against order chit. 3.8 Food and beverage bill delivered to guest for payment.

Employability Skills

Core Abilities

- Please refer NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 David R. McSwane , Nancy R. Rue , Richard Linton , Anna Graf Williams , David McSwane, Nancy Rue (2013), The Essentials of Food Safety and Sanitation (3rd Edition), Prentice Hall; ISBN-10: 0130648442, ISBN-13: 978-0130648440
- 2 Debby Newslow (2013), Food Safety Management Programs: Applications, Best Practices, and Compliance, CRC Press, ISBN/ASIN: B00HSSBXIA
- 3 Jeffrey Elliot , James DeWan (2013), Complete Book of Knife Skills: The Essential Guide to Use, Techniques and Care, Robert Rose; Spi edition, ISBN-10: 0778802566, ISBN-13: 978-0778802563
- 4 Sara Mortimore, Carol Wallace (2013), HACCP: A Practical Approach, Springer; 3 edition, ISBN/ASIN: B00BLRN80K
- 5 Yasmine Motarjemi, Huub Lelieveld (2013), Food Safety Management: A Practical Guide for the Food Industry , Academic Press, ISBN : 0123815045

