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| Reference. No. | | | | | | | | | | | | | | | | | | |
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SELF-ASSESSMENT GUIDE

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| Qualification: | FOOD AND BEVERAGE SERVICES NC II | | |
| Units of Competencies covered : | <ul style="list-style-type: none"> • Prepare Dining Room / Restaurant Area for Service • Welcome Guests and Take Food Orders • Promote Food and Beverage Products • Provide Food and Beverage Services to Guest • Provide Room Service • Receive and Handle Guest Concerns | | |
| Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. | | | |
| Can I? | YES | NO | |
| Prepare Dining Room / Restaurant Area for Service | | | |
| • Answer phone and inquiries promptly, clearly and accurately* | | | |
| • Ask pertinent questions to complete the details of the reservation and record reservations data accurately on forms based on establishment's standards* | | | |
| • Record reservations data on forms accurately based on establishment's standards | | | |
| • Repeat and confirm details of the reservations with the party making the reservation* | | | |
| • Provide additional information about the foodservice establishment when necessary | | | |
| • Stock service or waiter's stations with supplies necessary for service* | | | |
| • Clean and wipe all tableware and dining room equipment and put in their proper places* | | | |
| • Put up special tent cards and similar special displays for promotion. | | | |
| • Check cleanliness and condition of all tables, tableware and dining room equipment* | | | |
| • Fill water pitchers and ice buckets* | | | |
| • Turn on and keep ready electrical appliance or equipment like coffee pots, tea pots, plate warmers etc. in the dining area* | | | |

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| <ul style="list-style-type: none"> • Refill condiments and sauce bottles and wipe the necks and tops of the bottles | | |
| <ul style="list-style-type: none"> • Set table according to the standards of the food service establishment* | | |
| <ul style="list-style-type: none"> • Set covers correctly according to the pre-determined menu, in cases of pre-arranged or fixed menus * | | |
| <ul style="list-style-type: none"> • Wipe and polish tableware and glassware before they are set on the table* | | |
| <ul style="list-style-type: none"> • Folds cloth napkins properly and lays them appropriately on the table according to napkin folding style * | | |
| <ul style="list-style-type: none"> • Skirt properly buffet or display tables taking into account symmetry, balance and harmony in size and design | | |
| <ul style="list-style-type: none"> • Adjust lights according to time of the day | | |
| <ul style="list-style-type: none"> • Arrange tables, chairs and other dining room furniture to ensure comfort and convenience of the guests | | |
| <ul style="list-style-type: none"> • Play appropriate music when applicable | | |
| <ul style="list-style-type: none"> • Clean floors/carpets and makes sure that all are dry | | |
| <ul style="list-style-type: none"> • Adjust air-condition or cooling units for the comfort of the guests | | |
| <ul style="list-style-type: none"> • Set-up decorations according to theme or concept of the dining room. | | |
| Welcome and Take Food and Beverage Orders | | |
| <ul style="list-style-type: none"> • Acknowledge guests as soon as they arrive* | | |
| <ul style="list-style-type: none"> • Greet the guest with an appropriate welcome* | | |
| <ul style="list-style-type: none"> • Check details of reservations based on established standard policy* | | |
| <ul style="list-style-type: none"> • Escort and seat guests according to table allocations* | | |
| <ul style="list-style-type: none"> • Utilize tables according to the number of party. | | |
| <ul style="list-style-type: none"> • Seat guests evenly among stations to control the traffic flow of guests in the dining room. | | |
| <ul style="list-style-type: none"> • Open table napkins for the guests when applicable* | | |
| <ul style="list-style-type: none"> • Serve water when applicable, according to the standards of the food service facility* | | |
| <ul style="list-style-type: none"> • Present guests the menu according to established standard practice* | | |

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| <ul style="list-style-type: none"> • Take orders completely in accordance with the establishment's standard procedures* | | |
| <ul style="list-style-type: none"> • Note special requests and requirements accurately* | | |
| <ul style="list-style-type: none"> • Repeat back orders to the guests to confirm items* | | |
| <ul style="list-style-type: none"> • Provide appropriate tableware and cutlery for the menu choices and adjusts in accordance with establishment procedures* | | |
| <ul style="list-style-type: none"> • Place order and send to the kitchen/bar promptly | | |
| <ul style="list-style-type: none"> • Check quality of food in accordance with establishment standards | | |
| <ul style="list-style-type: none"> • Check tableware for chips, marks, cleanliness, spills, and drips | | |
| <ul style="list-style-type: none"> • Carry out plates and/or trays safely.* | | |
| <ul style="list-style-type: none"> • Advise colleagues promptly regarding readiness of items for service | | |
| <ul style="list-style-type: none"> • Relay accurately Information about special requests, dietary or cultural requirements to kitchen where appropriate | | |
| <ul style="list-style-type: none"> • Observe work technology according to establishment standard policy and procedures | | |
| <p>Promote Food and Beverage Product</p> | | |
| <ul style="list-style-type: none"> • Master names and pronunciations of dishes in the menu | | |
| <ul style="list-style-type: none"> • Memorize ingredients of dishes* | | |
| <ul style="list-style-type: none"> • Know sauces and accompaniments by heart | | |
| <ul style="list-style-type: none"> • Study descriptions of every item in the menu * | | |
| <ul style="list-style-type: none"> • Master common food allergens to prevent serious health consequences | | |
| <ul style="list-style-type: none"> • Provide information about the food items in clear explanations and descriptions* | | |
| <ul style="list-style-type: none"> • Offer item on specials or promos to assist guests with food and beverage selections* | | |
| <ul style="list-style-type: none"> • Suggest name of specific menu items to guests rather than just mentioning the general categories in the menu to help them make the choice and know what they want* | | |
| <ul style="list-style-type: none"> • Recommend standard food and beverage pairings | | |

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| <ul style="list-style-type: none"> • Give several choices to provide more options to guests* | | |
| <ul style="list-style-type: none"> • Use descriptive words while explaining the dishes to make it more tempting and appetizing* | | |
| <ul style="list-style-type: none"> • Carry out suggestive selling discreetly so as not to be too pushy or too aggressive* | | |
| <ul style="list-style-type: none"> • Suggest slow moving but highly profitable items to increase guest check | | |
| <ul style="list-style-type: none"> • Offer second servings of items order | | |
| <ul style="list-style-type: none"> • Mention food portion or size for possible adjustments with the orders. | | |
| <ul style="list-style-type: none"> • Recommend new items to regular guests to encourage them to try other items in the menu* | | |
| <p>Provide Food and Beverage Service to Guests</p> | | |
| <ul style="list-style-type: none"> • Pick up food orders promptly from service areas | | |
| <ul style="list-style-type: none"> • Check food orders for presentation and appropriate garnish and accompaniments | | |
| <ul style="list-style-type: none"> • Serve food orders to the right guests who ordered them* | | |
| <ul style="list-style-type: none"> • Serve and clear food orders with minimal disturbance to the other guests and in accordance to hygienic requirements* | | |
| <ul style="list-style-type: none"> • Mention name of the dish or order upon serving in front of the guest* | | |
| <ul style="list-style-type: none"> • Monitor sequence of service and meal delivery in accordance with enterprise procedures* | | |
| <ul style="list-style-type: none"> • Anticipates additional requests or needs of the guests | | |
| <ul style="list-style-type: none"> • Offers additional food and beverage and served at the appropriate time | | |
| <ul style="list-style-type: none"> • Provides necessary condiments and appropriate tableware based on the food order* | | |
| <ul style="list-style-type: none"> • Recognizes delays or deficiencies in service and follow up promptly based on enterprise policy* | | |
| <ul style="list-style-type: none"> • Conducts the 3-Minute Check to check guest satisfaction* | | |
| <ul style="list-style-type: none"> • Treats children and guests with special needs with extra attention and care | | |
| <ul style="list-style-type: none"> • Prepare (banquet) service ware and checks for completeness ahead of time | | |

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| <ul style="list-style-type: none"> • Set up tables and chairs in accordance with event requirements | | |
| <ul style="list-style-type: none"> • Serves food according to general service principles * | | |
| <ul style="list-style-type: none"> • Handle food based on food safety procedures* | | |
| <ul style="list-style-type: none"> • Ensure coordinated service of meal courses | | |
| <ul style="list-style-type: none"> • Keep assigned areas clean in accordance with industry procedure. | | |
| <ul style="list-style-type: none"> • Clear tables and prepare soiled dishes to be brought for dishwashing after the event or function* | | |
| <ul style="list-style-type: none"> • Note and monitor number of guests being served | | |
| <ul style="list-style-type: none"> • Pick up beverage orders promptly from the bar | | |
| <ul style="list-style-type: none"> • Check beverage orders for presentation and appropriate garnishes | | |
| <ul style="list-style-type: none"> • Serve beverages at appropriate times during meal service* | | |
| <ul style="list-style-type: none"> • Serve beverages efficiently according to established standards of service | | |
| <ul style="list-style-type: none"> • Serve beverages at the right temperature* | | |
| <ul style="list-style-type: none"> • Open wine for full bottle wine orders efficiently with minimal disturbance to the other guests* | | |
| <ul style="list-style-type: none"> • Carry out wine service in accordance with establishment procedures | | |
| <ul style="list-style-type: none"> • Carry out coffee and/or tea service in accordance with establishment procedure | | |
| <ul style="list-style-type: none"> • Prepares and process bills accurately in coordination with the cashier | | |
| <ul style="list-style-type: none"> • Verify amount due with customer | | |
| <ul style="list-style-type: none"> • Accept cash and non-cash payments and issue receipts* | | |
| <ul style="list-style-type: none"> • Give change as required | | |
| <ul style="list-style-type: none"> • Complete required documentation in accordance with enterprise policy | | |
| <ul style="list-style-type: none"> • Remove soiled dishes when guests are finished with the meal* | | |

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| <ul style="list-style-type: none"> Handle food scraps in accordance with hygiene regulations and enterprise procedures * | | |
| <ul style="list-style-type: none"> Clean and store equipment in accordance with hygiene regulations and enterprise procedures | | |
| <ul style="list-style-type: none"> Clear, reset and make ready tables for the next sitting when guests are finished with the meal* | | |
| <ul style="list-style-type: none"> Thank guests and give a warm farewell* | | |
| <ul style="list-style-type: none"> Turn off electrical equipment where appropriate | | |
| <ul style="list-style-type: none"> Determine level of intoxication of customers | | |
| <ul style="list-style-type: none"> Refer difficult situations to an appropriate person | | |
| <ul style="list-style-type: none"> Apply appropriate procedures to the situation and in accordance with enterprise policy | | |
| <ul style="list-style-type: none"> Apply legislative requirements | | |
| <p>Provide Room Service</p> | | |
| <ul style="list-style-type: none"> Answer telephone call promptly and courteously in accordance with customer service standards * | | |
| <ul style="list-style-type: none"> Check and use guests' name throughout the interaction | | |
| <ul style="list-style-type: none"> Clarify, repeat and check details of orders with guests for accuracy | | |
| <ul style="list-style-type: none"> Use suggestive selling techniques | | |
| <ul style="list-style-type: none"> Advise guests approximate time of delivery* | | |
| <ul style="list-style-type: none"> Record and check room food orders with relevant information in accordance with establishment policy and procedures | | |
| <ul style="list-style-type: none"> Interpret accurately room service orders received from doorknob docket* | | |
| <ul style="list-style-type: none"> Transfer order promptly and relayed to appropriate location for preparation | | |
| <ul style="list-style-type: none"> Prepare room service equipment and supplies in accordance with establishment procedures | | |
| <ul style="list-style-type: none"> Set up trays and trolleys keeping in mind balance, safety and attractiveness* | | |
| <ul style="list-style-type: none"> Set up Room service trays or trolleys according to the food and beverage ordered* | | |

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| • Check order before leaving the kitchen for delivery | | |
| • Cover food items during transportation to the room* | | |
| • Verify guest's name on the bill before announcing the staff's presence outside the door* | | |
| • Greet guests politely in accordance with the establishment's service procedures* | | |
| • Ask guests where they want the tray or trolley positioned* | | |
| • Deliver food order on time desired by the guest | | |
| • Check guests' accounts for accuracy and presented in accordance with establishment procedures* | | |
| • Acknowledge and then present to the cashier cash payments for processing in accordance with establishment guidelines | | |
| • Ask guests to sign for charge accounts* | | |
| • Explain procedure to take away the tray or trolley when the guests have finished their meal* | | |
| • Check and clear floors in accordance with establishment policy and guidelines * | | |
| • Clear dirty trays in accordance with the establishment's procedure | | |
| • Clean trays and trolleys and returned to the room service area* | | |
| Receive and Handle Guest Concerns | | |
| • Obtain the entire story or issue of concern from the guest without interruption* | | |
| • Note detail of the guest complaint or concern* | | |
| • Give full attention to the complaining guest | | |
| • Paraphrase guest complaint to determine if the concern is correctly understood | | |
| • Offer sincere apology for the disservice* | | |
| • Show empathy to the guest to show genuine concern and consideration* | | |
| • Avoid. excuses or blaming others | | |
| • Express gratitude to the guest for bringing the matter up for attention* | | |

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| • Take appropriate action regarding guest's concerns | | |
| • Inform the right person or department who can solve the problem for proper action | | |
| • Elevate or refer difficult situations or serious concerns to higher authority | | |
| • Follow up on the problem to check whether it solved or not | | |
| • Documents complaints according to the establishment standard procedures | | |
| • Recognize persons concerned record actions taken | | |
| • Collate, log feedback received from guests. | | |
| I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor. | | |
| Candidate's Name and Signature: | | Date: |