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SELF-ASSESSMENT GUIDE

Qualification	FOOD AND BEVERAGE SERVICES NC III		
Units of Competency Covered:	<ul style="list-style-type: none"> • Direct and lead service team in the dining area/restaurant • Oversee dining area operations 		
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	
DIRECT AND LEAD SERVICE TEAM IN THE DINING AREA/RESTAURANT			
▪ Monitor reservations and ensure table assignment allocations?			
▪ Inspect waiter service stations for completeness in stocks and supplies?			
▪ Recheck tables for accuracy in setting?			
▪ Check the cleanliness of the dining area/ restaurant according to standards of the establishment?			
▪ Monitor the standards of service throughout the day?			
▪ Observe the service staffs and ensure quality service all the time?			
▪ Conduct service briefing among service staff at the beginning of the shift?			
▪ Coordinate the flow of service with the kitchen?			
▪ Control and ensure quality in all service areas?			
▪ Communicate guest concerns to the chef and to the kitchen staff?			
▪ Provide assistance in service during peak hours or busy periods?			
▪ Resolve guest concerns and complaints to the satisfaction of the guest?			

▪ Carry out efficiently specialized dining room service?		
▪ Set up a gueridon or side table trolley with proper mise en place?		
▪ Make certain safety precautions are taken all the time?		
▪ Assign opening and closing duties in accordance with industry and/or enterprise standards?		
OVERSEE DINING AREA OPERATIONS		
• Assign sidework and service stations in accordance with industry and/or enterprise standards?		
▪ Set duty/shift schedules in accordance with industry and/or enterprise standards?		
▪ Check the punctuality and attendance of staff in accordance with industry and/or enterprise standards		
▪ Implement and monitor standards of service in accordance with industry and/or enterprise standards?		
▪ Strictly implement food safety and risk management standards in accordance with enterprise standards?		
▪ Impose employee discipline in accordance with enterprise standards?		
• Recommend disciplinary action when applicable?		
▪ Train new dining staff in accordance with enterprise standards?		
▪ Identify deserving employees for promotion?		
▪ Recommend re-training or cross-training of regular employees when appropriate?		
• Appraise the performance of staff in accordance with the enterprise policies?		
• Give or conduct employee feedback regularly and in real-time if possible?		
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 Signature:	Date:	

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SELF-ASSESSMENT GUIDE

Qualification	FOOD AND BEVERAGE SERVICES NC III		
Unit of Competency Covered	Oversee banquet and/or catering function		
Instruction:			
<ul style="list-style-type: none"> • Read each of the question 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	
• Obtain adequate supplies in accordance to event/function requirements?			
• Set up tables and chairs according to event// function requirements?			
• Set up serving stations/ food islands in designated locations?			
• Inspect tableware for damages and cleanliness?			
• Prepare the floor plan/ seating diagram available for reference of the banquet staff?			
• Set the appropriate flatware according to the menu?			
• Conduct meetings and briefings prior to the banquet function?			
• Maintain contact with host, chef and kitchen staff all throughout the event?			
• Ensure the prompt delivery of each course to every table?			
• Coordinate with the kitchen, service staff and host the timing of service of each course of the meal?			
• Monitor the banquet staff work and pace all throughout the meal service?			
• Implement the banquet service style in accordance with what is stipulated in the event order form or with special arrangement with the host?			
• Provide coffee and tea service upon guest request?			

• Supervise the banquet area “break down” according to enterprise standards?		
• Prepare an event report after each function?		
• Attend to guest needs and concerns promptly?		
• Check the professional demeanor of the staff at all times?		
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 Signature:	Date:	