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**SELF-ASSESSMENT GUIDE**

<b>Qualification</b>	<b>FOOD AND BEVERAGE SERVICES NC IV</b>		
<b>Unit of Competency Covered</b>	<ul style="list-style-type: none"> <li>• Manage food and beverage service team</li> <li>• Oversee dining area operations</li> <li>• Implement food and beverage promotional activities</li> <li>• Organize catering functions</li> </ul>		
<b>Instruction:</b> Read each question and check the appropriate column to indicate your answer.			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
<b>MANAGE FOOD AND BEVERAGE SERVICE TEAM</b>			
• Prepare and approve duty shift schedules with accordance to staff standards			
• Identify roles and responsibilities.			
• Assign authority and responsibility to employees based on their skills and capabilities when applicable			
• Establish and discuss performance objectives with staff			
• Check punctuality and attendance of staff			
• Implement and monitor company policies and standards of service to ensure the deliverance of constant quality service and products.			
• Administer and document workplace discipline when employee misconducts are reported			
• Orient and train new staff in accordance with the enterprise standards			
• Identify employee weakness and plan measurable goals for improvement			
• Track and check employees progress for the purpose of performance appraisal			
• Conduct employee feedback to motivate and redirect staff.			
• Prepare staff performance assessment targets for next rating period			
• Consolidate number of hours rendered by staff for payroll			
• Provide payroll data to payroll processor for calculation within designated timelines.			

<b>OVERSEE DINING AREA OPERATIONS</b>		
• Monitor service levels regularly to determine if objectives are met and quality service is consistently achieved.		
• Ensure consistent quality products and services		
• Identify service failures and issues and makes appropriate adjustments.		
• Monitor closely food safety practices of employees to reduce potential adverse health risks of guests.		
• Prepare work schedules in a manner that enhances efficiency and customer service quality.		
• Facilitate liaison with the kitchen and the service areas to have a close working relationship between people within the operation.		
• Carry out staff meetings and daily shift briefings in the absence of the higher manager.		
• Monitor service points to reduce service delays and ensure standards of food quality, safety and cleanliness are achieved.		
• Complete and review accurately operational forms and records prior to submission within required timeframes.		
• Monitor and implement policies on energy, water conservation and waste disposal		
• Communicate and apply policies on sexual harassments		
• Solicit guest feedback to understand their needs and expectations.		
• Review operation performance regularly to obtain data on how well the operation is meeting the goals		
• Provide regular feedback to staff and management to determine the level of customer service as well as areas for improvement.		
• Train or coach staff on the principles of guest service.		
• Give assistance when staffing constraints require so that service will not be hampered.		
• Discuss company service recovery strategies with the staff		
• Apply and discuss effective collecting tools for customer feedback with the staff.		
• Communicate the importance of service recovery in achieving loyalty and satisfaction to the staff.		
• Encourage staff to use judgment and skills in handling complaining customer.		
• Monitor the effectiveness of solutions in the workplace		
• Document properly guest concerns and incident reports		

• Monitor and maintain the MICROS POS system to keep track of the food and beverage sales		
• Control inventory and ordering of food supplies within the enterprise budget.		
• Account sales and controls costs as per enterprise standards.		
<b>IMPLEMENT FOOD AND BEVERAGE PROMOTIONAL ACTIVITIES</b>		
• Identify potential customers and creates and updates profiles.		
• Identify sales promotional activities for existing and potential customers according to marketing plan of the establishment		
• Identify and recommend eco-friendly promotional materials		
• Explain the details of the upcoming promotional activity		
• Demonstrate the strategies to upsell and do promotional activities to staff		
• Monitor promotional activity based on the details set by the establishment		
• Collect and summarize feedback before submitting to higher management for analysis.		
• Review results of promotional activity		
• Prepare promotional activity reports/documents according to required time frames and enterprise standards.		
• Evaluate the concluded promotional activities to determine its effectiveness for future sales planning.		
<b>ORGANIZE CATERING FUNCTIONS</b>		
• Identify catering requirements		
• Liaise details of the catering with pertinent departments		
• Develop contingency measures to ensure overall service preparedness		
• Check running sheet for the execution of the catering function		
• Obtain customer feedback		
• Ensure safety and security of the guests, staff and property throughout the catering function		
• Handle and collect payment and other incidental fees from the host		
• Conduct de-briefing of staff		

• Monitor disposal of garbage and left over food		
• Monitor inventory of tools and equipment		
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.		
<b>Candidate's Name and Signature:</b>	<b>Date:</b>	