

Provide a table/tray service

Overview

This standard covers the skills and knowledge needed to provide a table/tray service.

You will need to know how to and show you can greet and seat customers, answer any questions they may have, and take their orders. You will also need to understand how to and show you can serve customers and maintain the area, for example: by clearing away crockery and cutlery and maintaining the levels of condiments.

This standard is for you if you work in food operations and the associated supply operations and if you are involved in table or tray service.

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Performance criteria

You must be able to:

Greet customers and take orders

1. help your customers with dining arrangements as necessary, in line with the service style
2. check that customers have access to the correct menus
3. answer any questions your customers may have and give them information which meets their needs and promotes your organisation's products and services
4. identify your customers' orders and record and process them

Serve customer orders

5. serve your customers in line with the service style
6. provide your customers with the service items, condiments and accompaniments appropriate to their food
7. serve food and drink items with clean, hygienic and undamaged equipment of the appropriate type
8. keep customer dining and service areas tidy, hygienic and free from rubbish and food debris
9. clear customer dining areas of soiled and unused service items at the appropriate times
10. maintain sufficient stocks of clean service items, condiments and accompaniments throughout the services

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Knowledge and understanding

You need to know and understand:

1. your organisation's standards for customer care and service style and why you should follow these
2. the company procedures when greeting and seating customers and why these are important
3. why information given to customers should be accurate
4. why it is important to take customer orders in accordance with company procedures and how to check that you do so
5. why it is important to promote the organisation to your customers
6. the types of unexpected situations that may occur when taking orders and how to deal with these
7. safe and hygienic working practices when serving customers and why these are important
8. which condiments and accompaniments go with each dish
9. why it is important to use the appropriate equipment when serving food and drink items to customers
10. why it is important to check that food service equipment is clean and hygienic
11. the types of unexpected situations that may occur when serving food and drink and how to deal with these
12. safe and hygienic working practices for maintaining dining and service areas and why these are important
13. why dining and service areas must be kept tidy and free from rubbish and food debris
14. why waste must be handled and disposed of in compliance with company procedures
15. why a constant stock of table and service items should be maintained

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