

# Basic Hospitality Operations (Food and Beverage) Programme Details

## BHO - FB

BHO - FB1	Develop and update hospitality industry knowledge
BHO - FB2	Provide food and beverage service
BHO - FB3	Provide a link between kitchen and service areas

### Programme Descriptor

This programme equips individual with skills and knowledge required to access, increase and update knowledge of the hospitality industry including providing food and beverage service to customers and to provide general assistance in food and beverage service operations where the staff who take orders are supported by others who deliver food to and collect used items from a service point.

**BHO - FB1****Develop and update hospitality industry knowledge**

<b>Element</b>		<b>Performance Criteria</b>	<b>Competent</b>	<b>Not Yet Competent</b>
1	Seek information on the hospitality industry	1.1 Identify and access sources of information on the hospitality industry, appropriately and correctly.		
		1.2 Obtain information to assist effective work performance within the industry, including: Different sectors of the hospitality industry, their inter-relationships and the services available in each sector relationships between tourism and hospitality relationships between the hospitality industry and other industries industry working conditions, environmental issues and requirements industrial relations issues and major organisations career opportunities within the industry the work ethic required to work in the industry expectations of staff quality assurance.		
		1.3 Access and update specific information on relevant sector(s) of work.		
		1.4 Use knowledge of the hospitality industry in the correct context to enhance quality of work performance.		

2	Source and apply information on legal and ethical issues for the hospitality industry	2.1 Obtain information on legal and ethical issues to assist effective work performance. 2.2 Conduct day-to-day hospitality industry activities in accordance with legal obligations and ethical industry practices.	
3	Update hospitality industry knowledge	3.1 Identify and use a range of opportunities to update general knowledge of the hospitality industry. 3.2 Monitor current issues of concern to the industry. 3.3 Share updated knowledge with customers and colleagues as appropriate and incorporate this knowledge into day-to-day work activities.	

## Verification Details

Name of participant	
Signature of participant	
Date	
Name of Trainer	
Signature of Trainer	
Date	

Comments by Trainer

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Comments by Trainee

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**BHO - FB2****Provide food and beverage service**

<b>Element</b>	<b>Performance Criteria</b>	<b>Competent</b>	<b>Not Yet Competent</b>
<b>1 Prepare dining/restaurant area for service</b>	<p>1.1 Check dining/restaurant area and customer facilities for cleanliness prior to service, in accordance with enterprise procedures, and where required, take corrective actions.</p> <p>1.2 Prepare and adjust the dining environment to ensure comfort and ambience for customers, as appropriate.</p> <p>1.3 Set up furniture in accordance with legislative and enterprise requirements, bookings, customer requests and customer/staff convenience and safety.</p> <p>1.4 Check tables and table settings for stability and customer and service personnel access.</p> <p>1.5 Check and prepare equipment for service.</p> <p>1.6 Verify menu variations and daily specials with kitchen staff.</p>		

<b>2</b> <b>Prepare and set tables</b>	<p>2.1      Set tables correctly and in accordance with enterprise standards, required timeframes and/or special customer requests.</p> <p>2.2      Dress tables according enterprise, industry and any special requirements.</p> <p>2.3      Check cleanliness and condition of tables and all table items, prior to service.</p> <p>2.4      Remove, clean or replace items not meeting enterprise standards.</p>		
<b>3</b> <b>Welcome customers</b>	<p>3.1      Welcome customers on arrival, in accordance with enterprise customer service standards.</p> <p>3.2      Check details of reservations where appropriate.</p> <p>3.3      Offer available pre-meal services to customers.</p> <p>3.4      Escort and seat customers according to table allocation.</p> <p>3.5      Present menus and drinks lists to customers, in accordance with enterprise standards.</p> <p>3.6      Provide information to customers, giving clear explanations and descriptions.</p>		

<b>4</b> <b>Take and process orders</b>	<p>4.1      Take orders accurately, with minimal disruption to customers.</p> <p>4.2      Record orders legibly, using the format required by the enterprise, and convey them promptly to the kitchen and/or bar.</p> <p>4.3      Make recommendations and suggestions to customers to assist them with drink and meal selections.</p> <p>4.4      Answer customer questions on menu items correctly and courteously.</p> <p>4.5      Relay information about any special requests or dietary or cultural requirements accurately to kitchen where appropriate.</p> <p>4.6      Seek information from the kitchen or other appropriate person, where answers are unknown.</p> <p>4.7      Operate ordering systems correctly, in accordance with enterprise procedures.</p> <p>4.8      Provide and adjust glassware, service ware and cutlery, suitable for menu choices, in accordance with enterprise procedures.</p>		
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<b>5</b> <b>Serve and clear food and drinks</b>	<p>5.1      Collect food and beverage selections promptly from service areas, check them for presentation and convey them to customers safely.</p> <p>5.2      Monitor flow of service and meal delivery.</p> <p>5.3      Recognise and follow up promptly, any delays or deficiencies in service.</p> <p>5.4      Advise and reassure customers about any delays and problems.</p> <p>5.5      Serve food and beverage courteously and to the correct person, in accordance with enterprise standards and hygiene requirements.</p> <p>5.6      Check customer satisfaction at the appropriate time.</p> <p>5.7      Offer additional food and beverage at the appropriate times and order and serve them accordingly.</p> <p>5.8      Clear tables of crockery, cutlery and glassware at the appropriate time and with minimal disruption to customers.</p> <p>5.9      Organise and present accounts to customers on request.</p> <p>5.10     Process accounts in accordance with enterprise procedures.</p> <p>5.11     Farewell guests courteously from the restaurant/dining area.</p>		
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<b>6</b>	<b>Close down restaurant/dining area</b>	6.1	Store and/or prepare equipment for the next service, in accordance with enterprise procedures.		
		6.2	Clear, clean or dismantle area in accordance with enterprise procedures and safety requirements.		
		6.3	Set up area correctly for the next service, in accordance with enterprise procedures and requirements.		
		6.4	Review and evaluate services with colleagues, where appropriate, identifying possible improvements.		
		6.5	Provide handover to incoming restaurant colleagues and share any relevant information.		

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Comments by Trainer

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Comments by Trainee

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**BHO - FB3****Provide a link between kitchen and service areas**

<b>Element</b>		<b>Performance Criteria</b>	<b>Competent</b>	<b>Not Yet Competent</b>
<b>1</b>	<b>Liaise between kitchen and service areas</b>	1.1	Attend to and monitor kitchen service points to ensure prompt pick up of food items.	
		1.2	Check quality of food in accordance with enterprise standards.	
		1.3	Check service ware for chips, marks, spills and drips.	
		1.4	Carry plates and/or trays safely and according to industry/enterprise procedures.	
		1.5	Transfer and place food promptly and correctly at the appropriate service point, in accordance with enterprise procedures and safety requirements.	
		1.6	Advise colleagues promptly about readiness of items for service.	
		1.7	Identify any additional items required from the kitchen, through monitoring of service areas and consultation with other service colleagues.	

<b>2</b>	<b>Clean and clear food service areas</b>	2.1	Remove used items promptly from service areas and safely transfer them to the appropriate location for cleaning.		
		2.2	Dispose of leftover food and disposables, in accordance with hygiene regulations and enterprise practice.		
		2.3	Dispose of recyclable items in accordance with local regulations and enterprise practice.		

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Comments by Trainer

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Comments by Trainee

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## Key Competencies Guide

Key Competencies are an integral part of all workplace competencies.

The table below describes those applicable to this unit.

Level 1 = Perform    Level 2 = Administer and Manage    Level 3 = Design and Evaluate

Key Competencies	Level	Examples		
Collecting, Organising and Analysing Information	1	Deciding whether to join an industry association based on promotional materials	Identifying menu items and specials Checking customer bookings	Responding to instruction and requests  Reading information provided
Communicating Ideas and Information	1	Liaising with colleagues from other industry sectors to meet a particular customer request	Explaining menu items and providing suggestions to customers	Reading instructions on equipment and cleaning materials  Notifying service staff that meals are available for collection Responding to customer queries
Planning and Organising Activities	1	Organising a personal program of professional development activities for the upcoming year	Setting up tables for service  Allocating tables to customers	Ensuring meals are collected and taken to appropriate service locations  Clearing used service ware and dealing with disposables and recyclables
Working with Others and in Teams	2	Discussing industry events with colleagues	Co-operating with colleagues  Assigning staff to tables	Working co-operatively with the kitchen and service staff
Using Mathematical Ideas and Techniques	1	-	Calculating customer accounts	Counting stock items
Solving Problems	1	Responding to a situation which involves dealing with a sector of the industry of which you have limited knowledge	Re-arranging tables to suit customer needs  Advising menu changes and availability  Dealing with under or over-booking situation	Identifying and correcting quality deficiencies in service ware
Using Technology	1	Using the Internet to source information on the hospitality industry	Operating cash registers and EFTPOS machines	Using computerised stock control or menu ordering system

### **Target Audience**

- Students' registered in Hospitality & Restaurant Management Programme
- Individuals seeking for a competency based outcome learning

### **Intended Class Size**

Minimum: 15 participants per class

Maximum: 20 participants per class

### **Trainer-Trainee Ratio**

Theoretical trainer 1

20 participants (maximum)

Practical trainer 1

### **Assessment Methodology**

- Observation of group discussions
- Assignments
- Audio Visual Presentation
- Practical Demonstration
- Oral Verification

### **System and Process to Administer**

- Each participant will have to submit their programme work / assignment / written project to the trainer for marking and assessment.
- At the end of the module, each participant will have to be assessed in oral, underpinning knowledge and practical by the trainer.
- Practical assessment will be carried out at the end of each relevant unit.
- Each participant must obtain a minimum of 90% attendance in order to be eligible for successful completion.

### **Award of Certificate**

Candidates who have successfully completed and satisfied Attendance , programme work / assignment / written project and have been assessed Competent will be awarded a Statement of Attainment for respective modules , for progression into :-

- Basic Hospitality, Operations - Duration 480 hrs

The Basic Operations, leads into

- Intermediate in Hospitality, Supervision - Duration 480 hrs

The Intermediate in Hospitality, Supervision leads into

- Employability Skills Training - 1 year
  - Candidates who have misplaced or lost their Statement of Attainment MUST proof documents of report from Police / Relevant Authorities, clearly stating the Commencement and Completion period of the respective Programme.
  - A replacement fee of 1,500 Php/= will be levied