

Template: State Skill Competitions

Restaurant Skill - 35

Test project- Level 2

Skill Explained

The restaurant service practitioner provides high quality food and drink service to guests. A food service practitioner generally works in the commercial sector, offering a range of services to customers. There is a direct relationship between the nature and quality of the service required and the payment made by the guest. Therefore, the practitioner has a continuing responsibility to work professionally and interactively with the guest to give satisfaction and thus maintain and grow the business.

Restaurant service demands the extensive knowledge of food and beverage. The waiter is most important person in dealing with guest and creating a right atmosphere in restaurant. It is therefore necessary to have a complete command of serving rules and to know the preparation of special dishes and drinks at the guest's table or in the bar. Basic requirements are skill and resourcefulness, good manners, good interaction with guests and practical ability.

A wide range of specialist tools and materials will be used for the service of specialist dishes, drinks, and wines. The practitioner will be familiar with their use in addition to the more usual pieces of equipment that are found in most dining situations.

Irrespective of the working environment, excellent communication, and customer care skills are universal attributes of the outstanding practitioner. Food service personnel will work as part of a team and with other teams in the hotel or restaurant. Whatever the structure of the work, the trained and experienced practitioner takes on a high level of personal responsibility and autonomy. This ranges from safeguarding the health and wellbeing

of the guests and colleagues through scrupulous attention to safe and hygienic working practices, to achieving exceptional experiences for special occasions.

Eligibility Criteria- Competitors born on or after 01 Jan 1997 are only eligible to attend the Competition

Duration of Test project: 8 hours

Preface

Section A-Test Project

MODULE INSTRUCTIONS

- Competitors are required to present them self in professional manner
- Competitors are required to box buffet table with table cloths
- Competitor is required to lay table for 4 Pax with four course menu
- Competitor is required to do 10 different napkin folds of their choice
- Competitors are also required to assemble vegetable salad with appropriate dressing and flambé during the food service in front of judges.
- Competitors are required to perform food service of four course menu.
- Competitors are also required to carve 4 fruits (Musk Melon, Strawberry, apple, pineapple,) without touching them with bare hands.
- Familiarisation and identification of Spirits

DAY 1- MODULE- FINE DINING WITH TABLE TASK

09:00	Welcome
09:10	Competitor briefing

09:20	Module briefing
09:30	Familiarization of 10 spirits
09:45	Box table with two table cloths
10:00	Judges Evaluation
10:15	Napkin folding (10 folds – competitors own choice)
10:30	Judges Evaluation
10:45	Mise en place for Decanting of Red Wine to be served during service
11:00	Decanting of Red wine
11:15	Judges Evaluation
11:30	Clean up
11:45	Mise en place & laying a table for fine dining service Table of four guests. Napkin fold Competitor's choice Competitor will perform actual food service.
13:00	Judge's marking
13:15	Final Mise en place
13:30	Menu for Service of fine dining lunch Starter – Assembling Vegetable Salad- Gueridon, served with white wine ***** Soup in a Tureen - Gueridon service ***** Main course service – Carving of Lamb Rack, vegetables, potatoes all Gueridon Service and silver-service of the sauce along with service of decanted red wine ***** Dessert service – flambé of Crepes Suzettes for 4 persons ***** Coffee (silver-service)
15:00	Lunch – Competitors and Judges

16:00	Mise en place for carving of fruits
16:10	Carving of 4 fruits - (Musk Melon, Strawberry, apple, pineapple,)
16:30	Judge's marking
16:45	Identification of 10 Spirits
17:00	Competitor debrief
17.20	End

Section B

Marking Scheme: The Assessment is done by awarding points by adopting two methods, Measurement and Judgments

- Measurement –One which is measurable
- Judgments-Based on Industry expectations
- Aspects are criteria's which are judged for assessment

Suggested marking format for Assessment by Jury—Make it simple

4.5 ASSESSMENT AND MARKING USING JUDGEMENT

Judgement uses a scale of 0-3. To apply the scale with rigour and consistency, judgement must be conducted using:

- benchmarks (criteria) for detailed guidance for each Aspect
- the 0-3 scale to indicate:
 - 0: performance below industry standard
 - 1: performance meets industry standard
 - 2: performance meets and, in specific respects, exceeds industry standard
 - 3: performance wholly exceeds industry standard and is judged as excellent

Aspect Type M = Measurement J = Judge	Aspect - Description	Judge Score	Extra Aspect Description (Measurement or Judge) OR Judgement Score Description (Judge only)	Marks allotted
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M	MEP - Correct table setting – as per module description	1	
M	Napkin Folding - No excessive creases	1	
M	Napkin Folding - Timing – task completed within time	1	
M	Napkin Folding - Hygiene	1	
M	MEP - Napkin folds crisp & consistent	1	
M	MEP - Crockery polished & correct placement (incl cruets)	1	
M	MEP - Correct cutlery polished & placed	1	
M	MEP - Correct glassware polished & placed	1	
M	MEP - Symmetry of all crockery and glassware	1	
M	MEP - Correct equipment on service table for service incl Gueridon	1	
J	MEP - Overall presentation		
		0	cloth not consistent, napkins not appropriate, table not presentable for service at all cloth has inconsistencies, napkins not really appropriate, expectation of 3-star setup
		1	cloth set almost consistent, napkins appropriate, expectation of 4-star setup
		2	

		3	cloth consistent, table looks impressive, napkins appropriate to task, expectation of 5-star setup
M	Uniform - uniform clean, ironed & well fitted, conforms to industry standard - THROUGHOUT THE DAY	1	Suitable and appropriate for the dining area. (National uniforms accepted in fine dining)
M	Uniform - shoes polished and conform to industry standard	1	Up to 3 .5 cm, no open toes (safety issue)
M	Uniform - high standard of personal hygiene, no excessive perfume or aftershave - THROUGHOUT THE DAY	1	stud earrings accepted, hair above collar line, clean shaven, beard neatly trimmed, no piercing or visible markings.
J	Greeting of Guests and explanations	0	No interaction with guests, customers left to fend for themselves
		1	Some interaction, menu presented, service adequate
		2	Good interaction with guests, customers seated, menu presented bread and water offered
		3	Warm and sincere greeting, assisted with chairs, napkin broken, menu explained, silver service of water and breads.
J	Social Skills		

		0	Competitors shows no social skills or guest interaction
		1	Competitor shows some interaction with guests and an adequate level of confidence to carry out their tasks.
		2	Competitor shows a high level of confidence, good guest interaction and an overall good impression
		3	Competitor shows excellent interpersonal skills, natural flare and ability and attention to detail
M	White Wine - Presentation to guests	1	type of wine, short description about aroma, suitability to dish.
M	White Wine - Correct glass	1	
M	White Wine - Correct measure	1	two thirds full
M	White Wine - All glasses level - within a ml.	1	
M	White Wine - No spillage	1	
M	White Wine - Service from right	1	
M	White Wine - Salver service	1	
J	Soup Service	0	No presentation to guests, inconsistent service, slow service, not an acceptable standard

J	salad Service	1	Presented to guests, adequate consistent service, timing adequate service complete
		2	Good guest interaction, consistent service, accompaniments offered, good timing.
		3	Excellent guest interaction and explanation, high level of service, accompaniments offered, creativity in final presentation.
		0	No presentation to guests, inconsistent service, slow service, not an acceptable standard
		1	Presented to guests, adequate consistent service, timing adequate, service complete
		2	Good guest interaction, consistent service, accompaniments offered, good timing.
		3	Excellent guest interaction and explanation, high level of service, accompaniments offered, creativity in final presentation.
J	Carving Main-Course	0	Poor carving technique, poor hygiene, final presentation poor, does not reach acceptable standard

		1	Carving technique consistent, some wastage, consistent with industry standard
		2	Carving technique consistent, some wastage, good hygiene, some creativity, good final presentation
		3	Excellent carving skills with even portions, flare and creativity, excellent final presentation
J	Main course procedure	0	poor service technique, not consistent, served from wrong side, cleared from wrong side
		1	average service, almost consistent in service and clearing but not always good service, consistently served from right (may be some inconsistency), cleared consistently
		2	excellent service, consistently served from right, all plates placed consistently, cleared consistently
J	Tableside Dessert	3	
		0	No interaction with guest, poor skill technique, clear lack of flare, final presentation inadequate.

J	Coffee Service (silver)	1	Limited interaction with guests, technique adequate, some flare with final presentation acceptable.
		2	Good explanation, good technique, some flare and creativity, good final presentation
		3	Excellent guest interaction and explanation, excellent technique high level of flare and creativity with very good final presentation
		0	Incorrect service, poor placement of covers, inconsistent service not acceptable service
		1	Consistent service, all accompaniments served, adequate timing
J	Fruit Carving	2	Good interaction with guests, good level of silver service, all accompaniments offered, top up offered.
		3	Excellent interaction with guests, very high level of silver service, good timing, all accompaniments served, top up offered,
		0	Poor carving technique, poor hygiene, final presentation poor, does not reach acceptable standard

		1	Carving technique consistent, some wastage, consistent with required standard
		2	Carving technique consistent, some wastage, good hygiene, some creativity, good final presentation
		3	Excellent carving skills, flare and creativity, excellent final presentation

Section C-Infrastructure List (Tool and equipment including raw material)

Infrastructure list	
S. No	Items
Furniture	
1	4-seater Square or Round Tables
2	Dining Chairs
3	Side station
Crockery	
1	Dinner plate 11'
2	Dessert plate 9'

3	B&B plate
4	Tea cup
5	Tea saucer
6	Soup bowl
7	Soup Bowl Underliner
8	Service bowl 2 portion
9	Service platter 2 portion
Cutlery	
1	Tea spoon
2	Dessert spoon
3	Dessert fork
4	Soup spoon
5	Dinner knife
6	Dinner Fork
7	B&B Knife
8	Table service spoon
9	Table service fork
Hollow ware	
1	Tea strainer
2	Tea Pot
3	Milk pot
4	Water jug

5	Salt and pepper set
6	Straw holder
7	Sugar sachet holder
8	Napkin holder
9	Finger bowl large with under liner
10	Entrée dish round with lid (1 portion)
11	Entrée dish round with lid (2 portion)
12	Round Service tray
Glassware	
1	Tom Collins
2	Hi ball
3	Water Goblet
4	Wine Glass
Linen	
1	Table Cloth
2	Table Napkin
Miscellaneous	
1	Water Jug
2	Salt and Pepper Set
3	Tooth Pick Holder
4	Straw Holder
5	Sugar Sachet Holder

6	Napkin Holder
7	Finger Bowl Large with Under Liner
8	Entree Dish Round with Lid (1 Portion)
9	Entree Dish Round with Lid (2 Portion)
10	Oval Platter
11	Round Service Tray
12	Rectangular Service Tray
13	Ash Tray
14	gueridon set up
15	Wine Glass
16	Different Glass Bottles

Section D- Instruction for Competitors

- The test project for restaurant service will be carried out in modular format over a day period, with competitors putting in 5 hours of effort.
- Competitors are not permitted to do any preparations in advance.
- No video/recording is permitted during the conduct of competition, except by accredited agencies nominated by states
- Not permitted to bring own plates, bowls, etc. For presentation & serving.
- All participants must be in uniforms. No company name/logo should be visible to the judges during the competition. Violation of this guideline will lead to disqualification.
- All finalists/winners must be present in uniform at the award ceremony
- Participants are required to bring their own tool kit

Section E- Health, Safety and Environment

1. All accredited participants and supporting volunteers will abide by rules and regulations with regards to Health, Safety, and Environment of the Competition venue.
2. All participants, technicians and supporting staff will wear the required protective Personnel clothing.
3. All participants will assume liability for all risks of injury and damage to property, loss of property, which might be associated with or result from participation in the event. The organizers will not be liable for any damage, however in case of Injury the competitor will immediately inform the immediate organizer for medical attention.