SOCIAL AND PERSONAL SERVICES

Restaurant Service



WorldSkills Occupational Standards

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WorldSkills Occupational Standards (WSOS)

General notes on the WSOS

The WSOS specifies the knowledge, understanding, and specific skills that underpin international best practice in technical and vocational performance. It should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business (www.worldskills.org/WSOS).

The skill competition is intended to reflect international best practice as described by the WSOS, and to the extent that it is able to. The Standard is therefore a guide to the required training and preparation for the skill competition.

In the skill competition the assessment of knowledge and understanding will take place through the assessment of performance. There will only be separate tests of knowledge and understanding where there is an overwhelming reason for these.

The Standard is divided into distinct sections with headings and reference numbers added.

Each section is assigned a percentage of the total marks to indicate its relative importance within the Standards. This is often referred to as the "weighting". The sum of all the percentage marks is 100. The weightings determine the distribution of marks within the Marking Scheme.

Through the Test Project, the Marking Scheme will assess only those skills that are set out in the Standards Specification. They will reflect the Standards as comprehensively as possible within the constraints of the skill competition.

The Marking Scheme will follow the allocation of marks within the Standards to the extent practically possible. A variation of up to five percent is allowed, provided that this does not distort the weightings assigned by the Standards.

WorldSkills Occupational Standards

Section		Relative importance (%)
1	**Work organization and management**	**10**

The individual needs to know and understand:

- Different types of food service establishment and the styles of food service that they will use
- The importance of the ambiance of the restaurant to the overall meal experience
- Target markets for various types of food service styles
- Business and financial imperatives when running a food service establishment
- Relevant legislative and regulatory requirements, including health, safety, and environment, food handling and hygiene, and the sale and service of alcohol
- The importance of working efficiently to minimize wastage and negative impacts on the environment from business activity and to maximize sustainability
- Ethics linked to the food service industry
- The importance of effective inter-departmental working

The individual shall be able to:

- Present themselves to guests in a professional manner
- Demonstrate personal attributes including personal hygiene, smart and professional appearance, demeanour, and deportment
- Organize tasks effectively and plan workflows
- Consistently demonstrate hygienic and safe work practices
- Minimize waste and any negative impact on the environment
- Work effectively as part of teams and with other departments
- Act honestly and ethically in all dealings with customers, colleagues, and the employer
- Be responsive to unexpected or unplanned situations and effectively solve problems as they occur
- Engage with continuous professional development
- Prioritize tasks, especially when serving multiple tables

2	**Customer service and communications**	**12**

The individual needs to know and understand:

- The importance of overall meal experiences
- The importance of effective communications and inter-personal skills when working with customers and colleagues
- The food server's role in maximizing sales

Section		Relative importance (%)
	The individual shall be able to: • Greet and seat guests appropriate to service areas • Provide appropriate advice and guidance to guests on the menu choices, based on sound knowledge • Take orders accurately from guests • Judge the level of communication and interaction appropriate for each guest or group • Communicate effectively with guests appropriate to the setting and the guests' requirements • Act politely and courteously • Be attentive without being intrusive • Check with customers that everything is satisfactory • Observe appropriate table etiquette • Deal effectively with guests who are difficult or who complain • Communicate effectively with guests who have communication difficulties • Recognize and respond to any special needs that guests may present • Liaise effectively with kitchen staff and staff from other departments • Present bills, deal with payments, and bid guests farewell	
3	**Preparation for service (mise en place)**	**10**

	The individual needs to know and understand:
	• A range of standard restaurant materials and equipment including:
	  • Cutlery
	  • Crockery
	  • Glassware
	  • Linen
	  • Furniture
	• The purposes of specialist equipment used in restaurant service
	• The importance of presentation and appearance for restaurants
	• The factors that contribute to creating the right ambiance and atmosphere for dining
	• The tasks to be completed to prepare for service	

Section		Relative importance (%)
	The individual shall be able to: • Prepare table dressings and decorations • Ensure that rooms are clean and well presented • Prepare restaurants appropriately for meals to be served • Place tables and chairs appropriately for expected number of covers • Set tables using the appropriate linen, cutlery, glassware, china, cruets, and additional equipment necessary • Create a range of napkin folds for different settings and occasions • Prepare restaurants for various service styles including breakfast, lunch, afternoon tea, dinner, casual, a la carte, bar, banqueting, and fine dining service • Prepare buffet tables for buffet style service including boxing tablecloths • Organize and prepare function rooms in readiness for various function formats • Organize and prepare sundry supporting areas, for example sideboards, still rooms, and expected accompaniments and condiments for menu items	
4	**Food service**	**28**
	The individual needs to know and understand: • National and international food and beverage service styles and techniques • When and in what circumstances various food service techniques would be used • Ingredients, method of cookery, presentation, and service for all dishes on the menu, sufficient to advise guests • Current and future trends in restaurant service • A range of highly specialized and international cuisines and their styles of restaurant service	

	The individual shall be able to:
	• Manage the service cycle for different styles of service
	• Use specialist equipment correctly and safely
	• Correct covers as required for dishes to be served
	• Professionally and efficiently serve food for different styles of service, e.g.
	  • Plated service
	  • Silver service/French service
	  • Gueridon service
	  • Trolley/Voiture service
	• Serve food from Gueridons
	• Prepare, portion, and serve specialist dishes from Gueridons, including:
	  • Assembly of dishes
	  • Carving of meat, poultry, and wild meat
	  • Filleting fish
	  • Preparing and carving fruits
	  • Creating garnishes for cocktails
	  • Using spices in preparing dishes	

Section		Relative importance (%)
	• Serving different cheeses • Preparing salads and salad dressings • Flambé dishes (meat/dessert, seafood, fruit) • Preparing main courses, starters, deserts • Demonstrate appropriate flare and theatre • Clear plates and other items from customers' tables • Crumb down at appropriate times between courses • Serve a range of meals including breakfast, lunch, afternoon tea, dinner, casual, a la carte, bar, banqueting, and fine dining service • Provide high quality restaurant service in highly specialized or international restaurants • Create own dishes (flambé) from ingredient lists.	
5	**Beverage service**	**12**
	The individual needs to know and understand: • The range of beverages that may be prepared and served in a restaurant or other outlet • How to use specialist equipment properly and safely • The range of glassware in which beverages may be served • The range of china and glassware in which beverages may be served • The range of china, silver and glassware that may be used such as sugar bowls, milk and cream jugs, spoons, strainers, tongs, etc. • Recognized accompaniments for beverages • Trends and fashions in beverage sales and service • Techniques and styles of beverage service • Names and correct spirits and liqueurs, wines, beers, champagne, syrups, juices, tea and coffee beverages, water	
	The individual shall be able to: • Serve and clear different types of beverages and drinks • Prepare and serve beverages from a range of specialist machines: teapots, coffee machines, boilers, blenders, juicers, ice machines, boilers, blenders, juicers, grinders, beverage carbonating systems etc. • Use specialist equipment for serve beverages (sommelier knife, opener, strainer, jiggers etc.) • Create own speciality beverages with an accepted range of choice • Prepare and serve a range of hot and cold drinks • Prepare and serve liqueurs including with beverages • Prepare and serve silver served hot drinks and their accompaniments • Serve teas and coffees at banquets and functions • Serve petit fours or sweetmeats as appropriate • Prepare cocktails • Prepare garnish cocktails • Serve beverages, wines, beers, liquors, spirits, cocktails, waters • Follow the correct procedures for opening bottles.	

Section		Relative importance (%)
6	**Alcoholic and non-alcoholic drinks service**	**12**

The individual needs to know and understand:

- The range of alcoholic and non-alcoholic drinks that may be served in a restaurant
- The range of glassware and their uses in drinks service
- The range of accompaniments that are served with alcoholic and non-alcoholic drinks
- Issues relating to honesty and integrity in regard to alcoholic drinks
- Legal requirements relating to the sale and service of alcoholic drinks
- Methods of serving drinks in a range of scenarios
- A range of cocktails, their ingredients, methods of making and service
- Servers ethical and moral responsibilities in relation to the sale and service of alcoholic drinks

The individual shall be able to:

- Prepare the service area for the service on alcoholic and non-alcoholic drinks
- Select glassware and accompaniments for the sale and service of alcoholic and non-alcoholic drinks
- Maintain the highest standards of hygiene and cleanliness during the sale and service of alcoholic and non-alcoholic drinks
- Serve alcoholic drinks within current legislation with regard to measures, customers' ages, service times and locations
- Pour drinks from bottles, for example beers and ciders
- Measure drinks using appropriate measures
- Follow recipes for IBA cocktails
- Prepare, serve, and clear alcoholic and non-alcoholic beverages for different styles of service:
  - At the table;
  - Reception drink service
- Prepare and serve different styles of cocktail including:
  - Stirred
  - Shaken
  - Built
  - Blended
  - Muddled
  - Signature
- Recognize by sight and smell a selection of spirits, aperitifs, and liqueurs
- Create own alcoholic and non-alcoholic cocktails from ingredient lists

Section		Relative importance (%)
7	**Wine service**	8

The individual needs to know and understand:

- The wine making process
- Details of various wines including:
  - Grape variety;
  - Production;
  - Country and region of origin;
  - Vintages;
  - Characteristics;
  - Matching food and wine
- How wine is stored
- Method of preparing wine for service
- Selection of glassware and equipment used in wine service
- Methods for the service for various wines
- The use of wine as an accompaniment for food

The individual shall be able to:

- Provide informed advice and guidance to the guest on the selection of wine
- Identify a range of wines from aroma, taste, and appearance
- Interpret information on a wine bottle's label
- Select and place on the table the appropriate glassware to the chosen wine
- Present wines to the guest
- Open wine at the table using accepted equipment. Open wine that has a traditional cork, champagne cork, or screw top
- Decant or aerate wine when appropriate
- Offer wine for tasting
- Pour wine at the table, observing table etiquette
- Serve wines at their optimum temperature and condition
- Serve at a reception drinks service, e.g. champagne.
- Recognize by sight and smell a selection of fortified wines.

Section		Relative importance (%)
8	**Coffee service**	**8**

	The individual needs to know and understand:
	• The coffee making process
	• Details of various coffee including:
	  • Beans;
	  • Production;
	  • Country and region of origin;
	  • Characteristics;
	  • Use specialist machine and equipment
	  • Prepare and serve different styles
	  • Technique work with milk products
	  • Selection of glassware and equipment used in coffee service
	  • Classic types coffee
	  • Coffee grinding	

	The individual shall be able to: • Prepare and serve coffee drinks • Follow the recipes for classic coffee • Prepare a range of international coffee specialities • Create signature coffee drinks with own choice • Use appropriate pouring techniques • Decorate coffees • Follow appropriate working processes.	
	Total	**100**

References for industry consultation

WorldSkills is committed to ensuring that the WorldSkills Occupational Standards fully reflect the dynamism of internationally recognized best practice in industry and business. To do this WorldSkills approaches a number of organizations across the world that can offer feedback on the draft Description of the Associated Role and WorldSkills Occupational Standards on a two-yearly cycle.

In parallel to this, WSI consults three international occupational classifications and databases:

- ISCO-08: (http://www.ilo.org/public/english/bureau/stat/isco/isco08/) ILO 5131
- ESCO: (https://ec.europa.eu/esco/portal/home)
- O*NET OnLine (www.**onet**online.org/)

This WSOS appears most closely to relate to *Waiters and Waitresses*:
https://www.onetonline.org/link/summary/35-3031.00

and Waiter/Waitress:
http://data.europa.eu/esco/occupation/d5db9d5c-2ebf-4a54-a79a-1b7e7ff70471

This links also enable adjacent occupations to be explored.

The following table indicates which organizations were approached and provided valuable feedback for the Description of the Associated Role and WorldSkills Occupational Standards in place for WorldSkills Shanghai 2021.

Organization	Contact name
Gleneagles Hotels (United Kingdom)	Elaine Watson, Food and Beverage Trainer
Hotel and Gastro Formation Switzerland	John-Claude Schmocker, Head Education Marketing/Projects
Pullman Bangkok King Power - Accor Hotels	Ulhas Shetty, Director of Operations