

# WORLDSKILLS STANDARD SPECIFICATION

Skill 35

Restaurant Service





# THE WORLDSKILLS STANDARDS SPECIFICATION (WSSS)

## GENERAL NOTES ON THE WSSS

The WSSS 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/WSSS](http://www.worldskills.org/WSSS)).

The skill competition is intended to reflect international best practice as described by the WSSS, and to the extent that it is able to. The Standards Specification 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 not be separate tests of knowledge and understanding.

The Standards Specification 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 Specification. The sum of all the percentage marks is 100.

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

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

## WORLDSKILLS STANDARDS SPECIFICATION

SECTION		RELATIVE IMPORTANCE (%)
1	<b>Work organization and management</b>	10
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• Different types of food service establishment and the styles of food service that they will use</li> <li>• The importance of the ambiance of the restaurant to the overall meal experience</li> <li>• Target markets for various types of food service establishments</li> <li>• Business and financial imperatives when running a food service establishment</li> <li>• Relevant legislative and regulatory requirements including health and safety, food handling and hygiene and the sale and service of alcohol</li> <li>• The importance of working efficiently to minimize wastage and negative impacts on the environment from business activity and to maximize sustainability</li> <li>• Ethics linked to the food service industry</li> <li>• The importance of effective inter-departmental working</li> </ul>	



	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• Present themselves to the guest in a professional manner</li> <li>• Demonstrate personal attributes including personal hygiene, smart and professional appearance, demeanour and deportment</li> <li>• Organize tasks effectively and plan work flow</li> <li>• Consistently demonstrate hygienic and safe work practices</li> <li>• Work efficiently so as to minimize waste and any negative impact on the environment</li> <li>• Work effectively as part of a team and with other departments within the establishment</li> <li>• Always act honestly and ethically in all dealings with customers, colleagues and the employer</li> <li>• Be responsive to unexpected or unplanned situations and effectively solve problems as they occur</li> <li>• Engage with continuous professional development</li> <li>• Prioritize tasks, especially when the individual is dealing with multiple tables</li> </ul>	
<b>2</b>	<b>Customer Service Skills and Communications</b>	<b>15</b>
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• The importance of the overall meal experience</li> <li>• The importance of effective communications and inter-personal skills when working with customers and colleagues</li> <li>• The food server's role in maximizing sales</li> </ul>	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• Greet and seat guests appropriate to the service area</li> <li>• Provide appropriate advice and guidance based on sound knowledge to the guest on the menu choices as required</li> <li>• Take orders accurately from guests</li> <li>• Judge the level of communication and interaction appropriate for each guest or group</li> <li>• Communicate effectively with guests appropriate to the setting and the guests requirements</li> <li>• Always be polite and courteous</li> <li>• Be attentive without being intrusive</li> <li>• Check with customers that everything is satisfactory</li> <li>• Observe appropriate table etiquette</li> <li>• Deal effectively with guests who are difficult or who complain</li> <li>• Communicate effectively with guest who have communication difficulties</li> <li>• Recognize and respond to any special needs that a guest may present</li> <li>• Liaise effectively with kitchen staff and staff from other departments</li> <li>• Present the bill, deal with payment and bid guests farewell</li> </ul>	



3	Preparation for Service (Mise in Place)	10
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• A range of standard restaurant materials and equipment including:               <ul style="list-style-type: none"> <li>• Cutlery</li> <li>• Crockery</li> <li>• Glassware</li> <li>• Linen</li> <li>• Furniture</li> </ul> </li> <li>• The purposes of specialist equipment used in restaurant service</li> <li>• The importance of the presentation and appearance of the restaurant</li> <li>• The factors that contribute to creating the right ambiance and atmosphere for dining</li> <li>• The tasks to be completed to prepare for service</li> </ul>	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• Prepare table dressings and decorations</li> <li>• Ensure that the room is clean and well presented</li> <li>• Prepare the restaurant appropriately for the meal that is to be served</li> <li>• Place tables and chairs appropriately for expected number of covers</li> <li>• Set tables using the appropriate linen, cutlery, glassware, china, cruets and additional equipment necessary</li> <li>• Create a range of napkin folds for different settings and occasions</li> <li>• Prepare the restaurant for various service styles including fine dining, bistro, banquet and bar</li> <li>• Prepare buffet tables for buffet style service including boxing table cloths</li> <li>• Organize and prepare function rooms in readiness for various function formats</li> <li>• Organize and prepare sundry supporting areas, for example sideboards, still room and expected accompaniments and condiments for menu items</li> </ul>	
4	Food Service	25
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• Food and beverage service styles and techniques</li> <li>• When and in what circumstances various food service techniques would be used</li> <li>• Ingredients, method of cookery, presentation and service for all dishes on the menu, sufficient to be able to advise guests</li> <li>• Current and future trends in restaurant service</li> <li>• Range of highly specialized and international cuisines and their styles of restaurant service</li> </ul>	



	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• Manage the service cycle for different styles of service</li> <li>• Correct the cover as required for the dish to be served</li> <li>• Professionally and efficiently serve food for different styles of service, for example:             <ul style="list-style-type: none"> <li>• Plated service</li> <li>• Silver service</li> <li>• Banquet style service</li> <li>• Family service</li> <li>• French service</li> <li>• Buffet/carvery service</li> <li>• Canapé service</li> </ul> </li> <li>• Serve food from the Gueridon</li> <li>• Prepare, portion and serve specialist dishes from the Gueridon, including:             <ul style="list-style-type: none"> <li>• Assembly of dishes</li> <li>• Carving of meats</li> <li>• Filleting fish</li> <li>• Preparing fruits</li> <li>• Preparing salads and salad dressings</li> <li>• Cooking dishes</li> <li>• Flambé dishes</li> </ul> </li> <li>• Demonstrate appropriate flare and theatre</li> <li>• Clear plates and other items from the customers' table</li> <li>• Crumb down at appropriate times between courses</li> <li>• Serve a range of meals including breakfast, lunch, afternoon tea, dinner</li> <li>• Provide high quality restaurant service in highly specialized or international restaurants</li> </ul>	
<b>5</b>	<b>Beverage Service</b>	<b>10</b>
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• The range of beverages that may be prepared and served in a restaurant or other outlet</li> <li>• How to use specialist equipment properly and safely</li> <li>• The range of glassware in which beverages may be served</li> <li>• The range of china and glassware in which beverages may be served</li> <li>• The range of china, silver and glassware that may be used such as sugar bowls, milk and cream jugs, spoons, strainers, tongs etc.</li> <li>• Recognized accompaniments for beverages</li> <li>• Trends and fashions in beverage sales and service</li> <li>• Techniques and styles of beverage service</li> <li>• Names and correct spirits and liqueurs for liqueur coffee</li> </ul>	



	<p>The individual shall be able to:</p> <ul style="list-style-type: none"><li>• Serve and clear different types of tea, coffee and other beverages according to the establishment's practice</li><li>• Prepare and serve coffee from a range of specialist machines such as espresso, barista, filter, cafetiere, etc.</li><li>• Prepare and serve a range of teas including:<ul style="list-style-type: none"><li>• Blended</li><li>• Indian</li><li>• Ceylon/Sri Lanka</li><li>• China/green tea</li><li>• Herbal infusions/tisanes</li></ul></li><li>• Silver serve teas and coffees and their accompaniments</li><li>• Prepare and serve liqueur coffee</li><li>• Serve teas and coffees at banquets and functions</li><li>• Serve petit fours or sweetmeats as appropriate</li></ul>	
<b>6</b>	<b>Alcoholic and Non-Alcoholic Drinks Service</b>	<b>15</b>
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"><li>• The range of alcoholic and non-alcoholic drinks that may be served in a restaurant</li><li>• The range of glassware and their uses in drinks service</li><li>• The range of accompaniments that are served with alcoholic and non-alcoholic drinks</li><li>• Issues relating to honesty and integrity in regard to alcoholic drinks</li><li>• Legal requirements relating to the sale and service of alcoholic drinks</li><li>• Methods of serving drinks in a range of scenarios</li><li>• A range of cocktails, their ingredients, methods of making and service</li><li>• Servers ethical and moral responsibilities in relation to the sale and service of alcoholic drinks</li></ul>	



	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• Prepare the service area for the service on alcoholic and non-alcoholic drinks</li> <li>• Select glassware and accompaniments for the sale and service of alcoholic and non-alcoholic drinks</li> <li>• Maintain the highest standards of hygiene and cleanliness during the sale and service of alcoholic and non-alcoholic drinks</li> <li>• Serve alcoholic drinks within current legislation with regard to measures, customers' ages, service times and locations</li> <li>• Pour drinks from bottles, for example beers and ciders</li> <li>• Measure drinks using appropriate measures</li> <li>• Prepare, serve and clear alcoholic and non-alcoholic beverages for different styles of service:             <ul style="list-style-type: none"> <li>• At the table</li> <li>• Reception drink service</li> </ul> </li> <li>• Prepare and serve different styles of cocktail including:             <ul style="list-style-type: none"> <li>• Stirred</li> <li>• Shaken</li> <li>• Built</li> <li>• Blended</li> <li>• Muddled</li> <li>• Non-alcoholic</li> </ul> </li> <li>• Recognize by sight and smell a selection of beers, spirits, fortified wines, aperitifs and liqueurs</li> </ul>	
<b>7</b>	<b>Wine Service</b>	<b>15</b>
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• The wine making process</li> <li>• Details of various wines including:             <ul style="list-style-type: none"> <li>• Grape variety</li> <li>• Production</li> <li>• Country and region of origin</li> <li>• Vintages</li> <li>• Characteristics</li> <li>• Approximate price</li> <li>• Matching food and wine;</li> </ul> </li> <li>• How wine is stored</li> <li>• Method of preparing wine for service</li> <li>• Selection of glassware and equipment used in wine service</li> <li>• Methods for the service for various wines wine</li> <li>• The use of wine as an accompaniment for food</li> </ul>	



	<p>The individual shall be able to:</p> <ul style="list-style-type: none"><li>• Provide informed advice and guidance to the guest on the selection of wine</li><li>• Identify a range of wines from aroma, taste and appearance</li><li>• Interpret information on a wine bottle's label</li><li>• Select and place on the table the appropriate glassware to the chosen wine</li><li>• Present wines to the guest</li><li>• Open wine at the table using accepted equipment. Open wine that has a traditional cork, champagne cork or screw top</li><li>• Decant or aerate wine when appropriate</li><li>• Offer wine for tasting</li><li>• Pour wine at the table, observing table etiquette</li><li>• Serve wines at their optimum temperature and condition</li><li>• Serve at a reception drinks service, e.g. Champagne</li></ul>	
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