

## Overview

This standard is about how you prepare the food service area ready for your customers and clear it down at the end of the service. This includes preparing the equipment such as trolleys and fridges, service items such as crockery and trays and ensuring that the food service area is set up correctly prior to service.

The standard concludes with the efficient clearing of the food service and dining areas and correct storage of equipment and condiments.

This standard focuses on the technical knowledge and skills required to prepare and clear areas for food and beverage service; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:

- Maintain basic food safety in catering
- Maintain food safety in a hospitality environment
- Provide basic advice on allergens to customers
- Minimise the risk of allergens to customers

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

- Prepare and clear areas food and beverage service

## Performance criteria

### *You must be able to:*

1. Check that the food service area is clean, undamaged and ready for use according to your workplace procedures
2. Check that the service equipment is clean, undamaged, where it should be and switched on ready for use
3. Check that you have sufficient supply of service items clean, undamaged, ready for use and stored appropriately
4. Prepare condiments and accompaniments and store appropriately ready for service
5. Display food items according to your workplace procedures in a way that will promote sales and appeal to your customers, if relevant
6. Check that the customer areas are clean, undamaged and set up according to your workplace procedures
7. Check that service items are clean, undamaged and placed ready for customers
8. Check that menus and promotional items are clean, correct, current and ready for customers' use
9. Check the customer area is appealing and welcoming to customers according to your workplace procedures
10. Check, when clearing, that service items, food items, condiments and accompaniments are assembled for cleaning or reusable items are stored according to your workplace procedures and food hygiene regulations
11. Dispose of rubbish and waste food appropriately
12. Check that all service equipment is clean, turned off and stored away correctly
13. Check that the service area is clean and ready for the continuing service
14. Check that customer areas and furniture are clean, tidy and ready for the continuing service

## Knowledge and understanding

### *You need to know and understand:*

1. Safe and hygienic working practises for preparing service and customer areas and the correct equipment for food and beverage service
2. Your workplace service style and procedures
3. Why condiments and accompaniments should be checked and prepared ready for service
4. When to prepare service areas and equipment ready for service
5. Why a constant stock of food service items should be maintained
6. Why presentation and food safety standards must be followed when displaying food
7. The types of problems that may occur when preparing and clearing areas for service and how to deal with these
8. Why all service items should be checked before service
9. Why menus and promotional items should be checked before use
10. The types of problems that may occur when preparing and clearing customer areas and how to deal with these
11. Safe and hygienic working practices for clearing customer and service areas after food and beverage service
12. Why all food service and customer areas should be left clean after service
13. Why certain electrical equipment should be turned off after service
14. Why waste must be handled and disposed of correctly
15. Why perishable foods should be removed after service and stored correctly in the kitchen
16. What types of problems may occur when clearing areas after food and beverage service and how to deal with these

## Scope/range

- 1 Service style
  - 1.1 table service
  - 1.2 tray service
  - 1.3 counter / takeaway service
  - 1.4 trolley service
  - 1.5 buffet / carvery service
- 2 Work area
  - 2.1 serving area
  - 2.2 customer area
- 3 Service equipment
  - 3.1 hot / cold beverage serving units
  - 3.2 refrigerated units
  - 3.3 heated units
  - 3.4 service / display units
- 4 Service items (disposable/reusable)
  - 4.1 trays
  - 4.2 food containers / crockery
  - 4.3 cutlery
  - 4.4 table coverings
  - 4.5 napkins
  - 4.6 menus / promotional items
  - 4.7 drinks containers
  - 4.8 service utensils
  - 4.9 decorative items
- 5 Condiments and accompaniments
  - 5.1 seasonings
  - 5.2 sugars / sweeteners
  - 5.3 prepared sauces / dressings
  - 5.4 prepared bread items

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Prepare and clear areas for food and beverage service

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