

## SFHGEN87

### Provide a table/tray service in a healthcare environment



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#### Overview

This standard is about greeting individuals, answering any questions they may have, and taking their orders for food/beverages. It also covers serving individuals and maintaining the area by clearing away crockery and cutlery and maintaining the levels of condiments.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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#### Performance criteria

*You must be able to:*

- P1 help individuals with dining arrangements as necessary, in line with the service style
- P2 make sure individuals have access to the correct menus
- P3 answer any questions individuals may have and give them information which meets their needs and promotes your organisation's products and services
- P4 identify individuals' orders and record and process them
- P5 serve individuals in line with the service style
- P6 provide individuals with the service items, condiments and accompaniments appropriate to their food
- P7 serve food and drink items with clean, hygienic and undamaged equipment of the appropriate type
- P8 ensure service temperatures are within the organisation policies and record any changes when appropriate
- P9 keep dining and service areas tidy, hygienic and free from rubbish and food debris
- P10 clear dining areas of soiled and unused service items at the appropriate times
- P11 maintain sufficient stocks of clean service items, condiments and accompaniments throughout the services
- P12 record/feedback any comments received on the food and its service

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#### Knowledge and understanding

*You need to know and understand:*

- K1 your organisation's standards for customer care and service style and why you should follow these
- K2 the correct procedures when greeting, seating and positioning individuals and why these are important
- K3 why information given to individuals should be accurate
- K4 why it is important to take individuals orders accurately and how to make sure that you do so
- K5 why it is important to promote the organisation to your individuals
- K6 the types of unexpected situations that may occur when taking orders and how to deal with these
- K7 safe and hygienic working practices when serving individuals and why these are important
- K8 which condiments and accompaniments go with each dish
- K9 why it is important to use the appropriate equipment when serving food and drink items to individuals
- K10 why it is important to check that food service equipment is clean and hygienic
- K11 the types of unexpected situations that may occur when taking orders and serving food and how to deal with these
- K12 safe and hygienic working practices for maintaining dining and service areas and why these are important
- K13 why dining and service areas must be kept tidy and free from rubbish and food debris
- K14 why waste must be handled and disposed of correctly
- K15 why a constant stock of table and service items should be maintained
- K16 procedures for taking, recording expectable food service temperatures

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### Additional Information

#### External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB10 Products to meet health and wellbeing needs

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