

SFHSS29

Provide a table/tray service



Overview

This standard describes the competence required to greet and seat customers, answer any questions, and take their orders. It also covers serving customer orders, and the maintenance of the area e.g. clearing away crockery and cutlery and maintaining the level 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 greet and attend to customers without delay and in a helpful and polite manner
- P2 take the customers to an appropriate dining area and assist them as necessary, in line with the service style
- P3 make menus available to the customers, answer any questions and give accurate information which meets customer needs and promotes your organisation's products and services
- P4 identify the customers' orders accurately and record and process them accordingly
- P5 deal with unexpected situations effectively and inform the proper person where necessary
- P6 carry out work in an efficient manner, in line with legal requirements and suitable workplace procedures
- P7 serve customers in a polite and helpful manner at all times, in line with service style
- P8 provide customers with the service items, condiments and accompaniments appropriate to their food
- P9 serve food and drink items with clean, hygienic and undamaged equipment of the appropriate type
- P10 deal with unexpected situations effectively and inform the proper person where necessary
- P11 carry out work in an efficient manner, in line with legal requirements and suitable workplace procedures
- P12 deal with customers in a polite and helpful manner at all times, in line with service style
- P13 keep customer dining and service areas tidy, hygienic and free from rubbish and food debris
- P14 clear customer dining areas of soiled or unrequired service items at the appropriate times
- P15 maintain sufficient stocks of clean service items, condiments and accompaniments throughout the services
- P16 empty refuse and waste food containers as required
- P17 deal with unexpected situations effectively and inform the proper person where necessary
- P18 carry out work in an efficient manner in line with legal requirements and suitable workplace procedures

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Knowledge and understanding

You need to know and understand:

- K1 why information given to customers should be accurate
- K2 which condiments and accompaniments go with each dish
- K3 why it is important to use the appropriate equipment when serving food and drink items to customers
- K4 why a constant stock of table and service items should be maintained
- K5 why it is important to check that good service equipment is clean and hygienic
- K6 why waste must be handled and disposed of correctly
- K7 why dining and service areas must be kept tidy and free from rubbish and food debris

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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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Originating organisation This NOS was originally developed by the Hospitality Training Foundation as Unit IFDS2

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Relevant occupations Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services

Suite Support Services

Key words Portering, Cleaning, Housekeeping, Laundry, Health Records, Mail, Security