

SELF-ASSESSMENT GUIDE

Qualification	FOOD AND BEVERAGE SERVICES NC II	
Unit of Competency	Provide Link Between Kitchen and Service Areas	
Instruction: <ul style="list-style-type: none"> Read each of the questions in the left-hand column of the chart. Place a check in the appropriate box opposite each question to indicate your answer. 		
Can I?	YES	NO
• Check service wares / equipment condition		
• Check quality of food		
• Prepare and transfer equipment at the appropriate service point		
• Transfer and place food promptly at the appropriate service point		
• Identify any additional items required from service areas		
• Follow standard operating procedures on handling equipment		
• Remove and transfer used items promptly from service areas to the location for cleaning		
• Dispose leftover food and disposable items		
• Follow procedure of plates / chinawares and silverwares stacking		
• Demonstrate good communication skills		
• Demonstrate knowledge of the job		
• Demonstrate proper ways of cleaning / washing equipment, service areas and disposing garbage		
• Demonstrate knowledge on how to dismantle equipment and the chemical solutions used for cleaning		
• Demonstrate knowledge on different types of chemical cleaning materials and their usage		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's Signature:	Date:	

SELF-ASSESSMENT GUIDE

Qualification	FOOD AND BEVERAGE SERVICES NC II		
Unit of Competency:	PROVIDE FOOD AND BEVERAGE SERVICE		
Instruction: <ul style="list-style-type: none"> Read each of the questions in the left-hand column of the chart. Place a check in the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
• Check and prepare restaurant / dining room for service			
• Prepare and adjust the restaurant / dining room environment to ensure comfort and ambiance to guest			
• Check and prepare equipment for service			
• Verify menu variation and daily specials and check availability of kitchen items with supervisor			
• Prepare and set tables in accordance with hotel standard and guest request			
• Check cleanliness and condition of tables prior to service			
• Welcome guest to the dining room and seat them according to table allocation			
• Present food menu and list of drinks to guests, giving clear explanation and description of items and specials of the day			
• Take and write orders and relay to kitchen for ordering			
• Provide and adjust set-up of table according to guest orders			
• Check presentation / garnish of drinks and food before serving to the right guest			
• Check guest satisfaction			
• Clear tables at the appropriate time			
• Clear dining area and/or prepare for the next service			
• Interact positively with customers			
• Identify OH&S requirements and demonstrate safe practices			
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>			
Candidate's Signature:	Date:		

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Qualification:	FOOD AND BEVERAGE SERVICES NC II	
Unit of Competency:	PROVIDE ROOM SERVICE	
Instruction: <ul style="list-style-type: none"> Read each of the questions in the left-hand column of the chart. Place a check in the appropriate box opposite each question to indicate your answer. 		
Can I?	YES	NO
• Receive call from rooms promptly and courteously		
• Check guest name and use them for interaction*		
• Check and clarify details of orders with guests		
• Record and interpret room service orders received		
• Use suggestive selling techniques		
• Set up trays and trolleys depending on meal functions		
• Check order before leaving the kitchen		
• Prepare and present room service meals and beverages to guests		
• Check and present guest's accounts		
• Present payment to cashier for processing		
• Clear room service area		
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>		
Candidate's Signature:	Date:	

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Qualification	FOOD AND BEVERAGE SERVICES NC II	
Unit of Competency	DEVELOP AND UPDATE FOOD AND BEVERAGE KNOWLEDGE	
Instruction: <ul style="list-style-type: none"> Read each of the questions in the left-hand column of the chart. Place a check in the appropriate box opposite each question to indicate your answer. 		
Can I?	YES	NO
• Identify required information and knowledge on food and beverage		
• Provide assistance to customers on the selection of food and beverage items		
• Respond to customers inquiries on menus and drinks lists		
• Update and maintain current and relevant knowledge on food and beverage		
• Demonstrate good communication skills		
• Identify different types of food and accompaniments		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's Signature:	Date:	