

TECHNICAL DESCRIPTION

RESTAURANT SERVICE



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international

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WorldSkills International, by a resolution of the Technical Committee and in accordance with the Constitution, the Standing Orders and the Competition Rules, has adopted the following minimum requirements for this skill for the WorldSkills Competition.

The Technical Description consists of the following:

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John Shiel
Chair Technical Committee



Stefan Praschl
Vice Chair Technical Committee

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1. **INTRODUCTION**

1.1 **Name and description of skill**

1.1.1 The name of the skill is

Restaurant Service

1.1.2 Description of skill

It is the purpose of WorldSkills to ensure that this skill reflects current and future practices of the Restaurant Service Industry.

Restaurant Service demands an extensive knowledge of International cuisine, of beverages and bar service. The waiter is the most important contact person in attending to the guests. It is therefore necessary to have a complete command of serving rules and to know the preparation of special dishes and drinks at the guest's table or in the bar. Basic requirements are skill and resourcefulness, good manners, good interaction with guests, aplomb and practical ability.

1.2 **Scope of application**

1.2.1 Every Expert and Competitor must know this Technical Description.

1.2.2 In the event of any conflict within the different languages of the Technical Descriptions, the English version takes precedence.

1.3 **Associated documents**

1.3.1 As this Technical Description contains only skill-specific information it must be used in association with the following:

- WSI - Competition Rules
- WSI - Online resources as indicated in this document
- Host Country - Health and Safety regulations

2. **COMPETENCY AND SCOPE OF WORK**

The Competition is a demonstration and assessment of the competencies associated with this skill. The Test Project consists of practical work only.

2.1 **Competency specification**

Competitors should have the skills and underpinning knowledge required to provide quality food and beverage service for a range of different service styles:

Prepare for service

Knowledge and understanding of preparing for service:

- Knowledge of the different types of food service establishments
- Identify a range of standard restaurant materials, equipment including cutlery, crockery and glassware, furniture and linen

Competitors shall be able to:

- Present themselves to the guest in a professional manner
- Prepare table dressings, table settings and napkin folds for different settings, occasions and styles including fine dining, bistro dining, banqueting and bar
- Organise tasks, plan work flow and demonstrate hygienic and safe work practices

Communication skills (verbal and/or non verbally)

Knowledge and understanding of colleague and customer requirements:

- Understand the importance of the meal experience for customers

Competitors shall be able to:

- Greet and seat guests appropriate to service area
- Take orders from guests
- Advise guests of menu information for food and beverages
- Liaise with kitchen staff
- Farewell guests

Note: Guests are sponsors and invited guests and officials from all countries participating in WorldSkills. Competitors may not serve guests from their own country, and guests must be instructed as to the expected behaviour and ordering at the Event.

Service of food and beverages

Knowledge and understanding of preparing for service of food and beverages:

- Food and beverage service techniques appropriate to the service
- Legislative and regulatory requirements including health and safety, hygiene and service of alcohol for own country and 'host country/region'

Competitors shall be able to:

- Serve and clear food for different styles of service
- Manage the service cycle for different styles of service
- Serve and clear alcoholic and non alcoholic, hot and cold beverages for different styles of service
- Demonstrate assembling, portioning, carving, filleting or flambé of dishes
- Demonstrate safe work practices and hygiene issues of specific relevance to food and beverage service
- Demonstrate waste minimisation techniques and environmental considerations in relation to food and beverage service
- Coordinate close down after service

2.2 Theoretical knowledge

2.2.1 Theoretical knowledge is required but not tested explicitly.

2.2.2 Knowledge of rules and regulations is not examined.

2.3 Practical work

Prepare for service (mise-en-place)

Preparation for the service and individual tasks to include:

- Clothing and boxing tables
- Folding napkins
- Polishing and preparation of service equipment
- Set tables in different formats. e.g. fine dining, banqueting, bistro dining and bar
- Organise tasks and work flow and timing

Service of food

Food service in different styles:

- Plated service from the kitchen
- Silver service
- Gueridon service including flambé, carving, filleting and assembling
- Canapé service

Service of Beverages

Preparation and service of beverage in different styles:

- From the bar. e.g. cocktails
- From a tray. e.g. pre-poured beverage
- From the gueridon. e.g. decanting wine
- At the table. e.g. wine from the bottle
- Reception drinks service. e.g. champagne service

Service of Coffee and Tea

Preparation and service of different styles of coffee to include:

- Coffee from a traditional espresso machine (www.worldbarristachampionship.com)
- Loose leaf tea
- Silver service and banquet service of coffee
- Liqueur coffee (recipe and procedure must be used from the recommended text "Food & Beverage Service 8th Edition by Lillicrap & Cousins)

Preparing Gueridon Dishes

Preparation and service of dishes from the gueridon to include:

- Carving
- Flambé
- Assembling
- Filleting

Preparation of Cocktails

Preparation and service of different styles of cocktails to include:

- Stirred
- Shaken
- Built
- Blended
- Muddled
- Non-alcoholic

A selection of 12 cocktails will be chosen 10 months prior to the competition from the recommended website www.iba-world.com by CE and DCE and posted on the discussion forum.

Drinks identification

Recognition by sight and smell only of selection of:

- Spirits
- Fortified wines
- Liqueurs

Recognition by sight, smell and taste of selection of:

- Red wines
- White wines

Reference websites and books

Competitors must use the following reference for training purposes to ensure consistency in standards. All ingredients supplied by the Competition Organiser will come from these references only.

- Websites
 - www.napkinfoldingguide.com
 - www.iba-world.com (Official Cocktails)
 - www.barristachampionship.com
- Books
 - *'Food and Beverage Service'* 8th edition, Lillicrap, D. and Cousins, J.
 - Published by: Hodder Education 2010
 - ISBN-10: 1444112503 and ISBN-13: 978-1444112504

3. **THE TEST PROJECT**

3.1 **Format / structure of the Test Project**

The Test Project is a series of standalone modules.

Competitors will be divided into equal teams.

Day 1 will be a rotation of tasks to familiarise the Competitors with the equipment and area.

Days 2-4 Competitors will rotate through 3 different modules

Individual Tasks will be confirmed in the modules to accommodate a daily 25% score

3.2 **Test Project design requirements**

Module Identification

- Module 1: Professional Skills and Techniques
- Module 2: Bistro Dining – Plated service
- Module 3: Banquet and Bar Service
- Module 4: Fine Dining – Gueridon

Module	Description	Notes
Professional Skills and Techniques All Tasks will attract a 15 minute time limit. Some tasks may be blind marked.	- Cutting and presentation of fresh fruit may include: - Pineapple - Apple - Orange - Strawberry - Banana - Melon - Table boxing and Napkin Folding - Preparation and service of cocktails - Preparation and service of a flambé dish(mystery basket) - Preparation and service of a carved dish - Decant or aerate a Red Wine	Fruit carving and presentation - on a platter or individual plates for presentation. To box a table (approx 2m x 75cm) on 4 sides without the use of pins or tape. To fold 8-10 different napkin folds from recommended site A selection of 12 cocktails will be chosen 10 months prior to the competition from www.iba.com-world Prepare a cocktail of competitors choice From the list in Module 4 From the list in module 4 To decant an aged red wine or aerate a young red wine
Bistro Dining	- Table set up and napkin folding (paper) to suit a bistro style restaurant - Mise-en-place to suit a /bistro style service for up to 3 tables served in the same service.	Tasks 1 – 2 will be completed prior to guests arriving and will attract a time limit. Some tasks may be blind marked. All tables will be offered the same menu and choice of beverages – bottled beer, white and red wine by glass, soft drinks and coffee from espresso coffee machine.

Module	Description	Notes
	3. Service of 3 tables with up to 4 guests on each table. The second table will be seated 15 minutes after the first. 4. Service of drinks from the bar. 5. Liqueur and Fortified wine familiarisation and identification 6. Decanting or Aeration of Wine 7. Preparation of assembled gueridon dishes	Service of food should be plated service Drinks should be poured at the bar and taken on a tray to the guests' table. 10 liqueurs and fortified wines will be selected from the following list of 15: Red Port, Madeira Sweet, Fino Sherry, Olorosso Sherry, Dry Vermouth, Sweet Vermouth, Marsala Sweet, Malibu, Dom Benedictine, Drambuie, Grand Marnier, Cointreau, Amaretto, Frangelico, Tia Maria To decant an aged red wine or aerate a white wine for service in Module 4 Fine Dining From list in Module 4, dish to be utilised as a menu choice during service
Banquet service	1. Mise-en-place appropriate for the set menu in the Test Project. 2. Set up Bar area for pre lunch drink service and lunch service 3. Serve a banqueting lunch for 6-8 guests. There will be two (2) services and two (2) groups of competitors. One group of competitors will do bar service in the morning and after lunch break will do table service. The other group will do the opposite. 4. Spirit Familiarisation and Identification	This module is divided into 2 parts - Banquet Bar Service - Banquet Table Service Tasks 1 – 2 will be completed prior to guests arriving and will attract a time limit, some tasks may be blind marked. Beverage Service may include: - Cocktails or champagne for pre meal service - Service of red and white wine by the bottle - Dessert wine by the glass. - Beer, soft drinks and mineral water Food Service may include: - Entrée - Plated service - Main Course – Silver Service - Dessert Preparation – Cake Carving, plating and plate decoration - Banqueting tea & coffee service 10 spirits will be selected from the following list in module 3: Vodka, Gin, Rum White, Rum Dark, Canadian Whisky, Bourbon Whiskey, Scotch Whisky, Irish Whiskey, Tequila, William (Pear), Cognac, Kirsch, Calvados, Armagnac, Grappa.
Fine Dining	1. Mise-en-place appropriate for the 3 course menu from the Test project	Task 1 will be completed prior to guests arriving and will attract a time limit.

Module	Description	Notes
	Serve a Fine Dining lunch for 4 Guests that may include: 2. Carving/Fillet dishes from the Gueridon 3. Assembling dishes at the Gueridon 4. Flambé Dishes from the Gueridon 5. Silver Service of dishes 6. Opening and Service of White and red Wine 7. Coffee Service from the Gueridon 8. Service of Spirit and liqueurs 9. Wine familiarisation and Identification	Carving may include the following: Chateaubriand, Rack of Lamb, Roast Chicken, Roast Breast of Duckling, Smoked Salmon, Filet Mignon and Dover Sole - ensuring portion control Assembling dishes may include the following Steak Tartar, Salmon Tartar, Salad with dressing and Soup from the terrine Flambé dishes may include the following: Steak Diane, Pepper Steak, Crepes Suzette, Pineapple Flambé, Banana Flambé and Cherry Jubilee Silver service of dishes may include some of the above Gueridon dishes as per recommended text and accompaniments. Opening and service of wine in front of the customer. This service should include decanted or aerated in module 2 (to avoid wastage) Service can include: Silver service of coffee or preparation and service of Liqueur Coffee as per TD Service of liqueurs may include the following: Cognac, Irish Mist, Drambuie, Cointreau, Grand Marnier and Calvados Six wines will be selected from the following list of 10 wines Red wine - French Merlot, South African Pinotage, Chilean Cabernet Sauvignon, Italian Nebbiolo, French Syrah (shiraz) White wine – New Zealand Sauvignon Blanc, German Riesling, Australian Chardonnay, French Viognier, French Semillon

3.3 Test Project development

The Test Project MUST be submitted using the templates provided by WorldSkills International (<http://www.worldskills.org/competitionpreparation>). Use the Word template for text documents and DWG template for drawings.

3.3.1 Who develops the Test Project / modules

The Test Project / modules are developed by:

The Test Project / modules are developed by all Experts.

The Experts are divided into teams to work on a selected module by the SMT.

3.3.2 How and where is the Test Project / modules developed

The Test Project modules are developed jointly at the previous Competition. Each module is presented to the group of Experts for approval or changes.

3.3.3 When is the Test Project developed

The Test Project is developed according to the following timeline.

Time	Activity
At the previous Competition	The Test Project modules are developed jointly by the Experts. The Test Project modules are selected by vote of the Experts.
At the Competition	30% change is decided by all Experts and agreed by vote.

Additional information/updates are jointly decided on the forum in the lead-up to the Competition.

3.4 Test Project marking scheme

Each Test Project must be accompanied by a marking scheme proposal based on the assessment criteria defined in Section 5.

3.4.1 The marking scheme proposal is developed by the person(s) developing the Test Project. The detailed and final marking scheme is developed and agreed by all Experts at the Competition.

3.4.2 Marking schemes should be entered into the CIS prior to the Competition.

3.5 Test Project validation

Test Project modules are designed in line with previous skill competition, equipment, knowledge and timings.

3.6 Test Project selection

The Test Project is selected as follows:

The Test Project is selected by vote of Experts at the previous Competition.

3.7 Test Project circulation

The Test Project is circulated via WorldSkills International website as follows:

The Test Project is circulated on the WorldSkills International website immediately after the previous Competition.

3.8 Test Project coordination (preparation for Competition)

Coordination of the Test Project will be undertaken by:

The coordination of the Test Project will be undertaken by the Chief Expert, Deputy Chief Expert and Workshop Supervisor.

3.9 Test Project change at the Competition

The 30% change is decided by all Experts at the current competition. Experts will be divided into equal teams to manage a project/module and present 30% changes to all Experts, who vote on agreement.

3.10 Material or manufacturer specifications

Not applicable

4. **SKILL MANAGEMENT AND COMMUNICATION**

4.1 **Discussion Forum**

Prior to the Competition, all discussion, communication, collaboration and decision making regarding the skill must take place on the skill-specific Discussion Forum (<http://www.worldskills.org/forums>). All skill-related decisions and communication are only valid if they take place on the forum. The Chief Expert (or an Expert nominated by the Chief Expert) will be moderator for this forum. Refer to Competition Rules for the timeline of communication and competition development requirements.

4.2 **Competitor information**

All information for registered Competitors is available from the Competitor Centre (<http://www.worldskills.org/competitorcentre>).

This information includes:

- Competition Rules
- Technical Descriptions
- Test Projects
- Other Competition-related information

4.3 **Test Projects**

Circulated Test Projects will be available from [worldskills.org](http://www.worldskills.org) (<http://www.worldskills.org/testprojects>) and the Competitor Centre (<http://www.worldskills.org/competitorcentre>).

4.4 **Day-to-day management**

The day-to-day management is defined in the Skill Management Plan that is created by the Skill Management Team led by the Chief Expert. The Skill Management Team comprises the Jury President, Chief Expert and Deputy Chief Expert. The Skill Management Plan is progressively developed in the six months prior to the Competition and finalised at the Competition by agreement of the Experts. The Skill Management Plan can be viewed in the Expert Centre (<http://www.worldskills.org/expertcentre>).

5. **ASSESSMENT**

This section describes how the Experts will assess the Test Project / modules. It also specifies the assessment specifications and procedures and requirements for marking.

5.1 **Assessment criteria**

This section defines the assessment criteria and the number of marks (subjective and objective) awarded. The total number of marks for all assessment criteria must be 100.

Section	Criterion	Marks		
		Subjective (approximate)	Objective (approximate)	Total
A	Module 1 Professional Skills and Techniques	15	10	25
B	Module 2 Bistro Dining	15	10	25
C	Module 3 Banquet Dining and Bar	20	5	25
D	Module 4 Fining Dining	20	5	25
Total =		70	30	100

5.2 Subjective marking

At most 70% of the assessment will be marked subjectively.
Scores are awarded on a scale of 1 to 10.

Performance Level	Scores	Guide Description
Perfect	10	Very confident, very good knowledge of task, very good level of skills
Very Good	9	
Good	8	
Fairly Good	7	Confident, good knowledge of task, good level of skills
Sufficient	6	Fairly confident, some limitation in knowledge of task, some limitation in skills
Average	5	
Poor	4	Not fully confident, variable limitations in knowledge of task, variable limitations in skills
Unsatisfactory	3	
Very Bad	2	Not confident, considerable limitations in knowledge of task, considerable limitations in skills
Nothing	1	

These descriptions are intended to assist in developing consistent marking across all Experts and across all tasks. The descriptions are indicators of the type of criteria Experts should be looking for to give a subjective score out of ten in accordance with the WorldSkills International marking system.

5.3 Skill assessment specification

Marking by the Experts will be at minimum 30% objective assessment and at most 70% subjective assessment.

Marking guides will be designed and agreed on prior to the Competition.
Experts would discuss and agree on standards at the Competition in line with the marking guides.

Example of Subjective Marking:

Competitor Number		1	2	3	4	5
Module 1						
Task 1a - Uniform						
- uniform suitable for task						
- uniform of good presentation						
- shoes appropriate for task						
Total Task 1a	10	8	9			

In the above example of subjective marking – the expert uses the criteria as a guideline to decide on a score out of 10. *For example – uniform may be suitable for the task, however trousers may be too long – competitor then has one mark deducted – and receives a score of 9.*

Example of Objective Marking:

Competitor Number			1	2	3	4	5
Module 1							
Task 1b Decanting Wine	Yes	No					
- correct mise en place	1	0	1	0			
- presentation of wine	1	0	1	1			
- opening procedure	2	0	2	0			
- checking wine quality	1	0	0	1			
- decanting technique	2	0	2	2			
- no spillage	2	0	2	0			
- timing	1	0	1	1			
Total Task 1a	10	0	9	5			

In the above example of objective marking – the expert can allocate only the mark awarded for the specific criteria if they have achieved it – if an error has been made – they receive no mark.

For example – No spillage – whether the competitor may have a large or small amount of spillage they will receive 0 marks. 2 marks would only be awarded if there were no spillage.

Proposed Guidelines for allocation of criteria for all 4 modules

A. Professional Skills and Techniques may include:

- Personal presentation
- Communication skills
- Table boxing and napkin folding
- Gueridon skills - carving and flambé
- Decanting or aeration of wine
- Cocktails – with or without alcohol

B. Bistro Dining may include:

- Personal presentation
- Social and communication skills with guests
- Mise en place
- A la carte service – plated food
- Service of wine, beer, juices and soft drinks from the bar
- Espresso coffee styles from Espresso machine
- Gueridon skills including assembled dishes
- Decanting or aeration of wine
- Liqueur and Fortified wine familiarisation and identification

C. Banquet and Bar may include:

- Personal presentation
- Social and communication skills with guests
- Mise en place
- Banquet food service - plated and silver service
- Gueridon skills - cake carving, plating and plate decoration
- Banquet tea and coffee service
- Service of wine and beverages
- Cocktails with and without alcohol
- Spirit familiarisation and identification

D. Fine Dining may include:

- Mise en place
- Personal presentation
- Social and communication skills with guests
- Fine dining service skills
- Gueridon skills - assembling, carving, filleting and flambé
- Silver service
- Service of wine
- Coffee Service – silver service or liqueur coffee
- Spirit and Liqueur Service
- Wine familiarisation and identification

Underlying skills such as hygiene, occupational health and safety, waste minimisation and environmentally responsible work practices, flair, technique, organisational skills and methodology will be incorporated in all Criteria.

5.4 Skill assessment procedures

Experts are placed into marking teams and remain in the same module for the 4 days of the Competition, to ensure consistency in marking. Teams will have a range of Experts from different countries/regions and should also be a mix of returning experts and new experts. Each team will be allocated a team leader to conduct the daily Competitor briefings. The CE and DCE decide the team leaders and their teams.

Competitors will be placed into teams by the CE and DCE which will have a range of different countries/regions. Competitor teams will rotate through the modules over the 4 days of Competition. Competitors will draw their allocation daily.

Separate mark sheets will break down each module into tasks (or sub criteria) and are used by the experts to mark the Competitors. The mark sheets are shown to Competitors at the start of each day for the specific module they will be working on for a time of 15 minutes.

At the end of each day of Competition, final marks are recorded onto the Subjective or Objective mark sheets and then entered into CIS by the CE and DCE or Skill Assistant.

All 4 modules will be where possible and appropriate, evenly weighted across all assessment criteria and have approximately the same amount of overall weighting towards the final total.

Competitors will be asked to perform a variety of practical tasks, which test theoretical, product knowledge, practical skills, personal presentation, social skills and 'green' practices. Tasks will attract a time restriction, some will be performed for invited guests and some will be 'blind marked'.

6. SKILL-SPECIFIC SAFETY REQUIREMENTS

Refer to Host Country Health & Safety documentation for Host Country regulations.

Refer to Host Country Health & Safety documentation for Host Country regulations.
No skill-specific safety requirements.

7. MATERIALS & EQUIPMENT

7.1 Infrastructure List

The Infrastructure List details all equipment, materials and facilities provided by the Host Country.

The Infrastructure List is online (<http://www.worldskills.org/infrastructure/>).

The Infrastructure List specifies the items & quantities requested by the Experts for the next Competition. The Competition Organiser will progressively update the Infrastructure List specifying the actual quantity, type, brand/model of the items. Items supplied by the Competition Organiser are shown in a separate column.

At each Competition, the Experts must review and update the Infrastructure List in preparation for the next Competition. Experts must advise the Technical Director of any increases in space and/or equipment.

At each Competition, the Technical Observer must audit the Infrastructure List that was used at that Competition.

The Infrastructure List does not include items that Competitors and/or Experts are required to bring and items that Competitors are not allowed to bring – they are specified below.

7.2 Materials, equipment and tools supplied by Competitors in their toolbox

To minimise costs associated with the transportation of tools and equipment for Member countries/regions, to minimise storage required and to be environmentally responsible – Competitors do not require and should not bring a large tool box – suggested size should be approximately – L 65cm, W 40cm and H 45cm.

General requirements

- Pen
- Notebook
- Box of matches or lighter
- Knife kit suitable for gueridon and bar skills
- Service gloves
- Waiter's friend/wine opener
- Crumber
- Four spirit measures
- Own cocktail shaker x 2

No other equipment will be accepted at the Competition

Uniform requirements

For Module 1 – Professional Skills and Techniques and Module 2 – Bistro Dining

Competitors must wear black trousers or black skirt, white long-sleeved shirt suitable for wearing a tie. The organisers will supply the tie and black long apron.

No other uniform will be accepted for these modules.

For Module 3 Banqueting and Bar and Module 4 Fine Dining

Competitors are to bring uniform appropriate for the tasks.

7.3 Materials, equipment and tools supplied by Experts

Experts and interpreters must present at the Competition in appropriate attire that reflects managerial standard in the hospitality industry (suit and tie).

No cell phones and cameras will be permitted during Competition times.

The giving of gifts to fellow Experts is not compulsory however if Experts wish to bring gifts please limit to one gift and Member pin per Expert and Competitor.

7.4 Materials & equipment prohibited in the skill area

No other equipment or material is allowed.

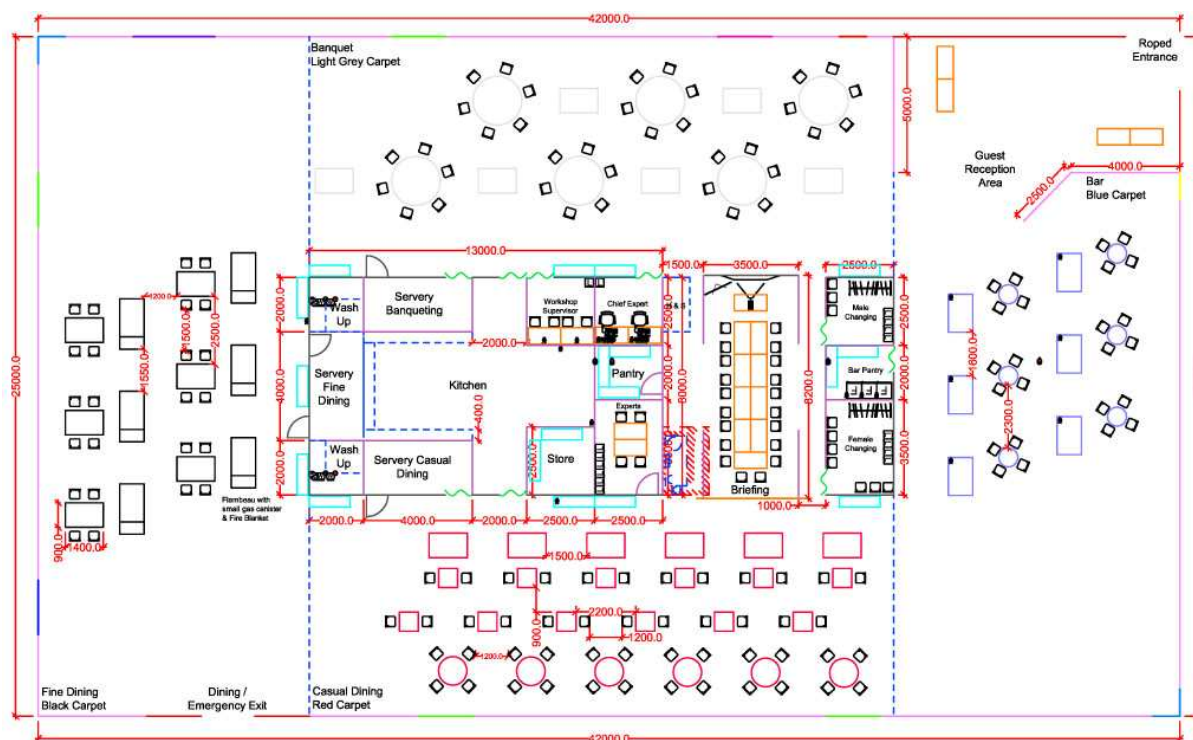
Bistro

- Bistro Dining will be served on attractive table tops no Linen
- Bistro Napkins should be colour and paper
- Fine dining must be on a fine table cloth covered table
- Colour coordinated differentiation of each area
- Table and cloth size to be determined by host nation and communicated 3 months prior to Competition –all measurement to be in cm.

7.5 Proposed workshop and workstation layouts

Workshop layouts from London are available at:
http://www.worldskills.org/index.php?option=com_halls&Itemid=540

Workshop layout:



8. MARKETING THE SKILL TO VISITORS AND MEDIA

8.1 Maximising visitor and media engagement

Following is a list of possible ideas to maximise visitor and media engagement:

- Test Project descriptions
- Career opportunities
- Invitation for media/sponsors for meal service
- Try-a-trade (Competition Organiser)
- Display screen (Competition Organiser)

8.2 Sustainability

- Recycling – paper, cardboard, glass, plastic, food waste
- Use of green materials where possible
- Service of food and beverages to customers to avoid wastage
- Competitors marked on their 'green' practices
- Small toolboxes