



Social and professional services

**Restaurant service
Technical handbook**



Introduction

This handbook has been prepared as a resource to help guide you through the WorldSkills UK Restaurant Service competition. This means that the document will contain information on the competition journey and the standards required to participate in the competition. Insight into the assessment principles, methods and procedures that govern the competition will be made available in this handbook to help you better prepare for the competition. As well, you will be encouraged to think about your journey as a competitor, the level of opportunity that you will be provided with to showcase your skills and also the handbook will get you to start thinking about your future and career.

Competition Overview

Stage 1 Registration and preparation

To compete in the competition, you must register using the WorldSkills UK website. You will then receive a confirmation of whether you have successfully registered. Whilst you wait to get to the next stage of the competition, you should do your best to prepare for the competition by taking a look at the **pre-competition activity task** made freely available to you on [our website](#).

Stage 2 Passive stage

Shortly after registering, the competition journey will begin with what is called a passive stage. This will be an online task that the competitor will complete and then return to WorldSkills UK for marking. This is a really important part of the competition journey as it gives the competitor an early taste of what knowledge is needed to be successful on the journey. Once everyone's scores have been totalled, competitors will be informed if they have passed on to the next round, called the national qualifiers.

Stage 3 National Qualifiers

For competitors who have managed to pass through the passive stage the next step is the national qualifiers. This is where the competitor will be allocated a physical local centre from where to compete and will give competitors the chance to demonstrate their skillset. This stage will be marked by WorldSkills

UK expert judges. The top eight scores from the national qualifiers will then go through to the next round, the national finals.

Stage 4 WorldSkills UK National Finals

The top eight (8) competitors in the UK will be invited to compete in the UK National Final which is the pinnacle of the UK national competition cycle.

The National Finals are a large scale event, hosted at the NEC in Birmingham every year.

Stage 5 WorldSkills UK International Competitions

Beyond the national finals, there are a host of opportunities for competitors. Age-eligible competitors who show the highest skills, passion, and drive from the national finals will be given the opportunity to compete to train for the EuroSkills and WorldSkills international competitions.

Those who are not eligible for international competitions may join the Champions programme, which allows continued involvement, including the opportunity to work with WorldSkills UK and visit schools, colleges, and events to inspire the next generations.

Alternatively, if training is of interest to you, you could consider supporting WorldSkills UK with organising and training, and even helping to run the National Finals.

Career Information

The restaurant service practitioner provides high quality food and drink service to guests. A food service practitioner generally works in the commercial sector, offering a range of services to customers. There is a direct relationship between the nature and quality of the service required and the payment made by the guest. Therefore, the practitioner has a continuing responsibility to work professionally and interactively with the guest in order to give satisfaction and thus maintain and grow the business.

Work environments

The restaurant service practitioner is likely to work in a hotel or restaurant. However, the size, nature and quality of these establishments can vary enormously from internationally renowned hotel chains to smaller, privately owned, more intimate restaurants. The quality and level of service provided and expected by guests will also vary. The styles of service will be dependent on the targeted customer and can range from simple self-service operations to elaborate service styles where dishes can be prepared at the guests' table. In its more elaborate form, food, and drink service can be likened to a form of theatre.

Skills associated with restaurant services

High quality food and drink service requires the practitioner to have extensive knowledge of international cuisine, beverages, and wines. They must have a complete command of accepted serving rules and must know the preparation of speciality dishes and drinks at the guests' table or in the bar. The food server is the most important person in attending to the guests and providing the meal experience. Skill and resourcefulness, good manners, excellent interaction with guests, aplomb, excellent personal and food hygiene practices, smart appearance, and practical ability are all essential.

A wide range of specialist tools and materials will be used for the service of specialist dishes, drinks, and wines. The practitioner will be familiar with their use in addition to the more usual pieces of equipment that are found in most dining situations.

Irrespective of the working environment, excellent communication, and customer care skills are universal attributes of the outstanding practitioner. Food service personnel will work as part of a team and with other teams in the hotel or restaurant. Whatever the structure of the work, the trained and experienced practitioner takes on a high level of personal responsibility and autonomy. This ranges from safeguarding the health and wellbeing of the guests and colleagues through scrupulous attention to safe and hygienic working practices, to achieving exceptional experiences for special occasions.

With the globalization of gastronomy, the expansion of travel for pleasure and business, and the international mobility of people, staff in the hospitality industry enjoy rapidly expanding opportunities and challenges. For the talented restaurateur there are many commercial and international opportunities; however, these carry with them the need to understand and work with diverse cultures, trends, and environments. The diversity of skills associated with restaurant service is therefore likely to keep expanding.

For more information on careers associated with the restaurant services please visit the WorldSkills UK Careers guidance webpage on [becoming a restaurant manager](#)

The WorldSkills Occupational Standards (WSOS)

General notes on the WSOS

Pages 6 to 13 in this handbook will outline the WorldSkills Occupational Standards (WSOS). The WSOS standards are a guide that provides insight into the required training and preparation for the restaurant services national and international competitions. The standards specify the knowledge, understanding, and specific skills that underpin international best practice in technical and vocational performance in order to reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business.

Within the competition, the assessment of knowledge and understanding will take place through the assessment of performance. There will only be separate tests of knowledge and understanding where there is an overwhelming reason for these. Standards are divided into distinct sections with headings and reference numbers added.

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Each section is assigned a percentage of the total marks to indicate its relative importance within the Standards. This is often referred to as the “weighting”. The sum of all the percentage marks is 100. The weightings determine the distribution of marks within the Marking Scheme.

For the tasks, the marking scheme will assess only those skills that are set out in the standards specification, outlined below. They will reflect the standards as comprehensively as possible within the constraints of the competition.

The marking scheme will follow the allocation of marks within the Standards to the extent that is practically possible. A variation of up to five percent is allowed, provided that this does not distort the weightings assigned by the Standards.

WorldSkills Occupational Standards

Section	Relative importance (%)
1 Work organization and management	10

The individual needs to know and understand:

- different types of food service establishment and the styles of food service that they will use
- the importance of the ambiance of the restaurant to the overall meal experience
- target markets for various types of food service styles
- business and financial imperatives when running a food service establishment
- relevant legislative and regulatory requirements, including health, safety, and environment, food handling and hygiene, and the sale and service of alcohol
- the importance of working efficiently to minimize wastage and negative impacts on the environment from business activity and to maximize sustainability
- ethics linked to the food service industry
- the importance of effective inter-departmental working.

The individual shall be able to:

- present themselves to guests in a professional manner
- demonstrate personal attributes including personal hygiene, smart and professional appearance, demeanour, and deportment
- organize tasks effectively and plan workflows
- consistently demonstrate hygienic and safe work practices
- minimize waste and any negative impact on the environment
- work effectively as part of teams and with other departments
- act honestly and ethically in all dealings with customers, colleagues, and the employer
- be responsive to unexpected or unplanned situations and effectively solve problems as they occur
- engage with continuous professional development
- prioritize tasks, especially when serving multiple tables.

Section	Relative importance (%)
2 Customer service and communications	12

The individual needs to know and understand:

- the importance of overall meal experiences
- the importance of effective communications and inter-personal skills when working with customers and colleagues
- the food server's role in maximizing sales.

The individual shall be able to:

- greet and seat guests appropriate to service areas
- provide appropriate advice and guidance to guests on the menu choices, based on sound knowledge
- take orders accurately from guests
- judge the level of communication and interaction appropriate for each guest or group
- communicate effectively with guests appropriate to the setting and the guests' requirements
- act politely and courteously
- be attentive without being intrusive
- check with customers that everything is satisfactory
- observe appropriate table etiquette
- deal effectively with guests who are difficult or who complain
- communicate effectively with guests who have communication difficulties
- recognize and respond to any special needs that guests may present
- liaise effectively with kitchen staff and staff from other departments
- present bills, deal with payments, and bid guests farewell.

Section	Relative importance (%)
3 Preparation for service (mise en place)	10

The individual needs to know and understand:

- a range of standard restaurant materials and equipment including:
 - cutlery
 - crockery
 - glassware
 - linen
 - furniture
- the purposes of specialist equipment used in restaurant service
- the importance of presentation and appearance for restaurants
- the factors that contribute to creating the right ambiance and atmosphere for dining
- the tasks to be completed to prepare for service.

The individual shall be able to:

- prepare table dressings and decorations
- ensure that rooms are clean and well presented
- prepare restaurants appropriately for meals to be served
- place tables and chairs appropriately for expected number of covers
- set tables using the appropriate linen, cutlery, glassware, china, cruets, and additional equipment necessary
- create a range of napkin folds for different settings and occasions
- prepare restaurants for various service styles including breakfast, lunch, afternoon tea, dinner, casual, a la carte, bar, banqueting, and fine dining service
- prepare buffet tables for buffet style service including boxing tablecloths
- organize and prepare function rooms in readiness for various function formats
- organize and prepare sundry supporting areas, for example sideboards, still rooms, and expected accompaniments and condiments for menu items.

Section	Relative importance (%)
4 Food service	28

The individual needs to know and understand:

- national and international food and beverage service styles and techniques
- when and in what circumstances various food service techniques would be used
- ingredients, method of cookery, presentation, and service for all dishes on the menu, sufficient to advise guests
- current and future trends in restaurant service
- a range of highly specialized and international cuisines and their styles of restaurant service.

The individual shall be able to:

- manage the service cycle for different styles of service
- use specialist equipment correctly and safely
- correct covers as required for dishes to be served
- professionally and efficiently serve food for different styles of service, e.g.
- plated service
- silver service/French service
- gueridon service
- trolley/Voiture service
- serve food from Gueridons
- prepare, portion, and serve specialist dishes from Gueridons, including:
- assembly of dishes
- carving of meat, poultry, and wild meat
- filleting fish
- preparing and carving fruits
- creating garnishes for cocktails
- using spices in preparing dishes
- serving different cheeses
- preparing salads and salad dressings
- flambé dishes (meat/dessert, seafood, fruit)
- preparing main courses, starters, deserts
- demonstrate appropriate flare and theatre
- clear plates and other items from customers' tables
- crumb down at appropriate times between courses
- serve a range of meals including breakfast, lunch, afternoon tea, dinner, casual, a la carte, bar, banqueting, and fine dining service
- provide high quality restaurant service in highly specialized or international restaurants
- create own dishes (flambé) from ingredient lists.

Section	Relative importance (%)
5 Beverage service	12

The individual needs to know and understand:

- the range of beverages that may be prepared and served in a restaurant or other outlet
- how to use specialist equipment properly and safely
- the range of glassware in which beverages may be served
- the range of china and glassware in which beverages may be served

- the range of china, silver and glassware that may be used such as sugar bowls, milk and cream jugs, spoons, strainers, tongs, etc.
- recognized accompaniments for beverages
- trends and fashions in beverage sales and service
- techniques and styles of beverage service
- names and correct spirits and liqueurs, wines, beers, champagne, syrups, juices, tea and coffee beverages, water.

The individual shall be able to:

- serve and clear different types of beverages and drinks
- prepare and serve beverages from a range of specialist machines: teapots, coffee machines, boilers, blenders, juicers, ice machines, boilers, blenders, juicers, grinders, beverage carbonating systems etc.
- use specialist equipment for serve beverages (sommelier knife, opener, strainer, jiggers etc.)
- create own speciality beverages with an accepted range of choice
- prepare and serve a range of hot and cold drinks
- prepare and serve liqueurs including with beverages
- prepare and serve silver served hot drinks and their accompaniments
- serve teas and coffees at banquets and functions
- serve petit fours or sweetmeats as appropriate
- prepare cocktails
- prepare garnish cocktails
- serve beverages, wines, beers, liquors, spirits, cocktails, waters
- follow the correct procedures for opening bottles.

Section	Relative importance (%)
6 Alcoholic and non-alcoholic drinks service	12

The individual needs to know and understand:

- the range of alcoholic and non-alcoholic drinks that may be served in a restaurant
- the range of glassware and their uses in drinks service
- the range of accompaniments that are served with alcoholic and non alcoholic drinks
- issues relating to honesty and integrity in regard to alcoholic drinks
- legal requirements relating to the sale and service of alcoholic drinks
- methods of serving drinks in a range of scenarios
- a range of cocktails, their ingredients, methods of making and service

- servers ethical and moral responsibilities in relation to the sale and service of alcoholic drinks

The individual shall be able to:

- prepare the service area for the service on alcoholic and non-alcoholic drinks
- select glassware and accompaniments for the sale and service of alcoholic and non-alcoholic drinks
- maintain the highest standards of hygiene and cleanliness during the sale and service of alcoholic and non-alcoholic drinks
- serve alcoholic drinks within current legislation with regard to measures, customers' ages, service times and locations
- pour drinks from bottles, for example beers and ciders
- measure drinks using appropriate measures
- follow recipes for IBA cocktails
- prepare, serve, and clear alcoholic and non-alcoholic beverages for different styles of service:
 - at the table;
 - reception drink service
- prepare and serve different styles of cocktail including:
 - stirred
 - shaken
 - built
 - blended
 - muddled
 - signature
- recognize by sight and smell a selection of spirits, aperitifs, and liqueurs
- create own alcoholic and non-alcoholic cocktails from ingredient lists.

Section	Relative importance (%)
7 Wine service	8

The individual needs to know and understand:

- the wine making process
- details of various wines including:
 - grape variety;
 - production;
 - country and region of origin;

- vintages;
- characteristics;
- matching food and wine
- how wine is stored
- method of preparing wine for service
- selection of glassware and equipment used in wine service
- methods for the service for various wines • The use of wine as an accompaniment for food,

The individual shall be able to:

- provide informed advice and guidance to the guest on the selection of wine
- identify a range of wines from aroma, taste, and appearance
- interpret information on a wine bottle's label
- select and place on the table the appropriate glassware to the chosen wine
- present wines to the guest
- open wine at the table using accepted equipment. Open wine that has a traditional cork, champagne cork, or screw top
- decant or aerate wine when appropriate
- offer wine for tasting
- pour wine at the table, observing table etiquette • Serve wines at their optimum temperature and condition
- serve at a reception drinks service, e.g. champagne.
- recognize by sight and smell a selection of fortified wines.

Section	Relative importance (%)
8 Coffee service	8

The individual needs to know and understand:

- the coffee making process
- details of various coffee including:
 - beans;
 - production;
 - country and region of origin;
 - characteristics;
- use specialist machine and equipment
- prepare and serve different styles
- technique work with milk products
- selection of glassware and equipment used in coffee service

- classic types coffee
- coffee grinding.

The individual shall be able to:

- prepare and serve coffee drinks
- follow the recipes for classic coffee
- prepare a range of international coffee specialities
- create signature coffee drinks with own choice
- use appropriate pouring techniques
- decorate coffees
- follow appropriate working processes.

Total

100

The National Qualifiers: what to expect

After you successfully complete the passive stage with enough marks to get through to the next round, you will be asked to attend the national qualifiers. The qualifiers are held around the UK and are ensured to be locally positioned so as to ensure access for all competitors.

Below is an example of qualifier brief. Please note this is not the actual brief but an example of tasks that would be expected of competitors

Restaurant services qualifiers practice brief

Competitors are required to complete a range of practical restaurant tasks to demonstrate both ability and creativity. The brief is provided in advance in order that some preparations can be made and brought to the competition

TASK A: THEMED COCKTAILS & MOCKTAILS

Competitors to create a **WHISKY** based cocktail **AND** a mocktail suitable for service in a cocktail bar based on the theme of **“THE GREAT OUTDOORS”**.

Recipes should be original, using no more than 6 ingredients, and made by whichever method the competitor thinks appropriate.

30 minutes allowed to produce 2 glasses of both the cocktail and the mocktail, including garnishes

TASK B: CARVED PINEAPPLE

Competitors to carve 2 portions of a fresh pineapple and plate as appropriate for table theatre service in a fine dining restaurant

25 minutes allowed to set up work station and carve 2 portions of pineapple

TASK C: FLAMBÉ PINEAPPLE

Competitors to produce 2 portions of pineapple flambe (pineapple from previous task) and plate on 2 dining plates as for table theatre service in a fine dining restaurant.

25 minutes allowed to set up work station and complete task

TASK D: THEMED TABLE LAY UP

Competitors to plan (in advance) a three-course menu, with wine choices, suitable for an award ceremony, with suitable décor on the theme of **“THE GREAT OUTDOORS”**. Competitors are required to lay up their table with their choice of décor and discuss the menu & wine choice with the judges.

- competitors will be provided with an un-clothed table (approx. 70cm square) to present their lay-up on, no chairs
- table centre / decoration can be prepared in advance but all polishing must be carried out during competition.

30 minutes allowed to prepare a lay a themed table for 2 covers.

TASK E: NAPKIN FOLDING

Competitors to present 10 folded napkins (5 different folds and 2 of each type) suitable for the following styles of service; Fine dining, Casual dining, Afternoon Tea, Banqueting & Tray service

- Napkins should be linen and can be white or any colour of their choosing

15 minutes to produce 10 folded napkins

FOR ALL TASKS

- competitors should provide all their own equipment (except tables) and ingredients
- 'Food and Beverage Service' 9th edition, John Cousins, Dennis Lillicrap and Suzanne Weekes, Hodder Education, 2014 is recommended reference
- judging is based on the use of creativity, ingredients, technical skills, working methods, presentation and taste as appropriate to each task as well as meeting the competition brief.

The National Finals: what to expect

The national finals are a large scale event held in a top location every year, with the 2019 finals taking place at the NEC in Birmingham. At the national finals you will see all Worldskills UK competitions taking place, from building to aircraft maintenance competitions. The competition will take over three days.

Below is an example of a test project for the national finals. Please note this is not the actual brief but an example of tasks that would be expected of competitors as they have been used in the finals before.

DAY 1	
TASK 1 30 minutes	Set up & prepare 2 portions of a mocktail of own choice Ingredients to be ordered in advance Own glasses may be used
TASK 2 30 minutes	Set up & prepare 2 portions of a speciality coffee
TASK 3 30 minutes	Carve & plate 4 portions from a side of smoked salmon, as per fine dining service with traditional accompaniments
TASK 4 30 minutes	Set mise en place and flambé 2 portions of scampi in cream sauce as for table theatre in fine dining restaurant

TASK 5 2 hours	Afternoon Tea Service Mise en place & service of Champagne style Afternoon tea for 2 covers <i>Champagne to be opened and served at table</i> <i>Savouries, Pastries and silver service of scones</i> <i>Selection of loose leaf tea to be offered</i>
TASK 6 20 minutes	Familiarisation of spirits, & liqueurs (10) from list given in advance (10 mins) Identification of spirits & liqueurs (6) (10mins)
DAY 2	
TASK 7 20 minutes	Boxing a 6ft table on 3 sides with maximum 3 cloths
TASK 8 20 minutes	Decanting a bottle of red wine
TASK 9 20 minutes	Napkin Folding – 4 different folds – 2 of each
TASK 10 20 minutes	Fruit carving Prepare & serve 2 portions of fruit – 1 orange, 1 banana, 2 strawberries
TASK 11 3 hours (with break)	Mise en place for formal dining lunch service with gueridon work for 4 covers (60minutes) Lunch service (90 minutes) Plated Starter Main course (carved at gueridon), Silver service veg, Gueridon service dessert Bottled water Red & white wine Bread rolls

DAY 3	
TASK 12 10 minutes	Identify cocktail recipes (written task) (eg Alexander/Daquiri/Mojito/Manhattan etc)
TASK 13 30 minutes	Familiarisation of wines (6) from list of grape varieties provided in advance (10 minutes) Identification of wines (4) (10 minutes) (eg Chardonnay / Pinot grigio/ Merlot/ Shiraz)
TASK 14 30 minutes	Mise en place and preparation of 2 portions of 2 cocktails from list (task 12)
TASK 15 30 minutes	Mise en place and preparation of 2 portions of cherries jubilee

Note

- all equipment and ingredients will be provided for competitors throughout, although own glassware and/or bar tools can be brought to the competition for task 1 (mocktails) if required
- tasks are not necessarily carried out in this order.