

Foundation Skills Competitions

Restaurant Services

Technical Handbook

Contents Page

Contents

Introduction	2
Career Pathway	3
How to get Involved.....	4
Entry Criteria.....	5
Pre-competition Activity.....	5
How the competition will be assessed, criteria and process.....	5
Competition Process.....	6
Judges Top Tips	6
Links to any resources/training aids.....	6
Contact Details	6

Introduction

The Foundation Skills Restaurant Services competition is an exciting where to embark on understanding the requirements to go into the Hospitality and Catering Industry. This competition focuses on the front of house side of the Hospitality Industry. For those learners interested in developing the skills, knowledge and behaviour for working in Hospitality this competition will give them a good starting point in understanding some of the practises, health and safety, demand's and skills needed to progress into this world of work.

For this competition we are focusing on the development of the skills needed to work front of house, as well as being able to correctly set tables, follow the correct procedure for setting a table, health and safety practices and also those soft / transferable skills of communication taking customers' orders and relaying those orders back to another person.

In recent times with the changes to how this industry works this competition also gives insight into some of the new practises that the hospitality industry has had to develop during the last eight months. These developments are essential for learners embarking into the Hospitality Industry to understand how they work and the impact they could have of alternative ways of communication.

Career Pathway

The competition is an opportunity for young people who may be aspiring to work in the Hospitality Industry to showcase their talent and demonstrate their journey towards work-readiness. With the demands of working in a Café, Restaurant or working front of house this competition gives you a starting point to see if this is something you want to progress to in the future. Some examples of the job roles available might be:

Waiter

[Waiter | Explore careers | National Careers Service](#)

Waiters serve food and drinks to customers in restaurants and cafes, take orders and handle payments. **Entry requirements**

You may need:

2 or fewer GCSEs at grades 3 to 1 (D to G), or equivalent, for a level 1 course

Skills and knowledge

You'll need:

- Customer service skills
- The ability to work well with others
- The ability to accept criticism and work well under pressure
- To be thorough and pay attention to detail
- Excellent verbal communication skills
- A desire to help people
- Active listening skills
- A good memory
- To be able to carry out basic tasks on a computer or hand-held device

Barista

[Barista | Explore careers | National Careers Service](#)

Baristas make and serve coffee in cafes, coffee shop chains, restaurants and hotels

Entry requirements You'll

usually need:

2 or fewer GCSEs at grades 3 to 1 (D to G), or equivalent, for a level 1 course

2 or more GCSEs at grades 9 to 3 (A* to D), or equivalent, for a level 2 course

Skills and knowledge

You'll need:

- The ability to work well with others
- Patience and the ability to remain calm in stressful situations
- The ability to accept criticism and work well under pressure
- Customer service skills
- Sensitivity and understanding
- The ability to work on your own
- Excellent verbal communication skills
- A desire to help people
- To be able to carry out basic tasks on a computer or hand-held device

Counter service assistant

Counter service assistants greet, serve and take payment from customers buying food and drink. **Entry requirements**

You may need:

2 or fewer GCSEs at grades 3 to 1 (D to G), or equivalent, for a level 1 course

2 or more GCSEs at grades 9 to 3 (A* to D), or equivalent, for a level 2 course

Skills and knowledge

You'll need:

- Patience and the ability to remain calm in stressful situations
- Customer service skills
- The ability to work well with others
- To be thorough and pay attention to detail
- The ability to accept criticism and work well under pressure
- To be flexible and open to change
- Knowledge of food production methods
- Knowledge of public safety and security
- To be able to carry out basic tasks on a computer or hand-held device

How to get Involved

Getting involved with the Foundation Skills Restaurant Services competition is very straight forward. On the World Skills UK website, you will find information about the competition and the competencies that this competition will cover. Within this area you will also find the embedding guide for the Foundation Skills competitions which gives you information on how to breakdown the competition and resources to be able to develop the skills, knowledge and behaviour in the classroom.

Once you have selected your learners then you can register through the WorldSkills UK website, which will be open from 28th February until April 2022. During this process you will be given the opportunity to state any learning difficulties and/or disabilities the competitors

have. On completion of your registration, the Competition Organising Partner (COP), will be in touch for you to complete the Statement of Support for each competitor. This gives more information on any support needs or reasonable adjustment that needs to be taken into account for each competitor to help maximise their success and achievement.

Registration will be open through the [WorldSkills UK website](#).

Competition entry fees

Entry into the competition is free for all stages, however competitors or institutions may need to cover travel expenses for the final stages.

Entry Criteria

This competition is for learners working towards Entry Level 3 (England and Wales), Level 2 (Ireland), Access 3 (Scotland) and must not have passed the next level within 6 months of the competition

Competitors must be 16 years of age or over. These entry criteria are our guide to help selecting the learners to take part in this competition. As with all competitions this is fully inclusive and reasonable judgements can be made to help any competitor along their journey. As this is a Restaurant Services competition any evidence of skills at the appropriate level will help to ascertain if this competition is correct for the learners. If you would like to discuss entry criteria further, please get in touch with the COP

Pre-competition Activity

On the WorldSkills UK website, we have made available the pre- competition activity. This activity takes the form of a workbook with some theory and practical tasks in it. This activity will help to prepare your learners with tasks that will be required of them throughout the competition.

How the competition will be assessed, criteria and process

This competition will look at the following areas as part of the judging criteria. There are a total of 100 marks and they will be judged using the following criteria.

- Preparing the table for the setting **(20%)**
- Preparing the cutlery for the setting **(20%)**
- Setting up the table for a set number of people **(10%)**
- Adding the correct tableware **(10%)**
- Adding an appropriate table decoration for the theme **(5%)**
- Following Health and Safety practices **(20%)**
- Napkin preparation **(5%)**
- Contactless menu **(10%)**

A panel of judges have been drawn from industry, colleges and training providers. The judges' decisions will be independently moderated and quality assured before being confirmed.

Competition Process

- Spring 2022 – registration, register your learners into the competition on the WorldSkills UK website. As part of the registration process a Statement of Support will need to be submitted.
- Spring 2022- passive stage, competitors will be asked to engage in a passive stage, an online activity that will help to determine the level of knowledge each competitor has.
- Spring/Summer 2022 - national qualifiers, competitors will take part in local activity that will be assessed virtually.
- Autumn 2022 - announcement of finalists
- Autumn 2022 - training and development, preparing and practising to compete in the National Finals
- November 2022 - National Finals take place at WorldSkills UK National Finals, this will give you the opportunity to showcase your skills and talents as you compete.

Judges Top Tips

- Read and understand information that is given to you.
- Practise the skills to master them
- Set yourself challenges
- Work through activities the match the different competencies to help develop those skills
- Review what you have done and check that you have met all of the criteria

Links to resources/training aids

For this competition there are lots of videos on YouTube that you can get access to with some nice tutorials on how to do this. There will be some training videos and interactive lessons created and shared on the WorldSkills UK website. There is a workbook that accompanies this competition available on the WorldSkills UK website to aid with mastering the skills needed for the competition.

Contact Details

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