

# Foundation Skills: Restaurant Services Technical handbook 2023

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## WorldSkills UK

WorldSkills UK is an independent charity and a partnership between employers, education and governments. Together, they are raising standards in apprenticeships and technical education to enable more young people get the best start in work and life. They are leading the charge to ensure that all young people have equal access to high quality apprenticeships and technical education, by:

- *Inspiring young people through their careers advice resources, to choose excellence through apprenticeships and technical education as a prestigious career route on their path to reaching their potential, whatever their background.*
- *Developing excellence in young people by testing and assessing their skills and knowledge against their peers through their national and international competitions programmes, improving their confidence and potential.*
- *Innovating to mainstream global excellence to help improve the standard of teaching, training and assessment through international benchmarking to help young people, employers and the UK economy succeed.*

They are also part of WorldSkills, a global movement supported by over 80 member countries, which celebrates young people achieving world-class standards in the biennial 'skills Olympics'.

[This link](#) can be used to access more information about WorldSkills UK and the work it undertakes:

## Sector Overview

The competition is an opportunity for young people who may be aspiring to work in the Hospitality and Restaurant industry, or any job where it is important to demonstrate professionalism and front of house services to showcase their talent and demonstrate their journey towards work-readiness.

## 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. Some examples of the job roles available might be:

- a) Restaurant/Café assistant
- b) Event operative/volunteer
- c) Canteen assistant

## Competition Cycle

| Date        | Stage                 |
|-------------|-----------------------|
| Feb - March | Registration          |
| April -May  | Entry Stage           |
| WC 19 June  | National Qualifier    |
| July        | Announcement finalist |
| October     | Bootcamp              |
| November    | National Finals       |

## Competition Overview

### About the Competition

This competition assesses the skills and abilities of competitors entering the field of Restaurant Services.

This competition consists of:

- At Entry Stage a remote assessment in which you must complete work in your own time and submit this for judging.
- A qualifying heat, which will be held remotely.
- You must attend and complete a series of tasks on a specific day, or a set of tasks that you will be sent and must be completed within a given timescale.
- A UK national final, taking place in November as part of WorldSkills National Finals.

### Core Competencies

Competitors taking part in this competition should be able to demonstrate the following competencies:

- a) Table wiped
- b) Cutlery polished
- c) Cutlery placed correctly for each setting
- d) Water glass included for each setting
- e) Appropriately folded napkins included in setting
- f) Table decoration
- g) Appropriate professional uniform
- h) Professional manner
- i) Personal hygiene

### Qualifications

This competition is mapped out to the following qualifications:

The competition is suitable for learners with SEND with an Education health & Care Plan (EHCP), on a vocational, employability or work-skills programme. It is roughly

equivalent to a vocational qualification at Entry Level 3 (England and Wales), Level 2 (Ireland), Access 3 (Scotland)

## Assessment Criteria

For this competition the breakdown below will help in how you can go from being competent in the skill to excellent and what the judges will be looking for.

| Core Competence       | Competent   | Excellence   |
|-----------------------|---|--|
| Personal Presentation | Present self in a professional manner of dress.                           | Demonstrating ability to conduct personal care within overall presentation.                |
| Table Set-up          | Create a basic table set up for a meal.                                   | Showing knowledge of silver service protocols.   |
| Table Decoration      | Be able to source inspirational centre piece image to use as inspiration. | Develop an idea from inspiration sources for a centre piece.                               |
| Transferable Skills   | Professional language used when addressing customers.                     | Appropriate terminology used when addressing customers that compliments the service level. |

## 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 progressed to the next level within 6 months of starting the competition.

Competitors must be 16 years of age or over.

## Competition Specific Rules

Competitors who arrive late for the event will not receive additional time.

Competitors will start, and finish work as instructed by the judges.

If there is a power stoppage, breakdown of equipment or accident, the competitors must act accordingly to the instruction of the organiser.

If during the competition a competitor feels they must leave their work (e.g.: medical reasons, toilet break), they will have the time recorded on a 'time out' sheet by a member of staff.

No mobile telephones are allowed in the competition room.

Photographs will be taken during the event that may be used for marketing/publicity purposes – if the competitor / support staff cannot have their photo taken it is the

responsibility of the college entering the competition to notify the organisers beforehand and at the event.

## Pre-competition Activity

Before registering to enter students and apprentices to take part in a WorldSkills UK Competition, it can be helpful to enable them to practice, test and challenge their technical and mental skills by getting involved [in the pre-competition activity](#) available on the bottom of the webpage. As well, the following activities could be used to support prospective competitors to get a feel for what will be expected of them in a WorldSkills UK Competition, whilst still in an environment with which they are familiar:

- On and off the job training and work experience
- WorldSkills UK or other externally run competitions
- internal competitions e.g. internal to an employer, specially designed competitions - using WSUK competition briefs
- local competitions e.g. in colleges and training providers.

## Entry Stage

As well as being judged on vocational competence and work-readiness, competitors will be required to provide evidence of tasks carried out in preparation for the competition, and learning activities embedded in their normal curriculum delivery which are relevant to the competition.

Entry Task will be sent out to competitors once registration is complete.

This task will take shape in the format of a Microsoft Forms Evaluation of starting Knowledge, Skills and Behaviours.

## National Qualifier

For competitors who have managed to pass through the Entry stage the next step is the national qualifiers. This is stage will be remote competition held over Teams, where competitors will have 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.

## National Finals

The 8 highest scoring competitors from across the National Qualifier heats will be invited to compete at the finals - in November 2023.

This will be held in a physical location which will be announced at a later date.

The competition will held over a 1 day event where the competitors can showcase their skills in a live environment.

### Judges Top Tips

- Read the brief carefully and use this as a checklist to ensure all tasks are completed.
- Plan your presentation/layout of your table ideas before the task.
- Think carefully about how the dinners will use the space and is there enough room for them?
- Ensure you have the correct placements for the food the restaurant has said they will be serving.

### Contacting Us

For further information please contact Ami Goodall via email [Ami.Goodall@newdur.ac.uk](mailto:Ami.Goodall@newdur.ac.uk) or via phone at 0191 375 4145.