UNIT 208 (2FS3)
PROVIDE A SILVER SERVICE

The pinnacle of restaurant table service, silver service, can be a daunting prospect for even the most experienced employee. This unit will help you understand what you need to do to carry it out flawlessly – from checking the table items are in place to cleaning up the crumbs afterwards.
This unit is about silver serving various foods including soups and sauces, bread rolls and potatoes, meat and poultry, vegetables and sweets. This unit also covers clearing finished courses including cutlery, crockery and other table items such as glassware.

This unit has four learning outcomes:

1. Be able to silver serve food
2. Understand how to silver serve food
3. Be able to clear finished courses
4. Know how to clear finished courses.
Useful words

BUFFET
Where customers leave their table and food is served to them from one or more long tables.

CARVERY
Similar to a buffet service but customers choose from a selection of roasted meats, which are carved by silver service staff to order.

FUNCTION
An occasion, such as a wedding or charity event, when food is served to a large number of guests from a pre-selected set menu.

GATEAU
An elaborate dessert, usually a cake with layers of cream or custard, that’s served in slices.

LINERS
A cold, usually oval, silver dish used by waiters to carry and serve hot dishes at the table.

SILVER SERVICE
This is the highest standard of table service you can offer and is a formal style of serving food to the diner from a platter or ‘flat’. Flats were silver, hence the name, but now stainless steel is more common.
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Evidence

This space is to record your evidence for this unit. The criteria that you should be able to record are within the learning outcomes.

<table>
<thead>
<tr>
<th>No</th>
<th>Method</th>
<th>Summary of evidence, or portfolio reference</th>
<th>Assessor initials</th>
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</thead>
<tbody>
<tr>
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<td>4</td>
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</table>

Photocopy if required

*Assessment method key: O Observation; PD Professional discussion; Q Questioning; WP Work product; WT Witness testimony; Oth Other*
What you must do

(OUTCOME 1)

You must show that you can perform consistently to the same standard. This will be assessed by your assessor using various methods which must include observation of your performance.

Circled numbers must be observed

1 Make sure that service equipment is clean and undamaged and ready for service according to the service operation

2 Make sure that the food to be served is of the type and quantity required and that it is arranged allowing for easy service

3 Portion, serve and arrange the food items using the recommended service equipment

4 Deal with surplus food items and use service equipment correctly

5 Carry out work with the minimum of disturbance to customers

What you must cover

(OUTCOME 1)

You must show that you have covered ALL of the following:

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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<tbody>
<tr>
<td>Service equipment</td>
<td>dishes/liners/flats</td>
<td>☐ ☐ ☐ ☐</td>
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<tr>
<td></td>
<td>service cutlery/silverware</td>
<td>☐ ☐ ☐ ☐</td>
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<td>service cloths/linen</td>
<td>☐ ☐ ☐ ☐</td>
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<tr>
<td>Silver service operation</td>
<td>function silver service</td>
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<td></td>
<td>restaurant silver service</td>
<td>☐ ☐ ☐ ☐</td>
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<tr>
<td></td>
<td>buffet/carvery silver service</td>
<td>☐ ☐ ☐ ☐</td>
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<tr>
<td>Food items</td>
<td>soups</td>
<td>☐ ☐ ☐ ☐</td>
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<td></td>
<td>gravies/sauces</td>
<td>☐ ☐ ☐ ☐</td>
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<td></td>
<td>bread rolls/potatoes/other solid items</td>
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<td></td>
<td>sliced meat/poultry</td>
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<td>rice/vegetables/other small chopped items</td>
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<td></td>
<td>pies/tarts/flans/gateaux</td>
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<td></td>
<td>puddings/spooned desserts</td>
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<td></td>
<td>cheese</td>
<td>☐ ☐ ☐ ☐</td>
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</table>

Did you know?

Early records show that the ancient Egyptians considered silver to be more precious than gold.
Did you know?
In India some sweets are decorated with a thin layer of silver, known as varak.

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What you must do

(OUTCOME 3)

You must show that you can perform consistently to the same standard. This will be assessed by your assessor using various methods which must include observation of your performance.

Circled numbers must be observed

6 Clear finished courses, crockery and cutlery systematically from the table at the appropriate time according to the service operation

7 Check crockery, cutlery and other table items and replace or remove them as appropriate

8 Clear waste and food debris from the table in line with the service operation.

What you must cover

(OUTCOME 3)

You must show that you have covered ALL of the following:

Courses
All must be covered. All must be observed by your assessor.

1 starter

2 main course

3 dessert

Service operation
All must be covered. At least one of these must be observed by your assessor.

1 function silver service

2 restaurant silver service

3 buffet/carvery silver service

Table items
All must be covered. At least two of these must be observed by your assessor.

1 glassware

2 condiments and accompaniments

3 table decorations
What you must know

Evidence for this section can be collected in a variety of ways. Your assessor will discuss with you how to collect and record this information.

(OUTCOME 2)

To understand how to silver serve food you need to:

K1 Describe safe and hygienic working practices when providing a silver service

K2 State why it is important to be familiar with the available menu items

K3 Describe the operational procedures for serving courses

K4 State what food has to be carefully portioned during service

K5 Explain why care has to be taken to serve and arrange food correctly

K6 State why care should be taken to avoid accidents

K7 State why and to whom all customer incidents should be reported

K8 Outline the types of unexpected situations that may occur when providing silver service and how to deal with these.

HINTS AND TIPS

SAFETY

Never use damaged equipment or tools as it may cause an accident and does not look professional.

(OUTCOME 4)

To understand how to clear finished courses you need to:

K9 Describe safe and hygienic working practices when clearing finished courses

K10 Describe the operational procedures for clearing finished courses

K11 State why and to whom any incidents or accidents should be reported

K12 Outline what the hygienic aspects are to clearing tables

K13 Outline the types of unexpected situations that may occur when clearing courses and how to deal with these.

Did you know?

In France, silver service is known as ‘English service’. 
Notes and feedback

You or your assessor may use this space for any notes or additional comments about your work.

‘The more skilful the service, the more invisible it becomes. In a sense, you should not notice good service.’

Silvano Giraldin, former mâitre d’, Le Gavroche