

Level 3 Advanced Diploma in Food and Beverage Services Supervision (8066-03)

Assessment pack



www.cityandguilds.com
November 2012
Version 1.01

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1 Assessor guidance

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of www.cityandguilds.com. This document also explains the tasks, activities and responsibilities of quality assurance staff.

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- handle and store securely the City & Guilds Assessment Materials in accordance with the following conditions
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- seek permission from City & Guilds via their External Verifier if they want to convert City & Guilds Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system)
- provide access, on request, to City & Guilds to the system(s) on which the Assessment Materials appear.

Assessments

This qualification is assessed in a number of ways to provide a clear indication of candidate knowledge and skills. The types of assessments used are

- externally set and marked short-answer question papers
- individual practical tasks

The practical tasks are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked internally, using the information provided and the outcomes recorded on the documents provided by City & Guilds. Assessments are subject to internal and external verification.

Assessments can be completed in any order. Centres will be expected to organise the assessments in a logical order according to the requirements of the candidates and the course.

As a minimum Tutors should deliver the full breadth of the units and not limit teaching to the assessment tasks contained in this assessment pack. Lesson plans and candidate work, may be sampled by the External Verifier to evidence the full delivery of the units.

These externally set assessments should be used when delivery of a unit(s) is complete and candidates are ready to undertake the summative assessments. Candidates should be aware of the standard of performance/evidence required of them in order to achieve a pass.

Externally set question papers

To achieve the qualification, candidates are required to be successful in the following examination:

- Food and Beverage Services Principles III

Please refer to the International Directory on the Walled Garden for dates and times of each examination. Test specifications for each examination can be found in Appendix 1.

Practical tasks

These tasks will require candidates to demonstrate their practical skills. Most practical tasks will be assessed by observation of the candidate carrying out the tasks and/or an assessment of the final outcome/product. Checklists are provided which assessors should use to record candidate performance. Details of how to mark and grade each practical observation are contained within each assignment.

The practical tasks should be carried out in a realistic or actual working environment and under realistic time conditions. Candidates may familiarise themselves with the marking criteria prior to the assessment, but are **not** permitted to use any criteria/checklist to work from when completing the practical task.

Assessors/Tutors can combine one or more practical tasks, this is allowed where it is possible to demonstrate and assess more than one practical task at once.

Introducing the tasks to candidates

The assessor should introduce each task, making sure that the candidates understand what is required of them.

Opportunities to repeat tasks

It is essential that the tasks are not used for formative purposes and the candidates only attempt them when they are judged to be fully ready. It is at the centre's discretion whether to allow a candidate to repeat a task, unless otherwise specified. A candidate should not be allowed to repeat until it is evident that they are ready to undertake the task.

Feedback

A feedback form has been provided in the appendices. Although some feedback may be given verbally, this is often forgotten by the candidate after the assessment, and so, assessors should complete a feedback form for each candidate, showing the key information given to the candidate. This will also serve as an action plan for candidates who are unsuccessful in a task and need to do further work before taking the task again.

Health and safety / Codes of practice

The importance of safe working practices, the demands of the Health and Safety at Work Legislation and the Codes of Practice associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow correct health and safety practices and procedures during practical assessment, the assessment **must be stopped** and the candidate advised of the reasons why. The candidate should be informed that they have not reached the standard of assessment required. At the discretion of the centre, candidates may retake the assessment at a later date when they are able to work safely. In any cases of doubt, guidance should be sought from the External Verifier.

Verification of assessments

Centres must use the provided documentation, unless otherwise agreed, to ensure that External Verifiers can check that evidence for an assessment is complete and ensure that the assessment decision is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate's work is selected for verification, samples of work must be made available to the appointed External Verifier who will ensure that

- the Quality Assurance Co-ordinator is undertaking his/her responsibilities
- the Quality Assurance Co-ordinator is given prompt, accurate and constructive feedback on centre operations
- a report is written on centre activities for City & Guilds.

Retention of evidence

In order to fully support candidates, centres are required to retain candidates' evidence until the candidate has certificated and until any final external verification sampling has taken place. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification.

Entry for assessment and certification

Entry for assessment and certification should be as specified in the Qualification handbook and the Walled Garden.

2 Assessments

Unit 301 Maintain a healthy, safe and secure working environment

Practical Task/Observation

Candidates are required to carry out a risk assessment, take any action required and train staff in health, safety and security.

Assessor Guidance

Assessors should provide guidance to candidates when selecting a risk assessment. It is advised that where possible, the risk assessment should be incorporated with one of the events undertaken in other units of this qualification.

The training session covered under assessment criteria 05 may be carried out as part of the training covered under Unit 303.

Candidates should carry out the risk assessment of their identified area including producing full documentation.

Candidates must demonstrate that they have the skills and understanding to deal with breaches of health, safety and security procedures by staff respond to incidents and manage complaints. If these occur naturally, they can be assessed as part of the tasks, if not they can be assessed by

- a role-play exercise
- or witness testimony, supported by questioning by the assessor.

Evidence should be retained to illustrate that candidates have met the criteria required (e.g. witness testimony from the assessor or a colleague, video, voice recorder).

Unit 301 Maintain a healthy, safe and secure working environment



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Risk assessment area
Define area	
01 Monitor health, safety and security in area of responsibility	
02 Carry out risk assessment of the work environment	
03 Deal with breaches of health, safety and security procedures by staff	
04 Maintain documentation relating to health and safety	
05 Conduct on the job training for staff in health, safety and security	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 301 Maintain a healthy, safe and secure working environment

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01 Monitor health, safety and security in area of responsibility			
02 Carry out risk assessment of the work environment			
03 Deal with breaches of health, safety and security procedures by staff			
04 Maintain documentation relating to health and safety			
05 Conduct on the job training for staff in health, safety and security			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 301 Maintain a healthy, safe and secure working environment

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Monitor health, safety and security in area of responsibility/

03 Deal with breaches of health, safety and security procedures by staff

The candidate should ensure that any problems within their control should be dealt with efficiently, and should escalate problems which require remedy from a senior colleague. This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate.

02 Carry out risk assessment of the work environment

The risk assessment carried out must be recorded through evidence provided by the candidate.

04 Maintain documentation relating to health and safety

Centres may wish to undertake additional activities or provide a range of documentation as examples to candidates (e.g. testing checks, accident forms) but written evidence of a risk assessment must be provided by the candidate.

05 Conduct on the job training for staff in health, safety and security

Candidates should identify a training need required for the event and plan, conduct and evaluate the training activity. The assessor should observe the training taking place and the candidate should provide written evidence.

Unit 302 Supervise customer service

Practical Task/Observation

Candidates are required to plan and organise an event in order to demonstrate customer service skills.

Assessor Guidance

The event should be agreed with the assessor.

Assessors are advised that it would be beneficial to incorporate the customer service assessment for this task with one of the events undertaken in other units of the qualification

Unit 302 Supervise customer service

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

State event selected	Event
01 Demonstrate excellent customer service standards when supervising a team	
02 Encourage team members to promote the sale of additional products and services	
03 Make provisions for customers with specific needs	
04 Monitor customer service standards	
05 Provide on going feedback to staff	
06 Implement any corrective actions in the case of below-standard customer service	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 302 Supervise customer service

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01 Demonstrate excellent customer service standards when supervising a team			
02 Encourage team members to promote the sale of additional products and services			
03 Make provisions for customers with specific needs			
04 Monitor customer service standards			
05 Provide on going feedback to staff			
06 Implement any corrective actions in the case of below-standard customer service			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 302 Supervise customer service

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Demonstrate excellent customer service standards when supervising a team

Observation can be supported by peer assessment or testimony by the customer. Documentation may include customer feedback forms, self evaluation/reflection and team briefing notes.

02 Encourage team members to promote the sale of additional products and services

Candidates should identify ways in which they can provide information to their staff regarding products and services (e.g. special of the day, future events)

03 Make provisions for customers with specific needs

Candidates should identify potential specific needs and make provisions for these. It is important that candidates ensure team members demonstrate sensitivity when dealing with customers.

04 Monitor customer service standards/

05 Provide ongoing feedback to staff/

06 Implement any corrective actions in the case of below-standard customer service

Candidates should identify the most appropriate methods of monitoring customer service standards (e.g. customer feedback). Positive and negative feedback should be used and communicated to staff to identify areas for improvement and to help boost team morale. If necessary, corrective action can be taken immediately or implemented as a longer term measure.

Unit 303 Supervise staff training

Practical Task/Observation

Candidates are required to plan, develop and monitor a staff training opportunity to demonstrate staff training and supervisory skills.

Assessor's guidance

The opportunity selected should be agreed with the tutor/assessor and should include training in one or more of:

- new product training
- staff induction training
- staff technical training (i.e. training on skills required for the role, training on new legislation).

The candidate should agree, plan and carry out the training, monitor and provide guidance where needed. The training provided may be on a one-to-one basis or for two to three people.

Unit 303 Supervise staff training

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Training opportunity
Name chosen event:	
01. Assess training needs of staff against organisational objectives	
02. Develop a structured training session	
03. Demonstrate training methods	
04. Provide materials and equipment to support training	
05. Monitor the progress of trainees	
06. Provide on-going guidance and instruction	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 303 Supervise staff training

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Assess training needs of staff against organisational objectives			
02. Develop a structured training session			
03. Demonstrate training methods			
04. Provide materials and equipment to support training			
05. Monitor the progress of trainees			
06. Provide on-going guidance and instruction			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 303 Supervise staff training

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 - Assess training needs of staff against organisational objectives

Candidates should identify the objective of the training opportunity and assess the level of training required by identifying current skills and mapping them to the identified objective.

02 - Develop a structured training session

Candidates should plan a training session with clear objectives and with a logical sequence. This will be evidenced through documentation provided by the candidate.

03 - Demonstrate training methods

A variety of training methods should be used and may include a short PowerPoint presentation, a demonstration or the use of multimedia. This should be evidenced by observation from the assessor and through documentation provided by the candidate.

04 - Provide materials and equipment to support training

Candidates should develop and provide suitable learning resources (e.g. hand-outs, physical resources – food items, recipes). This can be evidenced by observation from the assessor and through documentation provided by the candidate.

05 - Monitor the progress of trainees

Candidates should check trainees understanding at regular intervals (e.g. by questioning, observation of the trainee) to ensure that learning is taking place. This should be evidenced by observation from the assessor and through documentation provided by the candidate.

06 - Provide on-going guidance and instruction

Candidates should provide further support to the trainees as necessary and should find ways to communicate information in different ways to confirm understanding and to check that the objective of the training has been met.

Unit 306 Resource management in food and beverage service

Practical Activity/Observation

Candidates are required to plan and organise a hospitality and catering event in which they manage the physical resources required pre and during the event.

Assessor's guidance

Candidates should agree with the tutor/assessor the event. The event can be an internal or external function (e.g. internal: regular lunches, prize giving days, open days; external: themed events, outside catering).

The candidate should plan and organise the event recording how they meet each of the assessment criteria. The management of resources can be linked to other assessments within this qualification.

Unit 306 Resource management in food and beverage service



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Type of event
Name chosen event:	
01. Determine the resources required	
02. Manage the storage of food and beverage items	
03. Manage the storage of items of equipment	
04. Manage the efficient use of resources	
05. Maintain accurate records about resources	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 306 Resource management in food and beverage service

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Determine the resources required			
02. Manage the storage of food and beverage items			
03. Manage the storage of items of equipment			
04. Manage the efficient use of resources			
05. Maintain accurate records about resources			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
External Verifier signature and date (where applicable)			

Unit 306 Resource management in food and beverage service

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 – Determine the resources required

Resources include staff (adequate staffing accounting for breaks etc.), equipment and commodities. This should be provided with written evidence of the resources identified as being required (e.g. work rotas, requisitions)

02 – Manage the storage of food and beverage items

Candidates should demonstrate how to manage the storage of food and beverage items and chemicals (e.g. storage, receipt, resource allocation). This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate.

03 - Manage the storage of items of equipment/

Candidates should demonstrate the supervision of cleaning, storage (secure), checking (e.g. cable checks, reassembly, knife sharpening) and reporting of items damaged and requiring maintenance. This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate.

04 – Manage the efficient use of resources/

05. Maintain accurate records about resources

Candidates should ensure that requisitions meet requirements (quantity, quality), net portion control, wastage during preparation and post-service (food costs) and staff are deployed effectively (duty rota). This can be evidenced by observation from the assessor and through documentation provided by the candidate.

Unit 307 Supervise food and beverage services

Practical Task/Observation

Candidates are required to plan, organise and supervise the work area. This could be delivered as part of an event or as part of the daily service routine. As part of the work area supervision, candidates are required to supervise the:

- a) restaurant reception area
- b) food service
- c) beverage service

Assessor Guidance

Candidates should agree a suitable event with the assessor/tutor. The event could include internal or external functions (e.g. internal: regular lunches, prize giving days, open days; external: themed events). Alternatively, the candidate may undertake the activity as part of daily service if applicable to the centre and provided the service allows sufficient opportunity for the candidate to demonstrate all assessment criteria required for this unit.

Candidates should plan, organise and carry out the event, recording how and they meet each of the assessment criteria, and providing evidence for this. The supervision assessment can be linked to other assessments within this qualification.

Task A - Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Restaurant reception area
01 Check that the resources required for the restaurant reception area and payment points are sufficient	
02 Liaise with food and beverage service staff and other departments to provide information on bookings and changes to service	
03 Allocate restaurant reception duties and brief staff	
04 Oversee the arrival, seating arrangements and departure of customers	
05 Monitor the handling of each and payment methods	
06 Deal with any problems efficiently	
07 Monitor reconciliation of payment point closure	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Task B - Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Food Service
01 Check the set up of the preparation and food service area	
02 Allocate food service duties and brief staff	
03 Manage own area of responsibility for risks	
04 Manage the service of food	
05 Oversee customer service provided by staff	
06 Manage the maintenance of food and service areas	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Task C - Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Beverage service
01 Check the set up of the bar area	
02 Check the set up of the hot drinks dispense area	
03 Allocate beverage service duties and brief staff	
04 Oversee for the service of beverages	
05 Manage the maintenance of beverage service areas	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 307 Supervise food and beverage services

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
A.01 Check that the resources required for the restaurant reception area and payment points are sufficient			
A.02 Liaise with food and beverage service staff and other departments to provide information on bookings and changes to service			
A.03 Allocate restaurant reception duties and brief staff			
A.04 Oversee the arrival, seating arrangements and departure of customers			
A.05 Monitor the handling of each and payment methods			
A.06 Deal with any problems efficiently			
A.07 Monitor reconciliation of payment point closure			
B.01 Check the set up of the preparation and food service area			
B.02 Allocate food service duties and brief staff			
B.03 Manage own area of responsibility for risks			
B.04 Manage the service of food			
B.05 Oversee customer service provided by staff			
B.06 Manage the maintenance of food and service areas			
C.01 Check the set up of the bar area			
C.02 Check the set up of the hot drinks dispense area			
C.03 Allocate beverage service duties and brief staff			
C.04 Oversee for the service of beverages			
C.05 Manage the maintenance of beverage service areas			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
External Verifier signature and date (where applicable)			

Unit 307

Supervise food and beverage services

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

Task A

01 - Check that the resources required for the restaurant reception area and payment point are sufficient

Candidates are expected to take ownership of the resources available and should understand how to remedy the situation if insufficient or unacceptable resources are found.

02 - Liaise with food and beverage service staff and other departments to provide information on bookings and changes to service

03 - Allocate restaurant reception duties and brief staff

Candidates should be expected to brief staff regarding daily duties and to communicate information relating to special requests. This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate (e.g. notes, menu annotations, digitally recorded).

04 - Oversee the arrival, seating arrangements and departure of customers

Candidates should demonstrate sensitivity when dealing with special requests (e.g. high chairs).

05 - Monitor the handling of cash and payment methods/

07 - Monitor reconciliation of payment point closure

Candidates should monitor staff handling cash and ensure payment methods are in accordance with security and organizational procedures.

06 - Deal with any problems efficiently

Candidates should understand the range of their responsibility when dealing with problems, and should actively seek to deal with problems within their remit.

Task B

01 - Check the set up of the preparation and food service area

Candidates should monitor the process in advance of customer arrivals and should ensure the correct allocation of staff as required by the service. The candidate should ensure that any problems within their control should be dealt with efficiently, and should escalate problems which require remedy from a senior colleague. This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate.

02 - Allocate food service duties and brief staff

Candidates should be expected to brief staff regarding daily duties and to communicate information relating to special requests. This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate (e.g. notes, menu annotations, digitally recorded).

03 - Manage own area of responsibility for risks

Candidates should identify and manage risks within their remit, and should escalate identified risks to a senior colleague where appropriate (e.g. removing trailing wires, reporting a loose carpet tile).

04 - Manage the service of food/

05 Oversee customer service provided by staff

Candidates should take responsibility of supervising staff and overseeing the restaurant area for smooth delivery of service, liaising with other departments as appropriate.

06 - Manage the maintenance of food service areas

Candidates are responsible for overseeing service through to completion and to ensure that after service clearing, cleaning and stocking by the staff is completed to check that the food service area is ready for the next service.

Task C

01 - Check the set up of the bar area/

02 - Check the set up of the hot drinks dispense area

Candidates should monitor the process in advance of customer arrivals and should ensure the correct allocation of staff as required by the service. The candidate should ensure that any problems within their control should be dealt with efficiently, and should escalate problems which require remedy from a senior colleague. This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate.

03 - Allocate beverage service duties and brief staff

Candidates should be expected to brief staff regarding daily duties and to communicate information relating to special requests. This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate (e.g. notes, menu annotations, digitally recorded).

04 - Oversee for the service of beverages

Candidates should take responsibility of supervising staff and overseeing the restaurant area for smooth delivery of service, liaising with other departments as appropriate.

05 - Manage the maintenance of beverage service areas

Candidates are responsible for overseeing service through to completion and to ensure that after service clearing, cleaning and stocking by the staff is completed to check that the beverage service area is ready for the next service.

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Unit 308 Provide advice on food and beverage combinations

Practical Task/Observation

Candidates are required to provide advice on food and beverage combinations.

Assessor Guidance

Candidates can be assessed providing advice to meet the requirements of this task:

- as part of the daily food and beverage service at the centre
- via a paper-based activity using a menu which they adapt
- or as part of a special event

The activity undertaken may be used in conjunction with Unit 303 to help train staff and provide advice on food and beverage combinations.

The assessor should remember that this is a supervisory unit, so will require the candidate to be advising others (e.g. as part of a pre-service briefing, or on-going training).

Unit 308 Provide advice on food and beverage combinations



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Type of activity
01. Promote beverages that will enhance the flavour of food	
02. Offer advice on dishes that complement each other	
03. Offer specific advice on the selection of beverages with menu or food items	
04. Describe flavours using terminology that can be understood by customers	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 308 Provide advice on food and beverage combinations



Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Promote beverages that will enhance the flavour of food			
02. Offer advice on dishes that complement each other			
03. Offer specific advice on the selection of beverages with menu or food items			
04. Describe flavours using terminology that can be understood by customers			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 308 Provide advice on food and beverage combinations

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Promote beverages that will enhance the flavour of food/

03 Offer specific advice on the selection of beverages with menu or food items

Candidates should use a range of different methods to promote beverages with different foods (e.g. descriptions on menus, tent cards).

02 Offer advice on dishes that complement each other

04 Describe flavours using terminology that can be understood by customers

Terminology where used must be kept appropriate to be understood by the staff and customer.

Unit 309 Prepare and serve wine

Task – Practical Activity/Observation

Candidates are required to plan and organise an event in order to demonstrate their skills in the preparation and service of a selection of wines.

Assessor Guidance

Candidates should agree a suitable event with the tutor/assessor. This could be undertaken as part of daily service if applicable to the centre.

Candidates should be able to demonstrate that they are able to prepare and serve at least **three** different types of wine (at least one white, one red, one sparkling). It is strongly recommended that the candidate addresses the assessment criteria in the sequence listed under the Marking Guidance.

Unit 309 Prepare and serve wine



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	White wine	Red wine	Sparkling wine
State type of wine
01 Prepare service area and equipment, ready for service			
02 Maintain a sufficient wine stock in suitable condition			
03 Ensure wine list is accurate			
04 Guide customers in their choice of wines			
05 Serve a range of wine			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
External Verifier signature and date (where applicable)			

Unit 309 Prepare and serve wine



Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Prepare service area and equipment, ready for service			
02. Maintain a sufficient wine stock in suitable condition			
03. Ensure wine list is accurate			
04. Guide customers in their choice of wines			
05. Serve a range of wine			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 309 Prepare and serve wine

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

03 Ensure wine list is accurate

Candidates should compile a wine list suitable for the event or daily service.

01 Prepare service areas and equipment, ready for service

02 Maintain a sufficient wine stock in suitable condition

Prior to the event and with reference to the compiled wine list, candidates should forecast potential wine sales and ensure sufficient stock is available and stored in correct condition for the event (e.g. white wine chilled).

04 Guide customers in their choice of wines

Candidates may wish to do this verbally or as written advice. This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate.

05 Serve a range of wines.

Unit 310 Supervise hospitality events

Task – Practical Activity/Observation

Candidates are required to plan and organise an event in order to demonstrate event supervisory skills.

Assessor Guidance

Candidates should agree a suitable event with the tutor/assessor. The event could include internal or external functions (e.g. internal: regular lunches, prize giving days, open days; external: themed events).

Candidates should plan and organise the event clearly recording how they meet each of the assessment criteria. For assessment criteria 06, written evidence must be provided detailing and analysing the entire event.

Unit 310 Supervise hospitality events



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Event
01. Check that equipment and materials needed for the event are available	
02. Conduct a health and safety check	
03. Inspect the event venue to ensure that it has been prepared as agreed	
04. Liaise with relevant people before, during and after the event	
05. Monitor the event to ensure that it is running to plan	
06. Record relevant information about the event	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 310 Supervise hospitality events



Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Check that equipment and materials needed for the event are available			
02. Conduct a health and safety check			
03. Inspect the event venue to ensure that it has been prepared as agreed			
04. Liaise with relevant people before, during and after the event			
05. Monitor the event to ensure that it is running to plan			
06. Record relevant information about the event			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 310 Supervise hospitality events

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Check that equipment and materials needed for the event are available

Candidates are expected to take ownership of the resources available and should understand how to remedy the situation if insufficient or unacceptable resources are found.

02 Conduct a health and safety check

Candidates should carry out a health and safety check, and identify and manage risks within their remit. Candidates should escalate identified risks to a senior colleague where appropriate (e.g. removing trailing wires, reporting a loose carpet tile).

03 Inspect the event venue to ensure that it has been prepared as agreed

Candidates should brief the staff to carry out preparation of the event venue, and on completion should inspect and ensure that the venue has been prepared as agreed. This may be evidenced by observation from the assessor but must be shown through documentation provided by the candidate (e.g. notes, menu annotations, digitally recorded).

04 Liaise with relevant people before, during and after the event

Candidates should be aware of liaising with other individuals and departments using a range of communication methods that are most suitable for the occasion. Documentation should be retained to demonstrate the range of methods used (e.g. emails/memos, feedback forms after the event), whilst further evidence may be provided by observation from the assessor or witness testimony.

05 Monitor the event to ensure that it is running to plan

Candidates should take responsibility for supervising staff and overseeing the area for smooth delivery of service, liaising with other individuals and departments as appropriate. The candidate should ensure that any problems within their control should be dealt with efficiently, and should escalate problems which require remedy from a senior colleague.

06 Record relevant information about the event.

Candidates must provide written evidence regarding all details of the event; this may be in the form of a report or a diary. It would be beneficial for the candidate to include an evaluation and assessment of the event and provide self-reflection on the event.

Unit 311 Specialist food service

Practical Activity/Observation

Candidates are required to provide a specialist food service in front of customers. This could be delivered as part of an event or as part of the daily service routine.

Assessor's guidance

Candidates should agree a suitable event with the assessor/tutor. The event could include internal or external functions (e.g. internal: regular lunches, prize giving days, open days; external: themed events).

Candidate should plan and organise the event clearly recording how they meet each of the assessment criteria. If the candidate undertakes the task as part of the daily service routine, then they should retain clear written documentation as to how they have covered each of the assessment criteria.

Candidates should be encouraged to practice using a variety of specialist food services before undertaking practical demonstrations in front of customers in order to display the necessary confidence in performing the task. It is advisable to perform simple tasks first, in order for the candidate to build confidence with more complex dishes.

Unit 311 Specialist food service

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Event
01. Prepare service area and equipment ready for service	
02. Discuss food items with the customer to assist their selection	
03. Provide a specialist food service	
04. Communicate with customers throughout the service	
05. Clear the area including any equipment used	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 311 Specialist food service



Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Prepare service area and equipment ready for service			
02. Discuss food items with the customer to assist their selection			
03. Provide a specialist food service			
04. Communicate with customers throughout the service			
05. Clear the area including any equipment used			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Marking Guidance

Before completion of the checklist, assessors should ensure that all of the following have been met

01 Prepare service area and equipment ready for service

02 Discuss food items with the customer to assist their selection/

04 Communicate with customers throughout the service

Terminology where used must be kept appropriate to be understood by the staff and customer.

03 Provide a specialist food service

05 Clear the area including any equipment used.

Candidates are responsible for ensuring that after service clearing, cleaning and stocking is completed and that the food service area is ready for the next service.

Appendix 1 Test specifications

Food and Beverage Services Principles 3 (8066-312)

Unit number	No. of questions	%
301 Maintain a healthy, safe and secure working environment	2	10
302 Supervise customer service	2	10
303 Supervise staff training	3	15
304 Principles of supervising and leading teams	3	15
306 Resource management in food and beverage service	3	15
307 Supervise food and beverage services	2	10
308 Provide advice on food and beverage combinations	1	5
309 Prepare and serve wine	2	10
310 Supervise hospitality events	1	5
311 Specialist food service	1	5
	20	100

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Appendix 2 Candidate feedback form



Candidate:

Task & date	Assessor comments/action plan (The assessor should sign each feedback session)

Candidate signature

Date

Tutor/assessor signature

Date

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