



TECHNICAL DESCRIPTION
Restaurant Service



WorldSkills International, by a resolution of the Technical Committee and in accordance with the Constitution, the Standing Orders and the Competition Rules, has adopted the following minimum requirements for this skill for the WorldSkills Competition.

The Technical Description consists of the following:

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Effective 31.03.10



Liam Corcoran
Technical Committee Chair

1. INTRODUCTION

1.1 Name and description of skill

1.1.1 The name of the skill is [Restaurant Service](#).

1.1.2 Description of skill

[Restaurant Service](#) demands an extensive knowledge of international cuisine, of beverages and bar service. The waiter is the most important contact person in attending the customers. It is therefore necessary to have a complete command of serving rules and to know the preparation of special dishes and drinks at the guest's table. Basic requirements are skill and resourcefulness, good manners, aplomb and practical ability.

1.2 Scope of application

1.2.1 Every Expert and Competitor must know this Technical Description.

1.2.2 In the event of any conflict within the different languages of the Technical Descriptions, the English version takes precedence.

1.3 Associated documents

1.3.1 As this Technical Description contains only skill-specific information it must be used in association with the following:

- WSI - Competition Rules
- WSI - Competition Manual
- WSI - Online resources as indicated in this document
- Host Country - Health and Safety regulations

2. COMPETENCY AND SCOPE OF WORK

The Competition is a demonstration and assessment of the competencies associated with this skill. The Test Project consists of practical work only and underpinning knowledge associated with these skills.

2.1 Competency specification

[Competitors should have the skills and underpinning knowledge required to provide quality food and beverage service for a range of different service styles as detail below.](#)

[Prepare for service](#)

[Knowledge and understanding of preparing for service](#)

- [Knowledge of the different types of food service establishments](#)
- [Identify the materials, utensils and equipment for food services including fine dining, casual dining and banqueting](#)

[Competitors shall be able to](#)

- [Prepare table dressing and setting for different settings and styles including fine dining, casual dining and banqueting](#)
- [Fold napkins for different settings, occasions and styles including fine dining, casual dining and banqueting](#)
- [Organise tasks and plan work flow](#)
- [Demonstrate hygienic work practices](#)
- [Present to customers in a professional manner](#)

Communication skills (verbal and/or non verbally)

Knowledge and understanding of colleague and customer requirements

- Understand the importance of the meal experience for customers
- Knowledge on how to deal with difficult customers or customers with special needs

Competitors shall be able to

- Greet and seat guests
- Take orders from guests
- Advise customers of menu and food information
- Liaise with kitchen staff
- Farewell guests

Note: Guests are sponsors and invited guests and officials from all countries participating in WorldSkills. Competitors may not serve guests from their own country.

Service of food and beverages

Knowledge and understanding of preparing for service of food and beverages

- Food and beverage service techniques appropriate to the service
- Understand dietary requirements of customers

Competitors shall be able to

- Serve and clear food for different styles of service including fine dining, casual dining and banqueting
- Serve and clear alcoholic and non alcoholic beverages for different styles of service including fine dining, casual dining and banqueting
- Demonstrate assembling, carving, filleting or flambé of dishes in front of customers
- Manage the service cycle for different styles of service including fine dining, casual dining and banqueting
- Demonstrate safe work practices and hygiene issues of specific relevance to food and beverage service
- Demonstrate waste minimisation techniques and environmental considerations in relation to food and beverage service
- Coordinate close down after service

2.2 Theoretical knowledge

2.2.1 Theoretical and underpinning knowledge is required but not tested explicitly.

- legislative and regulatory requirements including health and safety, hygiene and service of alcohol for own country and 'host country'
- range and use of standard restaurant equipment, furniture, linen, cutlery and glassware
- food and beverage service styles for different styles of establishments
- types of menus and dishes suitable for fine dining, casual dining and banqueting establishments
- types of alcoholic and non alcoholic beverages

2.2.2 Knowledge of rules and regulations is not examined.

2.3 Practical work

Prepare for service (mise-en-place)

Preparation for the service and individual tasks to include:

- Clothing and boxing tables
- Folding napkins
- Polishing and preparation of service equipment
- Set tables in different formats. e.g. fine dining, banqueting, casual dining
- Organise tasks and work flow and timing
- Uniform, grooming and hygiene check

Service of food

Food service in different styles in modules Casual Dining, Fine Dining and Banqueting to include:

- Plated service from the kitchen
- Silver service
- Gueridon service
- Canapé service
- Flambé service

Service of Beverages

Beverage service in different styles in modules Casual Dining, Fine Dining and Banqueting to include:

- Service from the bar. e.g. Cocktails
- Service from a tray. e.g. pre-poured beer
- Service from the gueridon. e.g. decanting wine
- Service at the table. e.g. wine from the bottle
- Reception drinks service. e.g. champagne service

Service of Coffee and Tea

Preparation and service of different styles of coffee to include:

- Coffee from a traditional espresso machine
- Loose leaf tea
- Silver service and banquet service of coffee
- Liqueur coffee

Preparing Gueridon Dishes

Preparation and service of dishes from the gueridon to include:

- Carving
- Flambé
- Assembling
- Filleting

Preparation of Cocktails

Preparation and service of different styles of cocktails to include:

- Stirred
- Shaken
- Built
- Blended
- Muddled
- Non-alcoholic

A selection of 12 cocktails will be chosen 12 months prior to the competition from the recommended website www.iba-world.com by CE and DCE and posted on the discussion forum.

Drinks identification

Recognition by sight and smell only of selection of:

- Spirits
- Fortified wines
- Liqueurs

Recognition by sight, smell and taste of selection of:

- Red wines
- White wines

Reference websites and books

Competitors must use the following reference for training purposes to ensure consistency in standards.

- Websites
 - www.napkinfoldingguide.com
 - www.iba-world.com
- Books
 - Professional Food and Beverage Service, Lillicrap and Cousins (7th edition - 8th may be released prior to competition) ISBN-10: 340-90524-7 and ISBN 13:9780340905241

3. **THE TEST PROJECT**

3.1 **Format / structure of the Test Project**

The format of the Test Project is a series of standalone modules.

Competitors will be divided into equal teams.

Day 1 will be a rotation of tasks to familiarise the Competitors with the equipment and area.

Days 2-4 Competitors will rotate through 3 different modules.

3.2 **Test Project design requirements**

Module Identification

- Module 1: Individual tasks
- Module 2: Casual Dining – Plated service - Bistro
- Module 3: Banquet service
- Module 4: Fine Dining – Gueridon

Module	Description	Notes
Module 1: Individual tasks	1. Cutting and presentation of fresh fruit may include: <ol style="list-style-type: none"> a. Pineapple b. Apple c. Orange d. Strawberry e. Banana f. Melon 2. Table boxing 3. Preparation and service of cocktails 4. Preparation and service of a flambé dish 5. Preparation and service of a carved dish 6. Preparation and service of an assembled dish 7. Spirit identification	All Tasks will attract a 15 minute time limit and some tasks may be blind marked. Fruit carving and presentation - on a platter or individual plates for presentation. To box a table (approx 2m x 75cm) on 4 sides without the use of pins or tape. A selection of 12 cocktails will be chosen 12 months prior to the competition. From the list in Module 4 From the list in module 4 From the list in module 4 10 spirits will be selected from the following list of 15: Vodka, Gin, Rum White, Rum Dark, Canadian Whisky, Bourbon Whiskey, Scotch Whisky, Irish Whiskey, Tequila, William (Pear), Cognac, Kirsch, Calvados, Armagnac, Grappa.

Module	Description	Notes
	8. Liqueur identification	10 liqueurs and fortified wines will be selected from the following list of 15: Red Port, Madeira Sweet, Fino Sherry, Olorosso Sherry, Dry Vermouth, Sweet Vermouth, Marsala Sweet, Malibu, Dom Benedictine, Drambuie, Grand Marnier, Cointreau, Amaretto, Frangelico, Tia Maria
Module 2: Casual Dining – Bistro, Plated service	<ol style="list-style-type: none"> 1. Napkin folding and clothing tables to suit a bistro style restaurant 2. Mise-en-place to suit a casual/bistro style service for up to 3 tables served in the same service. 3. Service of 3 tables with up to 4 guests on each table. The second table will be seated 15 minutes after the first. 4. Service of drinks from the bar. 5. Wine identification 	<p>Tasks 1 – 2 will be completed prior to guests arriving and will attract a time limit. Some tasks may be blind marked.</p> <p>All tables will be offered the same menu and choice of beverages – draught beer, white and red wine by glass, soft drinks and coffee from espresso coffee machine. Drinks should be poured at the bar and taken on a tray to the guests' table.</p> <p>Six wines will be selected from the following list of 8: Red wine - French Merlot, South African Pinot Noir, Chilean Cabernet Sauvignon, Italian Nebbiolo. White wine – New Zealand Sauvignon Blanc, German Riesling, Australian Chardonnay, French Viognier</p>
Module 3: Banquet service	<ol style="list-style-type: none"> 1. Boxing a table on all four sides without the use of pins and tape. 2. Mise-en-place for the set menu set up in the Test Project. 3. Set up Bar area for pre lunch drink service and lunch service 4. Serve a banqueting lunch for 8 guests. 5. Service of red and white wine by the bottle, beer, soft drinks and mineral water. 6. Plated service 7. Dessert preparation – show dessert. e.g. Baked Alaska 8. Banqueting tea & coffee service. 	<p>This module is divided into 2 parts</p> <ol style="list-style-type: none"> 1. Banquet Bar Service 2. Banquet Table Service <p>Tasks 1 – 3 will be completed prior to guests arriving and will attract a time limit, some tasks may be blind marked.</p> <p>There will be two (2) services and two (2) groups of competitors. One group of competitors will do bar service in the morning and after lunch break will do table service. The other group will do the opposite.</p>
Module 4: Fine Dining - Gueridon	<ol style="list-style-type: none"> 1. Mise-en-place for the menu set out in the Test Project. 2. Carving dishes from the Gueridon 3. Assembling dishes at the Gueridon 	<p>Task 1 will be completed prior to guests arriving and will attract a time limit.</p> <p>Carving may include the following: Chateaubriand, Rack of lamb, Roast chicken, Roast breast of duckling, Smoked salmon and Filet mignon</p> <p>Assembling dishes may include the following Steak Tartare, Salmon Tartare and Soup from the terrine</p>

Module	Description	Notes
	4. Flambé Dishes from the Gueridon	Flambé dishes may include the following: Steak Diane, Pepper Steak, Crepe Suzette, Pineapple Flambé, Banana Flambé and Cherry Jubilee
	5. Coffee service from the Gueridon	Liqueur Coffee may include: Irish Coffee (Irish Whiskey), French Coffee (Brandy), Jamaican Coffee (Tia Maria)
	6. Decanting a bottle of old red wine	Will attract a time limit and may be done prior to guests arriving or in front of guests
	7. Service of Spirit and liqueurs	Service of liqueurs may include the following: Cognac, Irish Mist, Drambuie, Cointreau, Grand Marnier and Calvados
	8. Presentation and service of red and white wine	Service of decanted red wine and bottled white wine
	9. Silver service dishes	Silver service of dishes may include some of the above gueridon dishes as per recommended text and accompaniments.

3.3 Test Project development

The Test Project MUST be submitted using the templates provided by WorldSkills International (<http://www.worldskills.org/competitionpreparation>). Use the Word template for text documents and DWG template for drawings.

3.3.1 Who develops the Test Project / modules

The Test Project / modules are developed by all Experts.

The Experts are divided into teams to work on a selected module.

3.3.2 How and where is the Test Project / modules developed

The Test Project modules are developed jointly at the previous Competition. Each module is presented to the group of Experts for approval or changes.

3.3.3 When is the Test Project developed

The Test Project modules are developed jointly at the previous Competition. Additional information/updates are jointly decided on the forum in the lead-up to the Competition.

3.4 Test Project marking scheme

Each Test Project must be accompanied by a marking scheme proposal based on the assessment criteria defined in Section 5.

3.4.1 The marking scheme proposal is developed by all experts on the discussion forum 3-6 months prior to the competition. The detailed and final marking scheme is developed and agreed by all Experts at the Competition including the 30% change required.

3.4.2 Marking schemes should be entered into the CIS prior to the Competition.

3.5 Test Project validation

Test Project modules are designed in line with previous skill competition, equipment, knowledge and timings.

3.6 Test Project selection

The Test Project is selected by vote of Experts at the previous Competition.

3.7 Test Project circulation

The Test Project is circulated on the WorldSkills International website immediately after the previous competition.

3.8 Test Project coordination (preparation for Competition)

The coordination of the Test Project will be undertaken by the Chief Expert, Deputy Chief Expert and Workshop Supervisor.

3.9 Test Project change at the Competition

The 30% change is decided by all experts at the current competition. Experts will be divided into equal teams to manage a project/module and present 30% changes to all Experts, who vote on agreement.

3.10 Material or manufacturer specifications

Not applicable

4. SKILL MANAGEMENT AND COMMUNICATION

4.1 Discussion Forum

Prior to the Competition, all discussion, communication, collaboration and decision making regarding the skill must take place on the skill-specific Discussion Forum (<http://www.worldskills.org/forums>). All skill-related decisions and communication are only valid if they take place on the forum. The Chief Expert (or an Expert nominated by the Chief Expert) will be moderator for this forum. Refer to Competition Rules for the timeline of communication and competition development requirements.

4.2 Competitor information

All information for registered Competitors is available from the Competitor Centre (<http://www.worldskills.org/competitorcentre>).

This information includes:

- Competition Rules
- Technical Descriptions
- Test Projects
- Other Competition-related information

4.3 Test Projects

Circulated Test Projects will be available from [worldskills.org](http://www.worldskills.org) (<http://www.worldskills.org/testprojects>) and the Competitor Centre (<http://www.worldskills.org/competitorcentre>).

4.4 Day-to-day management

The day-to-day management is defined in the Skill Management Plan that is created by the Skill Management Team led by the Chief Expert. The Skill Management Team comprises the Jury President, Chief Expert and Deputy Chief Expert. The Skill Management Plan is progressively developed in the six months prior to the Competition and finalised at the Competition (agreed by Experts and submitted to the Chair/Vice Chair of the Technical Committee). The Chief Expert is to regularly share updates of the Skill Management Plan via the Forum.

5. ASSESSMENT

This section describes how the Experts will assess the Test Project / modules. It also specifies the assessment specifications and procedures and requirements for marking.

5.1 **Assessment criteria**

This section defines the assessment criteria and the number of marks (subjective and objective) awarded. The total number of marks for all assessment criteria must be 100.

The marking scale is to be designed by experts in the lead-up to current competition, when subjective and objective marking will be decided to suit specific task/skill.

The table shows the proposed split of objective and subjective for each section/criterion.

Section	Criterion	Marks		
		Subjective	Objective	Total
A	Food service skills	12.5	12.5	25
B	Beverage service skills	12.5	12.5	25
C	Special tasks at table side	20	0	20
D	Bar and coffee service	5	10	15
E	Social and commercial skills	10	0	10
F	Personal presentation	0	5	5
Total =		60	40	100

5.2 **Subjective marking**

60% of the assessment will be marked subjectively.

Scores are awarded on a scale of 1 to 10.

Performance Level	Scores	Guide Description
Perfect	10	Very confident, very good knowledge of task, very good level of skills
Very Good	9	
Good	8	Confident, good knowledge of task, good level of skills
Fairly Good	7	
Sufficient	6	Fairly confident, some limitation in knowledge of task, some limitation in skills
Average	5	
Poor	4	Not fully confident, variable limitations in knowledge of task, variable limitations in skills
Unsatisfactory	3	
Very Bad	2	Not confident, considerable limitations in knowledge of task, considerable limitations in skills
Nothing	1	

These descriptions are intended to assist in developing consistent marking across all Experts and across all tasks. The descriptions are indicators of the type of criteria Experts should be looking for to give a subjective score out of ten in accordance with the WorldSkills International marking system.

5.3 **Skill assessment specification**

Marking by the experts will be 40% objective assessment and 60% subjective assessment.

Marking guides will be designed and agreed on prior to the Competition.

Experts would discuss and agree on standards at the Competition in line with the marking guides.

Example of Subjective Marking Sheet:

Competitor Number		1	2	3	4	5
Module 1						
Task 1a - Uniform	Mark					
- uniform suitable for task	4	3	4			
- uniform of good presentation	3	3	3			
- shoes appropriate for task	3	2	2			
Total Task 1a	10	8	9			

In the above example of subjective marking – the expert can allocate any mark to each criteria – to get a total mark out of ten. *For example – shoes may be appropriate for task, however they may not be polished – competitor then has one mark deducted – but does not lose all marks. The total mark should then be related back to the to the overall WorldSkills scoring grid of 1-10*

Example of Objective Marking Sheet:

Competitor Number			1	2	3	4	5
Module 1							
Task 1b – Decanting Wine	Yes	No					
- correct mise en place	1	0	1	0			
- presentation of wine	1	0	1	1			
- opening procedure	2	0	2	0			
- checking wine quality	1	0	0	1			
- decanting technique	2	0	2	2			
- no spillage	2	0	2	0			
- timing	1	0	1	1			
Total Task 1a	10	0	9	5			

In the above example of objective marking – the expert can allocate only the mark awarded for the specific criteria if they have achieved it – if an error has been made – they receive no mark. *For example – No spillage – whether the competitor may have a large or small amount of spillage they will receive 0 marks. 2 marks would only be awarded if there was no spillage. The total mark should then be related back to the to the overall WorldSkills scoring grid of 1-10*

Proposed Guidelines for allocation of criteria for all 4 modules

A. Food Service Skills may include:

- Mise en place
- Table service skills
- Table boxing
- Napkin folding
- Table cloth laying

B. Beverage Service Skills may include:

- Mise en place
- Service of beer, juices and soft drinks
- Wine – red, white & dessert wine
- Sparkling wine
- Liqueur, Spirits, Fortified wine and/or wine identification

C. Specialised Tasks at the Table may include:

- Mise en place
- Gueridon skills including assembling, filleting, carving and flambé
- Silver service
- Decanting wine with sediment

D. Bar & Coffee Service may include:

- Mise en place
- Cocktails with and without alcohol
- Espresso coffee styles from Espresso machine
- Basic coffee service
- Tea service

E. Social & Communication Skills may include:

- Social skills with guests
- Communication skills with guests, experts and other competitors
- Attitude

F. Personal Presentation may include:

- Uniform
- Grooming
- Shoes
- Posture and deportment
- Personal hygiene

Underlying skills such as hygiene, occupational health and safety, waste minimisation and environmentally responsible work practices, flair, technique, organisational skills and methodology will be incorporated in all Criteria.

5.4 Skill assessment procedures

Experts are placed into marking teams and remain in the same module for the 4 days of the Competition, to ensure consistency in marking. Teams will have a range of experts from different countries/regions and should also be a mix of returning experts and new experts. Each team will be allocated a team leader to conduct the daily competitor briefings. The CE and DCE decide the team leaders and their teams.

Competitors will be placed into teams by the CE and DCE - which will have a range of different countries/regions. Competitor teams will rotate through the modules over the 4 days of competition. Competitors will draw their allocation daily.

Separate mark sheets will break down each module into tasks (or sub criteria) and are used by the experts to mark the competitors. The mark sheets are shown to competitors at the start of each day for the specific module they will be working on for a time of 15 minutes.

At the end of each day of competition, final marks are recorded onto the Subjective or Objective mark sheets and then entered into CIS by the CE and DCE or administrative assistant.

All 4 modules will be where possible and appropriate, evenly weighted across all assessment criteria and have approximately the same amount of overall weighting towards the final total.

Competitors will be asked to perform a variety of practical tasks, which test theoretical, product knowledge, practical skills, personal presentation, social skills and 'green' practices. Tasks will attract a time restriction, some will be performed for invited guests and some will be 'blind marked'.

6. SKILL-SPECIFIC SAFETY REQUIREMENTS

Refer to Host Country Health & Safety documentation for Host Country regulations.
No skill-specific safety requirements.

7. MATERIALS & EQUIPMENT

7.1 Infrastructure List

The Infrastructure List lists all equipment, materials and facilities provided by the Host Country.

The Infrastructure List is online (<http://www.worldskills.org/infrastructure/>).

The Infrastructure List specifies the items & quantities requested by the Experts for the next Competition. The Host Country will progressively update the Infrastructure List specifying the actual quantity, type, brand/model of the items. Host Country supplied items are shown in a separate column.

At each Competition, the Experts must review and update the Infrastructure List in preparation for the next Competition. Experts must advise the Technical Director of any increases in space and/or equipment.

At each Competition, the Technical Observer must audit the Infrastructure List that was used at that Competition.

The Infrastructure List does not include items that Competitors and/or Experts are required to bring and items that Competitors are not allowed to bring – they are specified below.

7.2 Materials, equipment and tools supplied by Competitors in their toolbox

To minimise costs associated with the transportation of tools and equipment for member countries, to minimise storage required and to be environmentally responsible – Competitors do not require and should not bring a large tool box – suggested size should be approximately – L 65cm, W 40cm and H 45cm.

General requirements

- Pen
- Notebook
- Box of matches or lighter
- Knife kit
- Service gloves
- Waiter's friend/wine opener
- Crumber
- Four spirit measures

No other equipment will be accepted at the Competition

Uniform requirements

- Module 1 – Individual Tasks, Module 2 - Casual Dining and Module 3 – Banqueting
Competitors must wear black trousers or black skirt, white long-sleeved shirt suitable for wearing a tie and suitable black shoes. *The organisers will supply the tie and apron. No other uniform will be accepted.*
- Module 4 – Fine Dining
Competitors to bring uniform appropriate for the tasks.

7.3 **Materials, equipment and tools supplied by Experts**

Experts must present at the Competition in appropriate attire that reflects managerial standard in the hospitality industry (for example: suit).

The giving of gifts to fellow Experts is not compulsory however if Experts wish to bring gifts please limit to one gift and Member pin per Expert.

7.4 **Materials & equipment prohibited in the skill area**

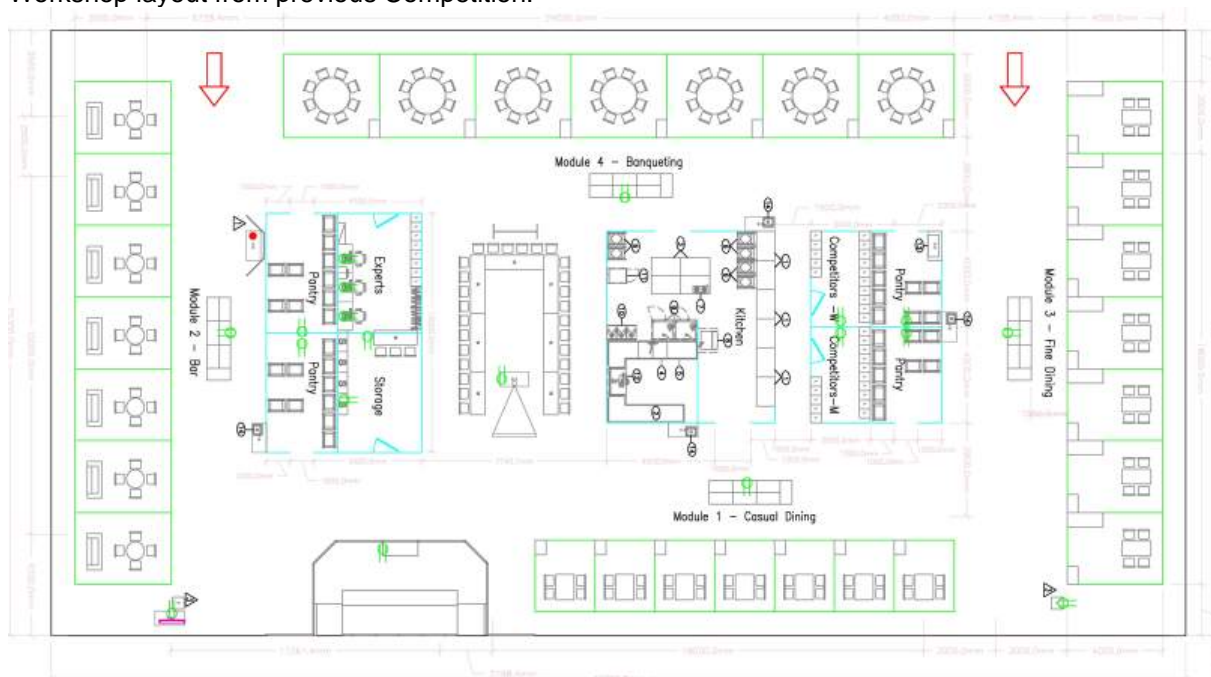
No other equipment or material is allowed.

7.5 **Sample workshop layout**

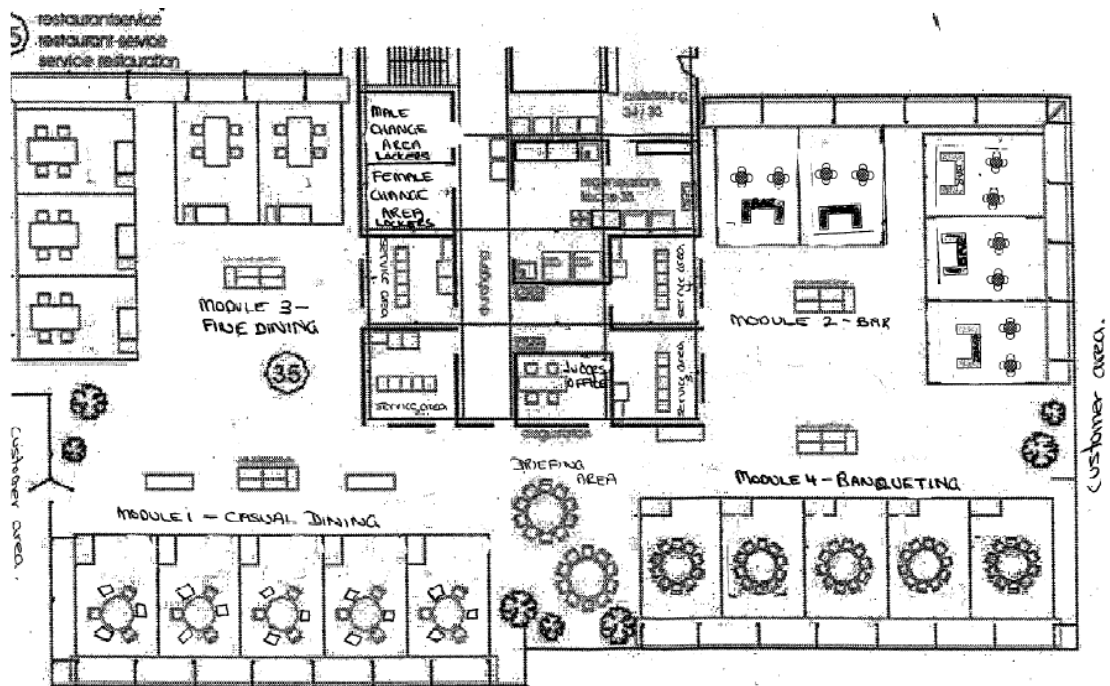
Workshop layouts from Calgary are available at:

http://www.worldskills.org/index.php?option=com_halls&Itemid=540

Workshop layout from previous Competition:



Draft layout for WSC2011:



8. MARKETING THE SKILL TO VISITORS AND MEDIA

8.1 Maximising visitor and media engagement

Following is a list of possible ideas to maximise visitor and media engagement:

- Test Project descriptions
- Career opportunities
- Invitation for media/sponsors for meal service
- Try-a-trade (from Host Country)
- Display screen (from Host Country)

8.2 Sustainability

- Recycling – paper, cardboard, glass, plastic, food waste
- Use of green materials where possible
- Service of food to customers to avoid wastage
- Competitors marked on their 'green' practices
- Small toolboxes