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NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICES

Introduction

The Restaurant Services section of the Skills Jamaica competition consists of one area:

➤ **Restaurant Services**

Each applicant is expected to do the following:

- Select the particular task/s that he/she is interested in.
- Prepare suitable display/demonstration for the day of the competition in the particular areas including photographs/video recording of processes if possible.
- Be prepared to complete test project given by the judge/expert.
- Read through the Competition and Quality Assurance Standards document carefully before starting project.

NATIONAL SKILLS COMPETITION
Competitions Sub-Committee
Restaurant service

The National Skills Competition Committee has adopted the following minimum requirements for applicants' entry in the Skills Jamaica Competition.

The effective date will be that date on which this document is issued, subject to change by the Skills Jamaica Competition Steering Committee.

1. Name and description of trade

1.1 The name of the trade is:

Restaurant service

1.2 Restaurant Service demands an extensive knowledge of international cooking, of beverages and bar service. The waiter is the most important contact person in attending to 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 guests' table. Basic requirements are skill and resourcefulness, good manners, and practical ability.

1.3 **This technical description must be known to every candidate.**

1.4 Words implying masculine gender only shall include the feminine gender

2. Scope of work for Competition

2.1 The test project consists only of practical work.

2.2 The theoretical knowledge is limited to that necessary to carry out the practical work.

3. Practical Work

3.1 Preparations (mise-en-place) for the service, availability of the material, folding of napkins.

3.2 - Preparations and availability of the drinks and utensils necessary for mixing drinks or cocktails.

- Preparations for setting different tables including banquet tables.

3.3 Arranging floral decorations. Arrangement and decoration of a display table.

3.4 Working at the guests table:

- Preparing contemporary dishes
- Preparing steak tartare, salad dressings or hors-d'oeuvre cocktails
- Carving Chateaubriand, entrecote double, Porterhouse steak, smoked salmon, graved salmon, poultry (poularde, duck) or rack of lamb
- Preparing and flaming steaks
- Filleting fish
- Preparing and cutting fruit
- Flaming crepes or fruit
- Preparing hot drinks (tea or coffee)
- Preparing mixed drinks:
 - o Alexander
 - o Gin-Fizz
 - o Singapore Sling
 - o Grasshopper
 - o White Lady
 - o Manhattan
 - o Bloody Mary
 - o Dry Martini
 - o Margarita
 - o Side-Car
 - o Champagne

- o Tom Collins
- o Cocktail
- o Whisky sour
- o Daiquiri-Cocktail
- o Long drinks
- o Cocktails without alcohol
- o Cocktails with alcohol of your choice

3.5 Serving meals and drinks

- Serving all above mentioned dishes
- Serving champagne
- Decanting and serving red wine
- Serving white wine
- Setting a banquet table
- Serving a real menu of several dishes and the corresponding drinks to guests present
- Serving plate service to more than one table

3.5 Identifying varietal wines.

Recognition of popular alcoholic beverages by sight and smell only.

- Taking down the wine-order
- Looking after the guests during their stay
- Seeing the guests off

3.6 Competitors will undertake different modules each day.

4. Theoretical Knowledge

4.1 Knowledge of materials and preparation techniques.

5. Materials

5.1 Materials:

- Food: meat, fish, vegetables,
- Fruit for garnishing
- All types of drinks
- Fresh and dry flowers

5.2 All food, raw materials and materials will be made available to the competitors before beginning the work.

6. Workshop Installations

6.1 The working area for each competitor shall be at least 3.5m x 5m, and shall also allow for the equipment and materials specified.

6.2 The following equipment and crockery as basic service for 4 guests will be required by each competitor:

China

- 16 plate-trays (silver or china)
- 24 plates
- 24 plates
- 24 plates
- 24 plates
- 16 soup-plates
- 16 soup-plates
- 1 salt and pepper shaker
- 24 soup cups
- 4 salad bowl, round
- 4 sauce boat
- 4 butter boat
- 24 compote dishes
- 4 creamer

- 24 coffee cups and saucers
- 4 coffee pot
- 4 coffee potl
- 4 tea pot
- 24 mini-dishes
- 8 flower bowls (great and small)
- 8 flower vases
- 16 finger bowls

Furniture/Fittings

- 1 sideboard
- 1 table or 2 tables
- 5 restaurant chairs
- 1 presentation table

The following equipment will also be required

- 10 flambe trolleys
- 22 tables
- 12 tables
- 80 chairs

Table linen

- Soft lower table-cloths
- 2 table-cloths for presentation table
- 10 table-cloths (1 large table) or
- 20 (2 small tables)
- 40 napkins
- 20 paper napkins
- 6 napperons

Cutlery

- 30 big knives
- 30 medium or dessert spoons
- 30 big forks
- 30 fish knives
- 30 table spoons
- 30 fish forks
- 45 medium or dessert knives
- 30 coffee spoons
- 45 medium or dessert forks
- 6 grapefruit spoons

Other utensils

- 1 flaming rechaud
- 1 bar spoon
- 3 electrical rechaud plate (Lükon)
- 1 jigger
- 2 flaming pans
- 1 dash bottle
- 1 carving board
- Barsticks and straws
- 1 candle
- 1 pepper mill
- 1 candlestick
- 1 oil and vinegar set
- 1 decanting basket
- Oasis for flowers
- 1 decanter mini
- Coloured ribbons
- 2 serving trays
- Adhesive tape

- 1 wine cooler
- Pins
- 1 bread basket
- Dustbin
- 1 mixing glass
- Plastic film
- 1 strainer
- 1 scissor
- 1 ice container
- 2 ashtrays
- 1 ice-pincer
- 1 sugar dispenser
- 6 Hamilton beach blenders

Glasses

- 18 water glasses
- 12 Asti glasses
- 18 white wine glasses
- 12 sherry glasses
- 18 red wine glasses
- 12 long-drink glasses
- 18 champagne glasses
- 12 beer glasses
- 18 medium tumblers
- 12 flip glasses
- 18 old-fashioned tumblers
- 12 brandy inhalers
- 12 cocktail bowls
- 6 liqueur glasses
- 6 Cocktail glasses

6.3 The competitor must bring the following utensils or working instruments:

- 1 corkscrew
- 1 office knife
- Writing materials
- 1 carving knife or carving set
- Note book
- 8 serving serviettes
- Box of matches or lighter
- 1 shaker
- 1 mixing glass
- 1 Hawthorne strainer
- 1 bar spoon
- 1 jigger / measure
- Glasses of cocktail of your choice

Please note: No other equipment or materials will be allowed.

Work clothes

- For female competitors:
- Blouse
- Skirt
- Sensible shoes

For male competitors:

- White shirt with tie or bow-tie
- Trousers
- Sensible shoes

Dressed in black, black and white, national costume or own hotel-dress. No special clothes are necessary for working at the bar.

Professional books are not permitted during the Competition, and they are not necessary either. Nevertheless, after handing out the test projects, the judges/experts may allow competitors to briefly consult professional books. At that moment the competitors may take a look at any book they have brought along. In some special cases the judges/experts may hand out basic recipes.

Recommended books:

- Cocktails: International Bartenders Association, Official Cocktail Book
- Service: Food and Beverage Service, 5th edition, Cousins & Smith
- Gueridon and Flambé service: Professional Food Service, Andrioli & Douglass

6.4 Equipment for judges

Audio visual and stationary

- 1 Sound system with microphone
- 1 CD player (machine)
- 1 Clock
- 3 Stop watches
- 1 Bell
- 2 Computers IBM
- 1 Laser printer
- 3 Flip charts

7. Test Project Marking

7.1 The judges/experts will decide together on the test project, the marking criteria and will prepare the timer and list of materials.

Decanting and specified cocktails will be marked by objective means.

7.2 Marks:

Perfect	=	10 points
Very good	=	9 points
Good	=	8 points
Rather good	=	7points
Sufficient	=	6 points

Medium	=	5 points
Weak	=	4 points
Insufficient	=	3 points
Very bad	=	2 points
Zero	=	1 point

7.3 Rating

Section	Item	Maximum Points
A	Food service skill	20
B	Beverage skill	20
C	Special tasks at table side	20
D	Bar Service	5
E	Social and commercial skills	20
F	Personal presentation	10
G	Display table and decorations	5

Points will also be awarded for creativity, innovation, speed etc. (This will be developed by the judges depending on the nature of the test project).

8. Competition Procedure

- 8.1 The competition will be worked on the two days on a modular basis for all competitors so that progressive marking can take place.
- 8.2 Competitors will have time made available to familiarise themselves with material and processes
- 8.3 The competitors will be given all competition documents including the marking criteria one hour prior to the commencement of the competition so that they may study the requirements
- 8.4 Prior to the start of the competition, each competitor will receive a detailed timetable reflecting the timing for completion of modules.

Judging procedural requirements

- 9.1 The experts that attend the competition will be divided into marking groups to deal with each section of the marking criteria.
- 9.2 Every completed module will be marked on the same day in which it was completed.

10. General Safety Requirements

- 10.1 All competitors must use appropriate hand, power or machine tools according to specific use to avoid injury.
- 10.2 All competitors must wear appropriate clothing and safety footwear.
- 10.3 All competitors must wear hearing protection when necessary.
- 10.4 No loose clothing or jewellery is to be worn during the competition; long hair is to be tied back.
- 10.5 All competitors must make themselves familiar with the safe use of machinery provided before the competition starts.
- 10.6 Competitors must keep their workspace clear of obstacles and the floor space clean of material and equipment - any items likely to cause the competitor to trip, slip or fall.
- 10.7 Failure by the competitor to comply with safety directions or instructions may incur loss of marks for safety.

APPENDIX 1

HEALTH AND SAFETY GUIDELINES

1. Are all exits from the area free of obstruction?
2. Is the passageway leading to and from the dishwashing area free from obstructions?
3. Is the main passageway used by competitors:
 - a) Wide enough to accommodate human traffic?

- b) Clear of obstructions
4. Are all fire-fighting appliances at their designated location and access to them not obstructed?
 5. Do Experts/judges/ Competitors in the area know:
 - a) Means of escape in emergency.
 - c) The location of fire equipment and alarm points.
 - d) What action to take if the evacuation alarms sounds.
 - e) The action to take if a person is seriously ill / injured.
 6. Is the floor surface safe?
 7. Is the Flambé trolley in good working condition:
 - a) All movable parts sufficiently oiled
 - b) Gas cylinder is properly attached to the valve
 - c) Gas switch is working
 8. Are items of furniture in a sound condition e.g. lockers, tables, chairs, benches etc.?
 9. Are cables and extension leads on electrical equipment, including the plug, in good condition, and the outer cable secure at the plug?
 10. Are electrical sockets secure and in good condition?
 11. Are there any cables to electrical units liable to cause an accident?
 12. Are the following satisfactory:
 - a) Lighting
 - b) Ventilation
 - c) Temperature
 - d) Noise level
 - e) Extraction

13. Are "fittings" in a safe state, e.g. lights, service supplies etc.?
14. Are all items of handling equipment in a safe condition, e.g. trolleys etc.?
15. Are all personnel properly trained to perform their task safely?
16. Is the list of Evacuation Officers and Fire Marshalls available and up to date? (In the area)
17. Is all furniture free from sharp edges?
18. Does the area demonstrate a satisfactory level of decent housekeeping?
19. Are there any items protruding from racks to obstruct gangways
20. Are there necessary restrictions being enforced e.g. entry of unauthorised persons.
21. Are flammable liquids and chemicals stored in appropriate environment?
22. Are tools in good condition?
23. Are all raw materials or equipment safely positioned?
24. Are waste materials correctly disposed of?
25. If chemicals or substances are used, are they in suitable containers that are correctly marked.
26. Is safety information for chemicals or substances used available and known to the user?
27. Are the emergency out buttons on equipment assessable and clearly marked?

28. Are floors free from oil, water and uneven surfaces?
29. Are competitors supervised at all times during the competition?

30. Are freestanding gas bottles secured?

31. Are all tools in use in good condition?

32. If applicable, have all system components been subjected to test, is a certificate available?

33. If applicable, is equipment within validation.

34. Are cables and flexible hoses correctly routed to prevent accidents or damage?

35. If flammable liquids or chemicals are being used, are they :-
 - a) Of minimal quantity.
 - b) In approved containers.
 - c) Correctly labelled.

36. Is storage of competitors and experts bags sufficient so that they cannot cause any accident?

APPENDIX 2

Fairness and Transparency - Trade 35

1. At all times during the competition

2. Communicate with everyone in a manner that is easy for everyone to understand the message

3. Reach agreement on our goals and have plans to cover any changes to these goals

4. Do not discuss marks or standards with other judges

5. Think ahead to recognise issues before they become problems? Recognise difficulties and discuss them to reach agreed solutions
6. Competitors must not communicate with visitors at the stand
7. Conform with agreed decisions
8. Always show consistency when dealing with the competitors
9. Do not use mobile phones while on the trade stand
10. Do not smoke on the stand
11. Do not talk to other competitors or visitor without the presence of one other expert
12. Do not leave the stand when your competitor is away from the stand unless in the presence of another expert