

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

Table of Content

| | |
|---|-----------|
| 1. NAME AND DESCRIPTION OF TRADE | 2 |
| 1.1.1. Restaurant service | 2 |
| 2. SCOPE OF WORK FOR COMPETITION | 2 |
| 1.2. PRACTICAL WORK | 3 |
| 3. SKILL MANAGEMENT PROCEDURES (SM)..... | 5 |
| 1.3. DOCUMENTS REQUIRED | 5 |
| 1.4. PRE-COMPETITION RESPONSIBILITIES | 5 |
| 4. SKILL MANAGEMENT PROCEDURES FOR THE CHIEF EXPERTS | 6 |
| 1.5. HONESTY AND TRANSPARENCY | 9 |
| 1.6. INFORMATION POLICY..... | 10 |
| 5. THEORETICAL KNOWLEDGE | 10 |
| 6. MATERIALS | 11 |
| 7. WORKSHOP INSTALLATIONS | 11 |
| 8. TEST PROJECT MARKING | 17 |
| 7.2 MARKS: | 17 |
| 7.3 RATING..... | 17 |
| 9. COMPETITION PROCEDURE | 18 |
| 1.7. JUDGING PROCEDURAL REQUIREMENTS..... | 18 |
| 10. GENERAL SAFETY REQUIREMENTS..... | 18 |
| 11. HEALTH AND SAFETY GUIDELINES..... | 19 |
| 1.8. FAIRNESS AND TRANSPARENCY - TRADE 35 | 22 |

NATIONAL SKILLS COMPETITION
Competitions Sub-Committee
RESTAURANT SERVICE

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

INTRODUCTION

WorldSkills Jamaica , by a resolution of the National Organizing 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 National Skills Competition.

The Technical Description consists of the following:

- Section 1 – Technical/Competition Description (TD)
- Section 2 – Project Design Criteria (PD)
- Section 3 – Skill Management Procedures (SM)
- Section 4 – Workshop Setup (WS)
- Section 5 – Infrastructure List (IL)
- Section 6 – Appendices

Effective 01.04.07

Grace Mclean (GM)

Chairman, Competition Committee

01.04.07

Daphne Simmonds

Co-chair

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

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

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

1. NAME AND DESCRIPTION OF TRADE

1.1 The name of the trade is:

1.1.1. 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.

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

1.2. PRACTICAL WORK

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

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

Preparations for setting different tables including banquet tables.

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

2.3.4 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

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

- 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

2.3.5 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

2.3.6 Identifying varietals 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

2.3.7 Competitors will undertake different modules each day.

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

3. SKILL MANAGEMENT PROCEDURES (SM)

1.3. DOCUMENTS REQUIRED

3.1.1 The Chief Expert will have available a current copy of all documents associated with this skill for the Competition.

3.1.2 The documents required are:

- Technical Description
- Competition Rules
- Health and Safety documents
- QAMS – all documents
- Any other documents referred to in the documents listed above.

3.1.3 While it is understood that the Chief Expert will have a copy of these documents in there shall also be a complete set that is available for the experts and other competition workers.

3.1.4 The Chief Expert is expected to have a sound knowledge of the requirements and procedures specified in the documentation.

3.1.5 The Jury President is expected to have a thorough knowledge and understanding of the requirements and procedures specified in the documentation.

1.4. PRE-COMPETITION RESPONSIBILITIES

3.2.1 In the period between one National Skills Competition and the next, the elected Chief Expert is responsible to ensure that the requirements of Section 2 – Project Design Criteria are complied with.

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

4. SKILL MANAGEMENT PROCEDURES FOR THE CHIEF EXPERTS

The following speaks to the procedures prior to and during the Competition

3.3.1 The procedures specified below must be adhered to.

3.3.2 On arrival at the Competition site for the first time, the Chief Expert must:

- Welcome the experts and ensure introductions are made
- Inform them of their duties and responsibilities in terms of the Competition Rules and Standing Orders
- Ensure that the project is endorsed by all the experts and that a copy is signed by all the experts

3.3.3 The Chief Expert will then divide the experts into teams for the following activities:

- Verify that the material on site is appropriate and sufficient
- Verify again that the quantities of material as specified on the material list is accurate
- Develop a program for the competitors to complete the modules
- Develop timetables for activities
- Set up equipment
- Confirm that the layout, work areas and equipment are in accordance with the workshop setup requirements
- Confirm that all machinery/equipment is in a safe working order
- Confirm that all workstations/machinery/equipment are in accordance with the plan, and that they are numbered
- Confirm that there is sufficient illumination
- Confirm that there is sufficient space for the competitors to work efficiently
- Confirm that the barriers are far enough removed from the competitors to ensure that there will be no interference, and if they are not, set up a roster among the experts to police the area during the Competition
- If necessary, set up duty rosters for activities during the Competition – e.g. keeping watch during lunch, preventing access of unauthorised persons, etc

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

- 3.3.4 The Chief Expert will then divide the experts into teams for purpose of marking and setting up marking schedules in accordance with the requirements.
- 3.3.5 Suggestions and comments for the revision and improvement of the Technical Description are to be provided to the Deputy Chief Expert in writing. The Deputy Chief Expert will reduce the information to a single typed document ready for discussion by all experts. Prior to leaving the Competition site, the Chief Expert, the Deputy Chief Expert and the Jury President will facilitate the discussion and revision of the Technical Description.
- 3.3.6 At any time that a unanimous decision is not achieved within a reasonable time, the Chief Expert will put the matter under discussion to the vote. A majority will be 50% of the experts present plus one. This decision will be final. In the event that an expert is absent at the time that the vote takes place, he/she has the right to be informed of the decision but the matter will not be raised again or voted upon again. The exception to this majority rule will be in the case of approval of the changes to the Technical Description, where the majority of 80% is required.
- 3.3.7 In the event that an extension of time is requested for the Competition to exceed the allotted hours, the matter must be discussed with the Jury President. All possible alternative solutions must be investigated before approval of an extension of time is requested, or will be approved.
- 3.3.8 Prior to the end of the Competition, the Jury President will facilitate the selection of the Chief Expert and Deputy Chief Expert for the next national Skills Competition.
- 3.3.9 Experts are eligible for selection as a Chief Expert if they:
- Have attended the National Skills Competition at least twice before (if less than 4 experts have been to the National Skills Competition before, this criterion may be relaxed at the discretion of the Jury President)
 - Demonstrate a high degree of expertise in the skill
 - Demonstrate leadership qualities.

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

- Are competent using a computer and the Internet – specifically to facilitate the Discussion Forum for their skill category.

3.3.10 The process by which selection will take place is by secret ballot and is as follows:

- Each expert present will list their choice of three experts in order of preference • The Jury President will allocate a score of three (3) points to each experts first preference, two (2) points to the second preference and one (1) point to the third preference
- The Jury President will then calculate total scores and announce the three highest scoring experts
- The expert with the highest score will be appointed Chief Expert for the next National Skills Competition
- If the first choice cannot attend, then the second choice will be Chief Expert
- If the first and second choice cannot attend, then the third choice will attend
- If none of the choices can attend, then the jury president will appoint, or facilitate the appointment of a Chief Expert
- The names of the selected experts will be entered into the provided documentation and signed by the Jury President and returned to the co-chair of the competitions committee.

3.3.11 Changes to the method of Competition design or suggestions offered for the next Competition design process or tasks must be written down and signed by 80% of the experts.

3.3.12 The Deputy Chief Expert's primary role is to ensure that the Technical Description is updated to reflect the technological advances of the skill category and include overall improvements for the preparation and running of the Competition. He/she will ensure that all changes to the Technical Description are entered, that all experts sign it, and that it is delivered to the co-chair of the competitions committee as a hard copy and digitally.

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

3.3.13 The Deputy Chief Expert also assists in the distribution and collection of the QAMS Audit Questionnaires and assists the Chief Expert where necessary.

1.5. HONESTY AND TRANSPARENCY

3.4.1 The competitors that attend the National Skills Competition have the right to expect fair and honest treatment during the Competition in terms of the following:

- Instructions that are clear and unambiguous
- Marking schedules that provide no advantage to an opposing competitor
- All necessary equipment and material specified within the skill documentation that are required to complete the Competition
- The assistance necessary from judges and officials to ensure that he is able to complete the project. (The assistance deemed necessary will be provided equally and at the same time to all competitors present)
- No undue interference by officials or spectators that may hinder them in the completion of their project

3.4.2 Every competitor has the right to expect and demand that no opposing competitors will receive undue or unfair assistance or intervention that may provide that opposing competitor with an unfair advantage.

3.4.3 All officials and judges present on the Competition site are expected to ensure that paragraphs 3.4.1 and 3.4.2 above are complied with and maintained.

3.4.4 It is the responsibility of the Chief Expert or his Deputy to ensure that all competitors, interpreters, officials and judges comply with and maintain the integrity of the Competition, and additionally ensure that all necessary steps are taken to ensure that:

- Outside influences do not unduly improve or decrease competitors' abilities to provide a worthy performance.

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

- 3.4.5 A briefing will be provided to all experts and competitors on the requirements for integrity during the Competition.
- 3.4.6 Additionally, the Chief Expert is expected to identify these and any other factors that may exist on the Competition site that may result in the contravention of paragraphs 3.4.1 and 3.4.2 above, and reduce them to a checklist for continuous reference.
- 3.4.7 In the event that any competitor, judge, official, observer or competitor compatriot is found to be attempting to gain or provide assistance in any form that may result in an unfair advantage, the Chief Expert is to immediately refer the matter to the Jury President.
- 3.4.8 The Chief Expert will receive nominations and appoint a Security Officer whose responsibility it will be to ensure that these requirements are carried out.
- 3.4.9 It will be explained to all experts and competitors that nothing is to come in or out of the site unless specified by the Chief Expert as being allowed after being briefed on this topic.
- 3.4.10 Security checks will be carried out each day on experts and competitors (by experts and competitors) upon entry and exit to the site.

1.6. INFORMATION POLICY

- 3.9.1 During the competition a modified project plan without measurements is to be made available to the public.

5. THEORETICAL KNOWLEDGE

- 4.1 Knowledge of materials and preparation techniques.

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

6. 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.

7. 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

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

- 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

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

- 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

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

- 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

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

- 12 flip glasses
- 18 old-fashioned tumblers
- 12 brandy inhalers
- 12 cocktail bowls
- 6 liqueur glasses
- 6 Cocktail glasses
- Ice cream machine

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

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

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

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

- 1 Laser printer
- 3 Flip charts

8. TEST PROJECT MARKING

7.1 The judges/experts will decide together on the test project, the marking criteria and will prepare the timber 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 |

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

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).

9. 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.

1.7. 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.

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

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

11. 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?

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

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)

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

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?

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

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

1.8. 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

NATIONAL SKILLS COMPETITION

Competitions Sub-Committee

RESTAURANT SERVICE

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