

# Unit HT6: Serving Food and Drink

Level: 1

Unit type: **Sector (Hospitality and Tourism)**

Guided learning hours: **40**

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## Unit in brief

Learners will develop skills in serving food and drink safely and hygienically to customers in hospitality settings.

## Unit introduction

Do you enjoy eating out? Have you been to different types of hospitality settings? Have you noticed a difference in their service? Would you like to find out how these businesses serve food and drink to their customers?

In this unit, you will develop the skills needed to serve food and drink safely and hygienically in different service styles and settings of the hospitality industry. You will think about what equipment is needed for the service style used, how to prepare the service area and appropriate personal presentation. You will show how well you can communicate and work under pressure when serving customers.

The transferable and sector skills you develop in this unit can enable you to progress to further learning. They will also support you in completing the core skills units in Group A of the qualification.

## Learning aims

In this unit you will:

- A** Provide food and drink service to customers safely and hygienically
- B** Communicate and prioritise activities when serving food and drink to customers.

## Unit summary

Learning aim	Key teaching areas	Summary of suggested assessment evidence
<p><b>A</b> Provide food and drink service to customers safely and hygienically</p>	<ul style="list-style-type: none"> <li>• Safe and hygienic practices for preparing and providing food and drink service</li> <li>• Preparing for food and drink service</li> <li>• Providing customers with food and drink service</li> </ul>	<ul style="list-style-type: none"> <li>• Tutor observation record of learners serving food and drink to customers in a specific service style.</li> </ul>
<p><b>B</b> Communicate and prioritise activities when serving food and drink to customers</p>		
<p><b>Key teaching areas include:</b></p>		
Sector skills	Knowledge	Transferable skills
<ul style="list-style-type: none"> <li>• Safe and hygienic preparation and clearing of food and drink service areas</li> <li>• Meeting and greeting customers</li> <li>• Serving customers</li> <li>• Managing own cleanliness and hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• How to prepare and clear food and drink service areas safely and hygienically</li> <li>• How to take customers' orders</li> <li>• Different types of hospitality settings and service styles</li> <li>• Importance of personal cleanliness and hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Working well under pressure</li> </ul>

### There are opportunities to develop functional skills in this unit:

Functional skills	
<p><b>English</b></p>	<ul style="list-style-type: none"> <li>• Make relevant and extended contributions to discussions, allowing for and responding to others' input.</li> <li>• Utilise information contained in texts.</li> </ul>

## Unit content

### Knowledge and sector skills

#### Safe and hygienic practices for preparing and providing food and drink service

Safety and hygiene considerations, to include:

- handling food and drink safely during service
- washing hands at appropriate times
- maintaining cleanliness of food and drink service area throughout service
- complying with food hygiene regulations and legal requirements for temperatures of food during service and storage.

#### Preparing for food and drink service

- Hospitality settings providing food and drink and using different styles of service, e.g. hotels, restaurants, bars.
- Preparing the food and drink service area, including cleaning and organising service areas, laying tables, reporting any problems identified with food, drinks, service equipment.

#### Providing customers with food and drink service

- Styles of food and drink service, e.g. plate service, counter service.
- Food types, e.g. starters, salads, fish, accompaniments, dessert.
- Drink types, e.g. coffee, hot chocolate, cold drinks, juices.
- Skills and attributes needed to work in hospitality settings, including positive behaviour and attitude, active communication with customers and colleagues, teamwork, personal hygiene and appearance.
- Dealing with customers' special requirements and requests, e.g. allergies, religious requirements, requirements for people with disabilities.
- Ensuring condiments and accompaniments for served food are available for customers.
- Maintaining appropriate stock levels of food, drink and service equipment.
- Clearing work areas, including customer and service areas.

### Transferable skills

- Communication: speaking and listening to customers, taking customers' orders, relaying messages and orders accurately and promptly, using positive body language to help communication.
- Working well under pressure: serving food and drinks with appropriate service equipment and service style at the appropriate times, prioritising tasks to meet deadlines for serving customers.

## Assessment criteria

Pass	Merit	Distinction
<b>Learning aim A: Provide food and drink service to customers safely and hygienically</b>		
<b>A.P1</b> Serve food and drink to customers, using safe and hygienic practices and given service equipment in a selected service style, following routine instructions.	<b>A.M1</b> Serve food and drink to customers, showing competent use of safe and hygienic practices and service equipment that are in line with a selected service style, showing initiative.	<b>A.D1</b> Serve food and drink to customers, showing control over the use of safe and hygienic practices and service equipment to meet the requirements of a selected service style, showing initiative and consistency.
<b>Learning aim B: Communicate and prioritise activities when serving food and drink to customers</b>		
<b>B.P2</b> Communicate positively in routine situations with customers and prioritise some activities when providing food and drink service.	<b>B.M2</b> Communicate in a positive and clear way with customers and prioritise key activities to meet required timings when providing food and drink service.	<b>B.D2</b> Actively engage and communicate in a positive and clear way with customers to meet their requests, organising time and resources and prioritising activities when providing food and drink service.

## Essential information for tutors

### Essential information for assessment decisions

Tutors will need to specify the service style to be used for assessment.

**For distinction standard**, learners:

- show control over techniques when using a specified service style by selecting the appropriate type of service equipment and working methods when preparing for and providing food and drink service to customers. Learners show considerable knowledge and skills to demonstrate safe and hygienic working practices that meet the service style requirements
- communicate confidently by demonstrating secure application of skills and using active listening skills to convey clear meaning to customers. Learners use of body language shows control over techniques
- show a clear knowledge of key task priorities to maintain the service area when serving customers.

**For merit standard**, learners:

- show the necessary skills when using a specified service style by selecting suitable type of service equipment and working methods when preparing for and providing food and drink service to customers. Learners show the necessary knowledge and skills to demonstrate safe and hygienic working practices that are in line with the service style
- communicate meaning to customers, using suitable body language
- show knowledge of key task priorities to maintain the service area when serving customers.

**For pass standard**, learners:

- show some skill when using a specified service style by using given service equipment and working methods when preparing for and providing food and drink service to customers. Learners demonstrate safe and hygienic working practices
- communicate with customers in familiar situations, using acceptable body language
- show some knowledge of key task priorities to maintain the service area when serving customers.

### Essential resources

For this unit, learners will need access to a food and drink service area, including appropriate equipment, food and drink. Learners should also have access to equipment to demonstrate different service styles.

## Delivery guidance

The following are examples of practical activities and workshops that tutors can use when developing skills in the delivery of this unit. Wherever possible, practical activities should be used to help learners develop both personal and sector skills in preparation for the final assessment.

### Introduction to unit

Tutors discuss different hospitality settings, service styles and safety and hygiene practices for serving and handling food and drink and working in a food area.

Tutors discuss menus that will be offered in practical lessons and the style of service required.

Learners discuss a hospitality setting they have visited in the local area in the last few weeks and compare the service offered at these places.

**Suggested time:** about 4 hours.

### Activity: Visit to suitable hospitality settings

Learners go on a supervised visit to suitable settings to observe safety and applications in food and drink service situations. Tutors discuss personal hygiene and the requirements for those working in hospitality settings, such as hand washing.

The visit will be followed by skills practice in (simulated) opening and closing doors while carrying trays or food and drink, carrying items, dealing with spillages, maintaining cleanliness of working areas and organising food and drink service area.

**Suggested time:** about 6 hours.

### Activity: Food and drink service to customers

Learners take part in practical food service sessions to customers, each session will last 45 minutes. They discuss the food to be served, room preparation, table layout, food service, clear down of room and equipment. Afterwards they will review the session as a whole-group discussion and using tutor feedback. Some sessions could be booked as set functions/events, for example a buffet lunch party for a 10-customer local walking group.

Learners write notes identifying the health, safety and hygiene requirements that must be followed when serving food. Learners keep a record of how they worked during service (this could be in the form of a diary).

**Suggested time:** about 6 hours.

### Activity: Preparing for and providing food and drink for a counter service

In groups, learners prepare the dining area for counter service and then serve in line with the dining area requirements, communicating appropriately with customers. Learners clear the food service area in a group and all learners have their own tasks to complete. Learners keep a record of how they worked during service (this could be in the form of a diary).

**Suggested time:** about 6 hours.

### Activity: Preparing for and providing food and drink for plate service

Learners take part in a role play where they take it in turns to prepare for and serve food (plated) and drinks to other learners as part of a team. Learners will need to be allocated specific roles and tutors will need to ensure that each learner achieves a good coverage of the unit content. They should be asked about items on the menu or additional requirements and requests.

**Suggested time:** about 6 hours.

### Activity: Recording practical sessions

Learners record how they worked and what went well in their practical sessions, identifying areas for improvement and how they will achieve these improvements. Learners give feedback to each other on their performance.

**Suggested time:** about 2 hours.

## Suggested assessment activity

The summative assessment activity takes place after learners have completed their formative development. The activity should be practical, be set in a realistic scenario and draw on learning from the unit, including the transferable skills. You will need to give learners a set period of time and number of hours in which to complete the activity.

### Suggested scenario

You are taking part in an event where food and drink is being served. You are asked to prepare a service area for providing the food and drink using a plate service style. You need to demonstrate safe and hygienic working practices when preparing and maintaining the service area and serving customers. You will be observed demonstrating your skills to meet given requirements and specifications. Your performance will be observed by your tutor.

**If a retake assessment is necessary, an alternative activity must be used. The following is an example of a retake assessment activity.**

On another occasion, a family member has asked you to set up a buffet-style service for providing food and drink for a relative's birthday party. You need to prepare and maintain a service area for providing the food and drink safely and hygienically. You will be observed demonstrating your skills to meet given requirements and specifications.