

## SIT20213 Certificate II in Hospitality

### SITHIND202 Use hospitality skills effectively

#### EVIDENCE PORTFOLIO

Student Name:

School Name:

Trainer Contact:

School Phone no:

Emergency Parent/Caregiver Contact:

Emergency Phone no:

#### **Purpose of the Evidence Journal**

This journal will require you to collect a variety of evidence of on the job performance and will form part of your assessment for the holistic unit of competency *SITHIND202 Use hospitality skills effectively*.

This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during live service periods.

It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. It incorporates preparation, service and end of service tasks.

## How to complete the Evidence Portfolio

It is your responsibility to ensure that this portfolio is kept up to date as a record of learning and achievement in the hospitality industry.

For the unit of competency **SITHIND202 Use hospitality skills effectively** you are required to collect a variety of evidence over a minimum of twelve complete service periods.

A service period can be:

- breakfast
- lunch
- dinner
- function

A service period requires you to:

1. Prepare for service
2. Provide service
3. Complete operational tasks
4. Complete end of shift duties

### Types of evidence that can be collected

You are required to enter the date of the service period and indicate the code below that relates to the type of evidence you are providing. It is not necessary to cover all activities areas during a service period. Your work place supervisor/trainer will need to sign this sheet to verify the service period that you have undertaken.

Evidence Code	Type of Evidence examples
P	Photographic evidence
V	Video evidence
O	Observation
WP	Work Placement Journal
WE	Workplace Evidence (e.g. organisational policies, menus, cleaning procedures etc)
A	Activity
TPF	Third Party Feedback

## SITHIND202 USE HOSPITALITY SKILLS EFFECTIVELY

### Evidence collection for Service Periods

You are required to enter the date of the service period and tick the boxes where appropriate i.e. where activities have been undertaken. (It is not necessary to cover all activities areas during a service period. Your work place supervisor or trainer/assessor will need to sign this sheet to verify the service periods that you have undertaken.

Activity Areas	SP1	SP2	SP3	SP4	SP5	SP6
<b>Date</b>						
<b>Venue bll I T</b>						
Service Period – Please indicate with a tick (✓) the service period/s	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function
Number of customers serviced in this period						
<b>Please tick (✓) the activities undertaken during each service period and provide evidence on the following templates</b>						
Service period requirements discussed with supervisor						
Prepare for service						
Follow work place health and safety procedures						
Work as part of a team						
Provide menu information to customers						
Take customer orders						
Provide service to customers						
Complete tasks within expected timeframes						
Refer problems to supervisor						
Show initiative during service periods e.g. clear tables						
Use technology/equipment to assist work activities						
Keep work area clean and tidy						
Complete end of shift duties						
Collect documentation relevant to the workplace e.g. menu, checklist						
<b>Supervisor or Trainer/Assessor Initials</b>						

Activity Areas	SP7	SP8	SP9	SP10	SP11	SP12
<b>Date</b>						
<b>Venue bll I T</b>						
Service Period – Please indicate with a tick (✓) the service period/s	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function	<input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/> Function
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Provide service to customers						
Complete tasks within expected timeframes						
Refer problems to supervisor						
Show initiative during service periods e.g. clear tables						
Use technology/equipment to assist work activities						
Keep work area clean and tidy						
Complete end of shift duties						
Collect documentation relevant to the workplace e.g. menu, checklist						
<b>Supervisor or Trainer/Assessor Initials</b>						

## EMPLOYABILITY SKILLS

The following is a summary of the employability skills that you will need to demonstrate on the following activity templates.

EMPLOYABILITY SKILLS	Code	INDUSTRY/ENTERPRISE REQUIREMENTS FOR THIS QUALIFICATION INCLUDE:
<b>COMMUNICATION</b>	C	Interacting with customers in a polite and friendly manner, asking questions and actively listening to customers to determine their needs; providing clear and accurate information to customers and colleagues to ensure a positive hospitality experience; interpreting verbal and written information on hospitality products, services and operational procedures; discussing operational and service difficulties with colleagues and supervisors.
<b>TEAMWORK</b>	TW	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the hospitality customer; supporting other team members to coordinate hospitality operational and service activities to achieve quality service delivery of the hospitality product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers
<b>PROBLEM SOLVING</b>	P	Thinking about problems that relate to own role in hospitality operational and service activities; avoiding deadline problems by planning own day-to-day operational activities; identifying and resolving routine customer or operational problems using predetermined policies and procedures to guide solutions; clarifying the extent of problems and requesting assistance from team members and supervisors to solve operational and service issues.
<b>INITIATIVE AND ENTERPRISE</b>	I	Identifying and discussing with supervisors better ways to organise hospitality operational and service activities; seeking information on new technologies and suggesting their use to supervisors, providing suggestions for better customer service provision.
<b>PLANNING AND ORGANISING</b>	O	Collecting and organising customer, product and procedural information to efficiently coordinate hospitality operational and service activities; planning both operational and daily activities to ensure a smooth workflow which delivers a positive service outcome for hospitality customers.
<b>SELF-MANAGEMENT</b>	S	Following policies and procedures for legal compliance; taking responsibility for servicing the hospitality customer and knowing when to refer difficulties to supervisors; seeking feedback and guidance from supervisors on success in hospitality operational and service activities.
<b>LEARNING</b>	L	Participating in activities to learn new things about the hospitality industry, new operational tasks and better ways of providing hospitality service; seeking and sharing information with colleagues on new hospitality products and services.
<b>TECHNOLOGY</b>	TY	Understanding the operating capability of tools and equipment and selecting and safely using them; selecting and using the right personal protective equipment to manage personal safety in the workplace.

## **Instructions for Evidence Cover Sheet**

*Please add in instructions for students to follow:*

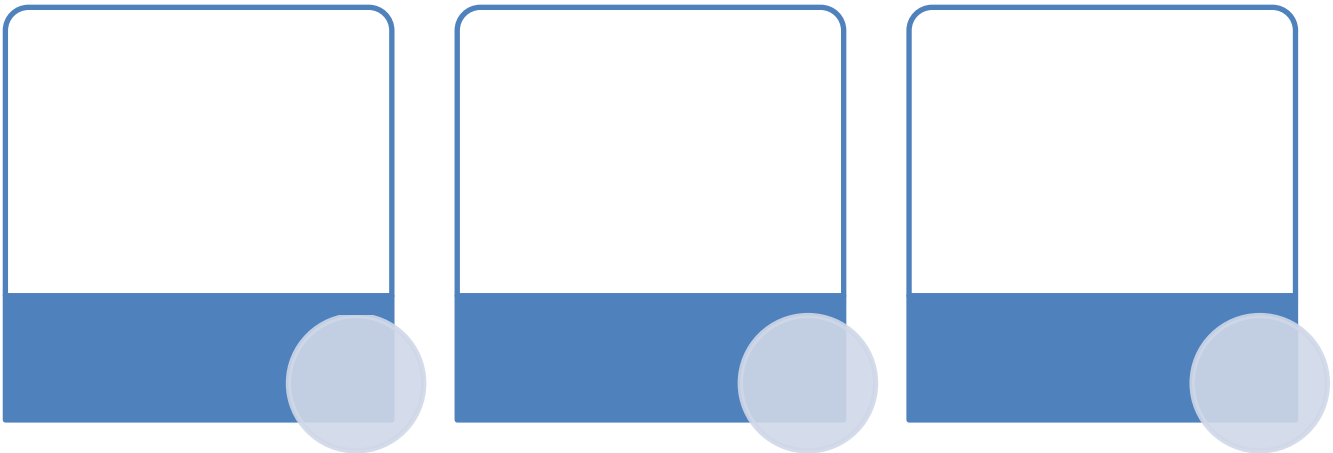
# Evidence Cover Sheet

Activity \_\_\_\_\_

List the tasks you undertook as part of this activity

List the evidence you are providing for this activity

Insert/attach evidence



*To insert an image. Click on object icon and then again in pop up tool bar (last icon). Right click in square & select place image. Select image. Resize image to suit. Click on arrow in pop up tool bar when finished before closing by clicking on X*

Identify two Employability Skills you demonstrated whilst undertaking this activity

Employability Skills	Tick
Communication	
Teamwork	
Problem Solving	
Initiative and Enterprise	
Planning and Organising	
Self-Management	
Learning	
Technology	





7. When you were at work placement, how did your establishment deal with customer complaints? Give an example.

8. List two (2) different ways you could obtain feedback from your customers

9. Please provide any other information and/or evidence to support your skills and knowledge for this unit (optional)

10. Write a self-reflection on the service period that you have completed. In your self-reflection include positive and negative experiences that you encountered during the service period. What would you do differently if you had to repeat the same service period?

11. Include any additional supporting documentation.

## Instructions for Job Checklist

*Please add in instructions for students to follow:*

# Jobs Checklist

Dish: \_\_\_\_\_

Time	Task	Food Safety Considerations <small>(HACCP: Note specific CCPs, monitoring procedures and corrective actions)</small>	Job Role / Responsibility			
			Head Chef	Commis Chef	Apprentice	Kitchen Hand

## End of Service Analysis

*Complete the following table by filling in the squares.*

<p>1. Explain how this jobs checklist took into consideration job roles and responsibilities and so maximised your team's efficiency?</p>	<p>2. Rate how well your jobs checklist met the requirements for quantity, quality and style as specified by the recipe?</p>
<p>3. Evaluate the safe preparation of food for this dish. (N.B. Refer to the Hospitality Syllabus: Implement food safety procedures)</p>	<p>4. For each ingredient of the dish, justify the storage conditions you used (specify temperatures and time periods).</p>

5. In relation to this service period, discuss how you met special requests or dietary needs of customers in at least **one** of the following situations:

- a) cultural needs and restrictions
- b) specific dietary requirements related to medical requirements (e.g.: food exclusions for allergies and medications, and diabetic or other diets)
- c) preference for particular ingredients and cooking methods, (eg: vegetarian, seasonal / local / available produce).

6. Outline the **end of service procedures** that you and your team members completed for this service period. This may have included:

- a) safe storage of food items
- b) cleaning procedures related to kitchen and equipment
- c) debriefing sessions
- d) quality reviews
- e) restocking
- f) preparations for the next food service period

## Safe Use of Equipment in the Commercial Kitchen

Complete the following table to identify the safe use of equipment in the commercial kitchen.

<b>Name of piece of equipment</b>	
<b>Brand and model</b>	
<b>Features</b>	
<b>Cleaning requirements</b>	
<b>Maintenance requirements</b>	
<b>What food types could use this piece of equipment and for what purpose?</b>	
<b>Safety Information</b>	

# Customer Feedback

*Please add in instructions for students to follow:*

**Service Periods Type:**

(Breakfast, Lunch, Dinner, Function)

**Menu Item(s) Served: (please list)**

A – Excellent	B – Very Good	C – Satisfactory	D=Unsatisfactory
---------------	---------------	------------------	------------------

(Please circle the rating)

- |    |                              |   |   |   |   |
|----|------------------------------|---|---|---|---|
| 1. | Speed and timing of service  | A | B | C | D |
| 2. | Quality of meal served       | A | B | C | D |
| 3. | Quality of food presentation | A | B | C | D |
| 4. | Temperature of food served   | A | B | C | D |
| 5. | Serving size of meal served  | A | B | C | D |
| 6. | Temperature of food served   | A | B | C | D |
| 7. | Overall experience           | A | B | C | D |

**Additional Comments:**

**Thank you – we value your feedback!**

## Recipe interpretation

*You must use the following recipe to complete the activities in this section.*

<h1>Standard Recipe Card</h1>			
<b>Name</b>	<i>Bitter Sweet Autumn Salad</i>		
<b>No of Portions</b>	<b>4</b>		
Item	Specifications	Size	Amount
Witlof			2
Capsicum	Yellow	Medium	1
Fennel	Bulb	Medium	1
Parsley	Italian	Bunch	¼
Cheese	Gruyere	Grams	80
Figs			4
Pecan nuts	Roasted and chopped	Grams	50
Oil	Walnut	Millilitres	25
Oil	Olive	Millilitres	25
Mustard		Grams	5
Chives	Chopped	Bunch	¼
Vinegar	Red wine	Millilitres	25
Salt		Grams	1
Pepper		Grams	1/8
<p><b>Method</b></p> <ol style="list-style-type: none"> <li>1. Cut the capsicum in half, remove the seeds and cut into fine strips.</li> <li>2. If witlof is small, separate the leaves. If the witlof is large, cut the leaves lengthways and then into large diagonal pieces.</li> <li>3. Remove the outer leaves of the fennel, cut in half and slice it thinly. Quarter the figs. Discard the stalks on the parsley.</li> <li>4. Mix all the vegetables, figs and pecans in a salad bowl. Shave the gruyere cheese over the salad mix.</li> <li>5. Whisk the mustard, salt, pepper and red wine vinegar together. Add the chives and the oils. Taste the dressing to adjust the seasoning and acid balance. Drizzle the dressing on the salad just before service.</li> </ol>			
<p><b>Garnish</b></p> <p>Shaved gruyere cheese</p>			





# FOOD CATEGORIES

Different types of foods require different types of storage and handling to maintain quality and freshness of stock.

*Complete the following table to identify the correct procedures for storage and receiving of incoming stock.*

Food categories	Examples of food items	Signs of quality characteristics	Storage procedures
Completed example			
Dairy			
Meat			
Poultry			
Seafood			
Vegetables			

## **Instructions for Workflow Plan**

*Please add in instructions for students to follow:*

# Workflow Plan

**A workflow plan** is a useful tool to organise the tasks of preparation and cooking of a menu item into **logical steps**, to be completed in a **designated time frame**. It identifies the precise steps of a task. They are particularly helpful when recipes are quite detailed, listing numerous tasks to be completed.

**Menu / Recipe Name:**

Time	Equipment Required	Task	Person/Team Member
<b>Begin:</b>		<b>Mise en Place:</b>	
<b>End:</b>			

**Self Evaluation Comments:**