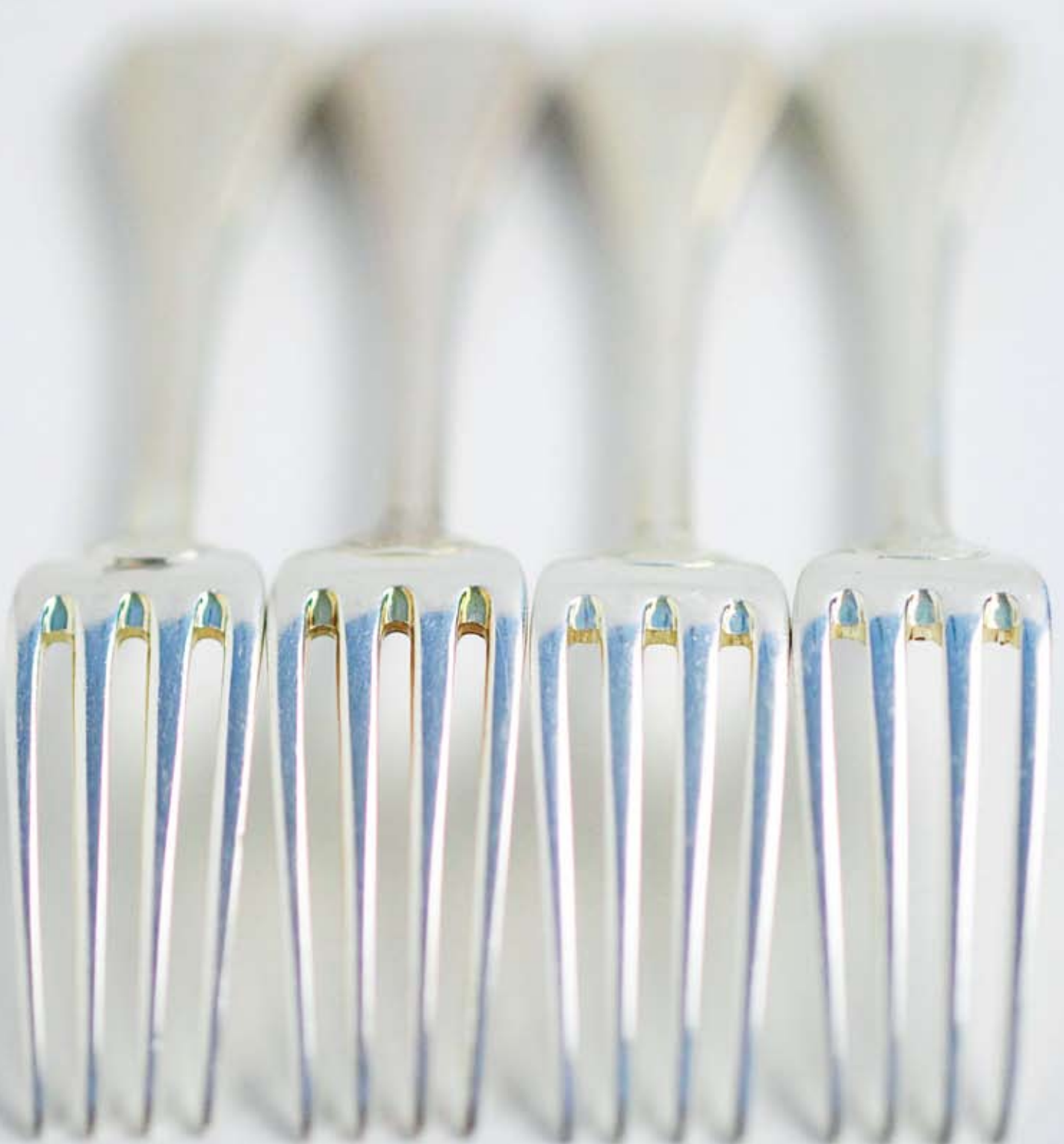


UNIT 208 (2FS3)

PROVIDE A SILVER SERVICE

The pinnacle of restaurant table service, silver service, can be a daunting prospect for even the most experienced employee. This unit will help you understand what you need to do to carry it out flawlessly – from checking the table items are in place to cleaning up the crumbs afterwards.



UNIT 208 (LEVEL 2 UNIT, 6 CREDITS)

PROVIDE A SILVER SERVICE

This unit is about silver serving various foods including soups and sauces, bread rolls and potatoes, meat and poultry, vegetables and sweets. This unit also covers clearing finished courses including cutlery, crockery and other table items such as glassware.

This unit has four learning outcomes:

1. Be able to silver serve food
2. Understand how to silver serve food
3. Be able to clear finished courses
4. Know how to clear finished courses.

Useful words

BUFFET

Where customers leave their table and food is served to them from one or more long tables.

CARVERY

Similar to a buffet service but customers choose from a selection of roasted meats, which are carved by silver service staff to order.

FUNCTION

An occasion, such as a wedding or charity event, when food is served to a large number of guests from a pre-selected set menu.

GATEAU

An elaborate dessert, usually a cake with layers of cream or custard, that's served in slices.

LINERS

A cold, usually oval, silver dish used by waiters to carry and serve hot dishes at the table.

SILVER SERVICE

This is the highest standard of table service you can offer and is a formal style of serving food to the diner from a platter or 'flat'. Flats were silver, hence the name, but now stainless steel is more common.

KNOW YOUR... APPARATUS



Carafe



*Service trays
& platters*



*White
cotton
gloves*



*Serving
utensils*



*Water
jug*

UNIT 208 (2FS3)

**PROVIDE A
SILVER SERVICE**

Evidence

This space is to record your evidence for this unit. The criteria that you should be able to record are within the learning outcomes.

No	Method	Summary of evidence, or portfolio reference	Assessor initials
1			
2			
3			
4			

Photocopy if required

***Assessment method key:** **O** Observation; **PD** Professional discussion; **Q** Questioning; **WP** Work product; **WT** Witness testimony; **Oth** Other



*Did you know?
Early records show that the ancient Egyptians considered silver to be more precious than gold.*

What you must do

(OUTCOME 1)

You must show that you can perform consistently to the same standard. This will be assessed by your assessor using various methods which must include observation of your performance.

Circled numbers must be observed

	1	2	3	4
1 Make sure that service equipment is clean and undamaged and ready for service according to the service operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Make sure that the food to be served is of the type and quantity required and that it is arranged allowing for easy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Portion, serve and arrange the food items using the recommended service equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Deal with surplus food items and use service equipment correctly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Carry out work with the minimum of disturbance to customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What you must cover

(OUTCOME 1)

You must show that you have covered **ALL** of the following:

1 2 3 4

Service equipment

All must be covered. At least **two** of these must be observed by your assessor.

1 dishes/liners/flats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 service cutlery/silverware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 service cloths/linen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Silver service operation

All must be covered. At least **one** of these must be observed by your assessor.

1 function silver service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 restaurant silver service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 buffet/carvery silver service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Food items

All must be covered. At least **five** of these must be observed by your assessor.

1 soups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 gravies/sauces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 bread rolls/potatoes/other solid items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 sliced meat/poultry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 rice/vegetables/other small chopped items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 pies/tarts/flans/gateaux	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 puddings/spooned desserts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 cheese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

UNIT 208 (2FS3)

PROVIDE A SILVER SERVICE

What you must do

(OUTCOME 3)

You must show that you can perform consistently to the same standard. This will be assessed by your assessor using various methods which must include observation of your performance.

Circled numbers
must be observed

1 2 3 4

- | | |
|--|---------|
| 6 Clear finished courses, crockery and cutlery systematically from the table at the appropriate time according to the service operation | ● ● ● ● |
| 7 Check crockery, cutlery and other table items and replace or remove them as appropriate | ● ● ● ● |
| 8 Clear waste and food debris from the table in line with the service operation. | ● ● ● ● |

Did you know?

In India some sweets are decorated with a thin layer of silver, known as varak.



What you must cover

(OUTCOME 3)

You must show that you have covered **ALL** of the following:

1 2 3 4

Courses

All must be covered. **All** must be observed by your assessor.

- | | |
|----------------------|---------|
| 1 starter | ● ● ● ● |
| 2 main course | ● ● ● ● |
| 3 dessert | ● ● ● ● |

Service operation

All must be covered. At least **one** of these must be observed by your assessor.

- | | |
|--|---------|
| 1 function silver service | ● ● ● ● |
| 2 restaurant silver service | ● ● ● ● |
| 3 buffet/carvery silver service | ● ● ● ● |

Table items

All must be covered. At least **two** of these must be observed by your assessor.

- | | |
|--|---------|
| 1 glassware | ● ● ● ● |
| 2 condiments and accompaniments | ● ● ● ● |
| 3 table decorations | ● ● ● ● |

What you must know

Evidence for this section can be collected in a variety of ways. Your assessor will discuss with you how to collect and record this information.

(OUTCOME 2)

To understand how to silver serve food you need to:

- K1** Describe safe and hygienic working practices when providing a silver service
- K2** State why it is important to be familiar with the available menu items
- K3** Describe the operational procedures for serving courses
- K4** State what food has to be carefully portioned during service
- K5** Explain why care has to be taken to serve and arrange food correctly
- K6** State why care should be taken to avoid accidents
- K7** State why and to whom all customer incidents should be reported
- K8** Outline the types of unexpected situations that may occur when providing silver service and how to deal with these.

Did you know?

In France, silver service is known as 'English service'.



HINTS AND TIPS SAFETY

Never use damaged equipment or tools as it may cause an accident and does not look professional.

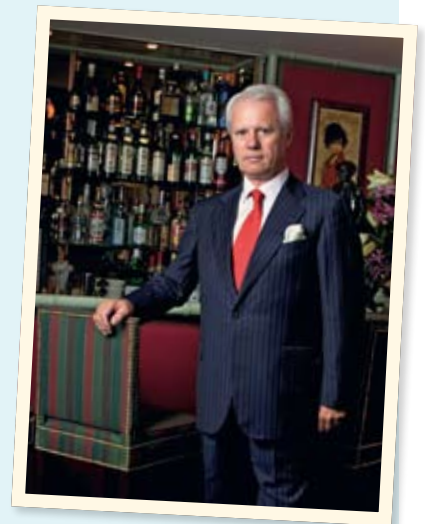
(OUTCOME 4)

To understand how to clear finished courses you need to:

- K9** Describe safe and hygienic working practices when clearing finished courses
- K10** Describe the operational procedures for clearing finished courses
- K11** State why and to whom any incidents or accidents should be reported
- K12** Outline what the hygienic aspects are to clearing tables
- K13** Outline the types of unexpected situations that may occur when clearing courses and how to deal with these.

Notes and feedback

You or your assessor may use this space for any notes or additional comments about your work.



*'The more skilful
the service, the
more invisible it
becomes. In a sense,
you should not
notice good service.'*
Silvano Giraladin,
former maître d',
Le Gavroche