Carvery and buffet services throw up all kinds of challenges – from keeping the buffet looking fantastic throughout the whole service, to making sure that customers get exactly what they want. Even when they’re serving themselves, there are still plenty of things to keep an eye on. This unit covers the multitude of things you need to know to keep things running smoothly.
Providing a carvery or buffet service requires attention to a lot of special details. In this unit, you’ll find out about the particular challenges and demands this involves.

This unit has four learning outcomes:

1. Be able to prepare and maintain a buffet and carvery display
2. Understand how to prepare and maintain a buffet and carvery display
3. Be able to serve and assist customers at the carvery and buffet
4. Understand how to serve and assist customers at the carvery and buffet.

Did you know?
New Zealand Lamb will journey no less than 11,404 miles to arrive on our plates for a Sunday roast.
Useful words

**ACCOMPANIMENTS**
The food items or side dishes that you might serve with a particular dish. Accompaniments should complement the main dish in both flavour and texture.

**BUFFET**
A self-service style of dining where dishes are laid out on a large table for customers to choose.

**CARVERY**
A style of dining where cooked meat is sliced to order for each customer, then served with vegetables and side dishes. Carveries are often a feature of pubs in the UK, a popular way of serving Sunday lunch.

**DEBRIS**
The litter and food waste that customers create during service. Debris should be removed as quickly as possible.

**FOOD SAFETY**
The things you should and should not do to ensure that food is safe to eat. This includes paying attention to hygiene and possible sources of contamination in the workplace.

**SELF-SERVICE**
When customers serve the food themselves, for example, from a buffet.

**SILVERWARE**
Service equipment and table items that are traditionally made of silver, generally used in silver service.

**TABLE ITEMS**
The things that are placed on the table before or during service. These include crockery and cutlery, glassware, table coverings, napkins and decorative items.
### 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.

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<th>No</th>
<th>Method</th>
<th>Summary of evidence, or portfolio reference</th>
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Photocopy if required

*Assessment method key: O Observation; PD Professional discussion; Q Questioning; WP Work product; WT Witness testimony; Oth Other*
Did you know? Yorkshire pudding, roast beef and gravy are among the top 10 things people find most difficult to cook, according to a 2008 poll.

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 Make sure the carvery and buffet table is clean, undamaged and positioned according to the service style
2 Make sure table items are clean and undamaged and arrange them correctly for food service
3 Make sure service equipment is clean, undamaged and position it ready for use
4 Display food items ready for service
5 Display and store food items according to food safety requirements
6 Replenish food items as necessary and keep the carvery or buffet free from food debris during food service.

What you must cover

(OUTCOME 1)

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

1 2 3 4

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

1 served buffet/carvery
2 self-service buffet/carvery

Table items
All must be covered. At least three of these must be observed by your assessor.

1 crockery
2 cutlery/silverware
3 glassware
4 table coverings
5 napkins
6 decorative items
7 flowers

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

1 dishes/flats/plates
2 service cutlery/silverware
3 service cloths/linen

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

1 hot food
2 cold food
3 accompaniments
UNIT 209 (2FS4)
PROVIDE A BUFFET AND CARVERY 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

7 Give information that meets the customers’ needs and promotes the products and service of organisation

8 Serve food with service equipment of the appropriate type that is clean and undamaged using correct service style

9 Serve only food items that are of the required type and quality

10 Portion and arrange food in line with organisation style and customer requirements

11 Keep customer dining areas tidy and free from rubbish and food debris

12 Clear any used table items and left over food items when necessary

13 Carry out work with the minimum of disturbance to customers.

What you must cover

(OUTCOME 3)

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

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

1 served buffet/carvery

2 self-service buffet/carvery

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

1 dishes/flats/plates

2 service cutlery/silverware

3 service cloths/linen

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

1 hot food

2 cold food

3 accompaniments

Did you know?
The modern buffet was developed in France in the 18th century. The word refers to the sideboard on which the food was first served.
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 prepare and maintain a buffet and carvery display you need to:

K1 Describe safe and hygienic working practices when preparing and maintaining a carvery or buffet display

K2 Explain why food items should be replenished and displayed correctly throughout service

K3 State why dining service areas must be kept tidy and free from rubbish and food debris

K4 State why service equipment should be turned on before service

K5 State why heating, air conditioning and ventilation and lighting should be checked before use when preparing areas for service

K6 State why table items should be checked for damage and cleanliness before service

K7 Outline the types of unexpected situations that may occur when preparing and maintaining the carvery or buffet and how to deal with these.

(OUTCOME 4)

To understand how to serve and assist customers at the carvery and buffet you need to:

K8 Describe safe and hygienic working practices when serving customers at a buffet or carvery

K9 State why portions should be controlled when serving food to customers

K10 State why information given to customers should be accurate

K11 Explain why maintaining food at the correct temperature is important and how you can ensure this

K12 State why and to whom all customer incidents should be reported

K13 Describe safe and hygienic working practices when maintaining a customer dining area

K14 State why waste must be handled and disposed of correctly

K15 State why and to whom breakages should be reported

K16 Outline the types of unexpected situations that may occur when serving customers from the carvery or buffet and how to deal with them.

Did you know?

A smörgåsbord is a traditional buffet served in Sweden. It literally means ‘table of sandwiches’.
Notes and feedback

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

‘Food was the earliest influence on me as a child. I still remember the wonderful smell of apricots in season... coming home from school to find my parents in the kitchen cooking with seasonal produce.

Anton Mosimann, Restaurateur, Mosimann’s London