



UNIT 209 (2FS4)

PROVIDE A BUFFET AND CARVERY SERVICE

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.

UNIT 209 (LEVEL 2 UNIT, 4 CREDITS)

**PROVIDE A BUFFET
AND CARVERY SERVICE**

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.

KNOW YOUR... PLATES AND BOWLS



salad plate



Dessert bowl



Bread and butter plate

Dinner plate



soup bowl

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AND CARVERY 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



*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	2	3	4
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 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8 | Serve food with service equipment of the appropriate type that is clean and undamaged using correct service style | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9 | Serve only food items that are of the required type and quality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10 | Portion and arrange food in line with organisation style and customer requirements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11 | Keep customer dining areas tidy and free from rubbish and food debris | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12 | Clear any used table items and left over food items when necessary | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13 | Carry out work with the minimum of disturbance to customers. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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 cover****(OUTCOME 3)**

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 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2 | self-service buffet/carvery | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Service equipment

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

- | | | | | | |
|----------|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | dishes/flats/plates | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2 | service cutlery/silverware | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3 | service cloths/linen | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Food items

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

- | | | | | | |
|----------|----------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | hot food | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2 | cold food | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3 | accompaniments | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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.

*Did you know?
A smörgåsbord is a traditional buffet served in Sweden. It literally means 'table of sandwiches'.*

(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.



