

# job READY

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ASSESSMENT TOOLS  
AND METHODS

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## Module 5 – Food and Beverage Service Operations

### Module ASSESSMENT – 1 hr:

This module is designed to enhance participants' knowledge and skills in food and beverage service operations. It focuses on the essential practices needed for efficient and high-quality service in the hospitality industry and covers topics such as food safety, service techniques, customer interaction, and beverage handling.

#### Overview:

The assessment consists of practical activities and a multiple-choice quiz. Allocate about 1 hour for the entire assessment process.

#### Topics Covered:

- Section 1: Food Safety and Hygiene
- Section 2: Service Techniques
- Section 3: Customer Interaction
- Section 4: Beverage Service

#### Assessment Instructions:

**Practical Activities:** Engage participants in hands-on activities such as setting up a dining table, practicing service techniques, and role-playing customer interactions. Assess their ability to apply food safety principles, perform service tasks, and interact professionally with customers.

**Multiple-Choice Quiz:** Ensure that questions are randomized in the quiz system.

#### After the Assessment:

Review quiz results and discuss any incorrect answers to clarify misunderstandings. Provide feedback on practical activities, focusing on improving service techniques and customer interaction skills.

**Assessment Methods: Test knowledge (quizzes), show skills (writing exercise), practice implementation (Observations at work-place)**

Learning Outcomes	Objectives	Suggested assessment	Duration: 1 hr
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<b>LO5.1 Identify the staff roles in a Professional Kitchen</b>	5.1.1a The main Kitchen Staff Roles and Responsibilities	Knowledge test ("quiz")	5 min.
	5.1.1b The Role and Responsibilities of the Executive Chef, Sous Chef and Line Cooks	X	X
	5.1.1c The Role and Responsibilities of the Expeditor, Pastry Chef, Prep Cooks and kitchen support staff.		
<b>LO5.2. Explain and Demonstrate effective use of kitchen equipment</b>	5.2.1 Learn about safe navigation in a professional kitchen environment	(Observations at workplace)	X
	5.2.2 Safe Use of Kitchen Equipment		
	5.2.2a Safe operating temperatures of refrigerators and safe oven use		
	5.2.2b Safe operation of food processors and grills		
<b>LO5.3 Explain the concept of Food Safety and Hygiene and demonstrate safe food preparation techniques</b>	5.3.1a The concept of Food Safety and Hygiene	Knowledge test ("quiz") and Exercises	3 min.
	5.3.1b Types of Allergens		
	5.3.1c Cross Contamination prevention practices		
	5.3.2a Preparing steak dish	(Observations at workplace)	X
	5.3.2b Preparing caesar salad dish		
<b>LO5.4 Explain the concept Health and Safety and relevant practices</b>	5.4.1 The concept of Health and Safety in a Kitchen	Knowledge text ("quiz")	5 min.
	5.4.2 Kitchen Inspection and Cleaning Procedures	(Observations at workplace)	X
<b>LO5.5 Explain the Role of the Bartender and use of Bar Equipment</b>	5.5.1 The role and responsibilities of the Bartender	X	X
	5.5.2a Use of Bar Equipment: shaker, jigger, bar spoon	(Observations at workplace)	X
	5.5.2b Use of Bar Equipment: strainer, muddler, garnish tray		X

<b>LO5.6 Demonstrate competence in preparing Beverages</b>	5.6.1a Preparing a Mojito Cocktail	(Observations at workplace)	
	5.6.1b Preparing a Cosmopolitan Cocktail		
	5.6.1c Preparing a virgin Pina Colada Mocktail		
	5.6.1d Preparing an Arnold Palmer Mocktail		
<b>LO5.7 Describe the Bartender's Responsibilities and Duties</b>	5.7.1 Responsible Service of Alcohol	Knowledge text ("quiz")	5 min.
	The circumstances under which the bartender has the legal right to refuse service		
	5.7.2a Cash Handling practices	X	X
	5.7.2b Point-of-Sale Systems		
<b>LO5.8 Explain the practice of Inventory Management</b>	5.8.1a. Storing bar materials and equipment	(Observations at workplace)	X
	5.8.1b Inventory monitoring and stock	(Observations at workplace)	X
	5.8.1c Recycling	(Observations at workplace)	
<b>LO5.9 Explain the Role of the Waiter</b>	5.9.1 The Role and Responsibilities of the Waiter	X	X
<b>LO5.10 Explain the concept of Customer Service Excellence</b>	5.10.1 Table setting and presentation	(Observations at workplace)	X
	5.10.2 Taking reservations	X	X
<b>LO5.11 Explain Serving Wine etiquette</b>	5.11.1 Serving wine professionally with the appropriate etiquette	X	X
<b>LO5.12 Explain Key Menu Aspects and Suggestive Selling Techniques</b>	5.12.1 Menu aspects that a waiter should know and communicate to guests	X	X
	5.12.1a Restaurant Menu common allergens	Knowledge text ("quiz")	10 min.
	5.12.2 Suggestive Selling techniques (promotions, special offers)		

**Assessment – knowledge quiz:****5.2 Explain and Demonstrate effective use of kitchen equipment**

**QUIZ: Read the following questions/statements and circle the right answer with a pen**

*(Circle the correct answer)*

**1. The Sous-Chef is responsible for washing up after the chef cooks the dishes**

- a) True
- b) False

*(Circle the correct answer)*

**2. A Kitchen Expeditor is second-in-command in a kitchen and is responsible for quality checks of the dishes before they leave the kitchen.**

- a) True
- b) False

*(Circle the correct answer)*

**3. The Executive Chef and the Sous-Chef are responsible for formulating the menu of a restaurant.**

- a) True
- b) False

**O5.3 Explain the concept of Food Safety and Hygiene and demonstrate safe food preparation techniques**

**QUIZ and Writing: Complete the following quizzes and exercises:**

*(Circle the correct answer)*

**1. The term 'Cross-contamination' refers to ....**

- a) ...the practice of serving different meats in the same dish, which may lead to allergic reactions among sensitive customers.
- b) ... a severe risk which occurs when harmful microorganisms, such as bacteria, viruses, or parasites, are transferred from one food or surface to another.
- c) ... slicing chicken with the same knife we used to cut vegetables.

*(Circle the correct answer)*

**2. Which of the following is NOT a source of cross-contamination?**

- a) Dirty utensils
- b) Personal hygiene
- c) Quality and storage of raw meats
- d) Packaging and storage
- e) Customer hygiene

*(Circle the correct answer)*

**3. If someone is having an allergic reaction in your restaurant/bar, you must call emergency services. The European Emergency number is...**

- a) 112
- b) 120
- c) 199

*(Writing exercise)*

**4. In your own words, describe the definition of 'Allergens' and name 3 kinds of common allergens that may be present in a restaurant menu. When you identify the allergens, describe in which foods/dishes contain them:**

*(Circle the correct answer)*

**5. Lactose is an allergen present in...**

- a) Dairy products
- b) Soy
- c) Yogurt
- d) Nuts



*(Circle the correct answer that corresponds to the best solution in the scenario below)*

**6. A customer with allergy to nuts, was engaged in a conversation while giving their order and has neglected to inform the waiter about their allergy. Unfortunately, their dish contained traces of nuts and now the customer is feeling very sick (vomiting, shortness of breath). The customer has not lost their consciousness. The waiter should...**

- a) Apologise to the customer for not being aware of their allergy, and offer complimentary drinks.
- b) Escort the sick customer to the restroom and make sure that the other guests are not scared.
- c) Immediately call emergency services and let them know that a guest is experiencing anaphylactic shock.
- d) Help the customer lay down and begin Cardiopulmonary Resuscitation (CPR).

#### **5.4 Explain the concept Health and Safety and relevant practices**

**QUIZ: Read the following questions/statements and circle the right answer with a pen**

*(Circle the correct answer)*

**1. The term 'Health and Safety (H&S) in a professional kitchen refers to...**

- a) ... the practices and procedures to ensure the quality of products that leave the kitchen.

- b) ... the practices and procedures to ensure that the kitchen staff operate in a physically and mentally safe environment.
- c) ... the practices and procedures to ensure a clean work environment
- d) ... the practices and procedures to ensure appropriate storage of chemicals
- e) ... the practices and procedures to ensure appropriate storage and handling of raw materials
- f) All of the above**

*(Circle the correct answer)*

**2. Health and Safety practices refer to certain practices that kitchen staff do twice per day.**

- c) True
- d) False

*(Circle the correct answer)*

**3. Ensuring that the kitchen equipment such as refrigerators and freezers work at the correct temperature is also an integral part of Health and Safety.**

- e) True
- c) False

*(Circle the correct answer)*

**4. As long as the Executive Chef and Sous-chef are trained in Health and Safety, we can rely on them to tell us what to do in order to conform with the H&S Standards of the restaurant.**

- a) True

b) False

## 5.7 Describe the Bartender's Responsibilities and Duties

**QUIZ and Writing: Complete the following quizzes and exercises:**

*(Circle the correct answer)*

**1. A bartender is legally obliged to...**

- a) ... serve alcoholic beverages to customers over 18 years old only.
- b) ... be knowledgeable about the national laws and legislations, before serving alcohol to customers, as the legal drinking age varies from country to country.
- c) ... serve alcoholic beverages only to customers who behave themselves.
- d) ... not serve alcoholic beverages to customer under 18 years old.

*(Circle the correct answers)*

**2. A bartender has the legal right to refuse service if...**

- a) ... the customer is already drunk.
- b) ... the customer is drunk to the point where they become a danger to themselves and/or others.
- c) ... the customer refuses to present their ID.

d) ... the customer asks for alcoholic drink in the afternoon.

*(Circle the correct answer that corresponds to the best solution in the scenario below)*

**3. It is late hours and the bar is about to close for the night. An overexcited and intoxicated customer refuses to leave the bar despite the bartender's 'last call' announcement half an hour ago. The customer is being confrontational and demands to be served a drink right away! They even offer the bartender extra tips if they keep the bar open for a while longer. The bartender should...**

- a) explain to the guest that's closing hour and that they must leave the bar, otherwise they are obliged to call the police.
- b) keep the bar open a bit longer and appreciate the generous tips.
- c) kick the customer out and call the police.
- d) enforce a 'cash only' rule and continue serving drinks in the bar behind closed doors.

### **5.12 Explain Key Menu Aspects and Suggestive Selling Techniques**

**QUIZ and Writing: Complete the following quizzes and exercises:**

*(Circle the correct answer)*

**1. The term 'Suggesting Selling' refers to...**

- a) Selling as many menu items as possible to customers in order to maximise profit.
- b) Selling the best items on the menu in order to receive good tips.
- c) Being aware of promotions and specials that help the kitchen serve food faster (bulk cooking), maximise profit and at the same time, maximise customer satisfaction

*(Circle the correct answer)*

**2. Awareness and marketing of special promotions and deals is the responsibility of...**

- a) The marketing team
- b) The restaurant/bar manager
- c) The waiter
- d) The kitchen staff
- e) All of the above

*(Circle the correct answer)*

**3. To say that a waiter has 'good menu knowledge', they must know about portion sizes and pricing among other things. Which of the following is NOT a requirement for good menu knowledge?**

- a) Allergens present in the menu dishes
- b) Menu item numbering by heart
- c) Menu item availability
- d) Accompaniments

