<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Food and Beverage Operations</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Food and Beverage Service</td>
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<tr>
<td>TSC Description</td>
<td>Prepare for service of food and beverages to customers in accordance with the service delivery standards of the organisation</td>
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<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<td>FSS-FBS-1024-1.1</td>
<td>FSS-FBS-2024-1.1</td>
<td>FSS-FBS-3024-1.1</td>
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<tr>
<td>Prepare mise en place required for service according to organisation’s quality delivery standards</td>
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<td>Manage orders from customers and serve meals according to service standard operating procedures of the organisation</td>
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<td>Oversee food and beverage services to ensure that quality of delivery standards is adhered to within the organisation</td>
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**Knowledge**

- Types and uses of tools and equipment in food and beverage outlets
- Processes of raising discrepancies to supervisor during the preparation of service, customer concerns and inventory and supplies
- Components of service environment to set up in time for service operations
- Methods of checking and preparing service items before service
- Types of table-top items and tableware and how to set them up
- Importance of maintaining cleanliness and good overall appearance of outlets
- Components and functions of Point of Sale (POS) systems
- Processes for closing and completing shift handover of POS systems
- Importance of replenishing food and service items in a timely manner
- Methods of receiving guests arriving at outlets and processes of allocating seats to guests based on the seating plan arrangement procedures
- Procedures for taking orders and sales techniques to introduce customers to food and service selections
- Procedures for verifying accuracy of orders captured in order management systems
- Importance of updating changes on order management systems promptly
- Approaches to communicate required changes and cancellation of orders to outlets with appropriate justifications
- Methods of assembling and packaging food items
- Principles of safe and secure food product packaging
- Essentials of managing cash float accurately
- Menu knowledge including preparation methods and ingredients used
- Standard preparation time for food and beverage items
- Strategies and conditions to apply different service styles
- Importance of final quality checks before packing food products
- Quality processes to ensure accurate packing and labelling of product names, counts and specifications
- Processes of managing ad hoc and special orders
- Importance of taking prompt actions in response to guests’ requests or complaints
- Standard Operating Procedures (SOPs) of service preparation from the opening to closing of outlets
• Importance of attending staff briefings to obtain updated operational information

Abilities

• Clean workstations, tools and equipment
• Report discrepancies or damaged items to supervisor
• Replenish to replace service items
• Prepare garnishes for beverage service
• Set up service stations and tables
• Close to complete shift handover of POS systems
• Participate in staff briefings to receive daily operations-related business information before service

• Display positive attitude and good posture when interacting guests from greeting to guiding guests to their seats
• Recommend menu items to guests in accordance with guest’s preferences and dietary requirements
• Track changes to food orders on order management systems
• Examine order details to ensure accuracy and all required details for order fulfilment are captured
• Raise any concerns with regard to order fulfilment and requests to appropriate supervisors and management
• Assemble to pack food and service items according to guest’s order, recipe guidelines and SOPs
• Rectify any incorrect orders in order management systems
• Inform supervisors of scenarios where food products and packaging do not meet production standards
• Process payment transactions
• Ensure outlet cleanliness and appearance are maintained

• Review order intakes to determine if new orders can be fulfilled
• Communicate ad hoc and special requests directly to relevant parties once approved
• Check the final quality of food products before packing
• Check for quality of own outputs by ensuring that suitable packaging materials are used, food products are labelled accurately and packaging is customised for special orders
• Take corrective actions in the event of customer dissatisfaction
• Conduct staff briefings on the daily operations-related business information before service