

**SKILLS FRAMEWORK FOR AIR TRANSPORT
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	In-Flight Services					
TSC	Food and Beverage Services					
TSC Description	Prepare and serve food and beverages to passengers according to meal sequence flow and organisational quality standards					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		ATP-IFS-2005-1.1	ATP-IFS-3005-1.1			
		Prepare and serve meals according to meal plans and carry out ad-hoc food and beverages services	Oversee meal service to ensure food quality and service delivery adhere to organisational standards			
Knowledge		<ul style="list-style-type: none"> Concept and interpretation of meal plans Meal sequence flow Arrangement of food carts Food and beverages available during flights Alcoholic and non-alcoholic beverages available during flights Quality and hygiene standards for in-flight meals Components of dishes on in-flight menus Dining etiquette, plating and cutlery arrangement Types of special dietary requirements Meal preparation procedures such as heating up foods Beverage preparation procedures Preparation of meals for passengers with special dietary requirements 	<ul style="list-style-type: none"> Meal plans designs and execution Organisational standards for meal service delivery Organisational and international quality and hygiene standards for in-flight meals Types of special requirements or changes to meal service flow Documentation required to sign off on meal delivery 			

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<p>Abilities</p>		<ul style="list-style-type: none"> • Conduct quality checks on food before serving • Prepare meals based on meal plans and established quality and hygiene standards • Carry out meal plating and preparation for business class and first class meals • Ensure proper cutlery arrangement when serving meals to premium passengers • Serve meals according to the standard meal sequence flow • Provide food and beverage recommendations to passengers • Ensure that passengers with special dietary requirements receive appropriate meals • Offer beverages to passengers using appropriate glasses • Carry out beverage services at regular intervals • Fulfil ad-hoc requests for food and beverages 	<ul style="list-style-type: none"> • Inform cabin crew of special requirements or changes to meal service flow • Provide sign-off on the delivery of in-flight meals • Verify meal plans with in-flight caterers • Oversee meal preparation and services • Ensure adherence to organisational standards, meal plans and established quality and hygiene standards 			
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