BANQUET ASSOCIATE

Source: National competency Standard
(Competency Standards Code No: H55S032)
National Certificate at NVQ Levels in the occupation of
BANQUET ASSOCIATE will be awarded to those who are competent in
U01+U02+U03+U04+U05+BU01+BU02+BU03+BU04– H55S032Q1L3 - NVQ Level 3



NAITA Training Division

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Unit of Competency	Elements of Competence	Performance Criteria
01. Arrange the function setup H55S032U01	1.1 Organize Mise en place (pre preparation)	1.1.1 Receive instructions from supervisor as per Banquet Event Order (BEO)
		1.1.2 Plan given tasks
		1.1.3 Coordinate given tasks with relevant persons
		1.1.4 Carry out mise en place
	1.2 Set up the layout	1.2.1 Receive instructions from supervisor as per Banquet Event Order (BEO)
		1.2.2 Plan given tasks
		1.2.3 Plan given tasks Coordinate given tasks with relevant persons
		1.2.4 Carry out banquet layout
		1.2.5 Obtain permission from relevant persons for the layout
		1.2.6 Do readjustments/ arrangements if instructed
	1.3 Complete banquet set up	1.3.1 Lay out linen
		1.3.2 Lay out tableware, crockery / chinaware and glassware
		1.3.3 Check tableware, crockery / chinaware and glassware for chips, cracks and cleanliness during layout
		1.3.4 Lay out buffet tables
		1.3.5 Complete relevant other arrangements
02. Arrange the function bar H55S032U02	2.1 Organize Mise en place (pre preparation)	2.1.1 Receive instructions from supervisor as per Banquet Event Order (BEO)
		2.1.2 Plan given tasks
		2.1.3 Coordinate given tasks with relevant persons
		2.1.4 Carry out mise en place
	2.2 Arrange bar	2.1.1 Set up function bar
		2.1.2 Arrange glassware
		2.1.3 Arrange beverage
		2.1.4 Organize bar snacks
		2.1.5 Organize other required materials & equipment
03. Provide Food & Beverage service H55S032U03	3.1 Prepare for service	3.1.1 Wear service attire and maintain personal
		3.1.2 Obtain work instructions & operational details

		3.1.3 Follow Occupational health and safety (OHS) requirements
	3.2 Serve food	3.2.1 Greet guests, seated them and unfold napkins
		3.2.2 Serve water
		3.2.3 Carry out sit down meal service
		3.2.4 Carry out assisted service activities for buffets
		3.2.5 Pass canapes around
		3.2.6 Clear plates and cuttlery
		3.2.7 Arrange crumbed tables and dessert cuttlery
	3.3 Serve beverages	3.3.1 Serve beverages during the meal
		3.3.2 Refill/ replenish glasses during service with minimal disruption to guests
		3.3.3 Remove used and unused glassware from tables
		3.3.4 Serve tea/coffee/iced coffee to the guest
	3.4 Bid farewel	3.4.1 Clear soiled items
		3.4.2 Keep napkins, water glass,tea and coffee cups on the table until the guests leave
		3.4.3 Refill water glasses until customers leave
		3.4.4 Thank customer for patronage
04. Clear/ rearrange the setup H55S032U04	4.1 Clear the banquet setup	4.1.1 Remove linen and hand over soiled linen to linen room
		4.1.2 Check area for remaining / missed tableware, crockery, glassware
		4.1.3 Return equipment and furniture to appropriate areas/ persons
		4.1.4 Hand over other items to sponsors / relevant parties
		4.1.5 Hand over lost and found items to authorized person
		4.1.6 Ensure cleanliness of the function area
	4.2 Rearrange the area for the next function	4.2.1 Rearrange banquet area for the next function according to the BEO
		4.2.2 Arrange banquet area if there is no back to back function

		4.2.3 Follow close down procedure
05. Maintain personal, food safety and workplace hygiene H55S032U05	5.1 Maintain personal hygiene and grooming	5.1.1 Follow Personal grooming and hygiene practices
		5.1.2 Wear clean and complete uniform during service hours
		5.1.3 Keep hands clean according to hand washing code
		5.1.4 Undergo periodic medical tests as specified by relevant authorities
	5.2 Practice proper tools & equipment handling and cleaning procedure	5.2.1 Take Safety & hygienic precautions when handling tools and equipment by following occupational health and safety procedures
		5.2.2 Maintain Cleanliness of tools and equipment
		5.2.3 Ensure proper working order of equipment and report defectsto authorized persons if any
	5.3 Maintain hazards free working environment	5.3.1 Handle garbage and dispose as specified by Local Government Authority
		5.3.2 Ensure Pest free working area to maintain hygienic condition
		5.3.3 Ensure safe storage of hazardous material
		5.3.4 Identify Possible hazards in the working area take precautions
	5.4 Ensure food safety	5.4.1 Identify food safety risks and avoid line with general standards and guidelines
		5.4.2 Follow health and safety regulations / Legislations on hygiene
06. Practice workplace communication and interpersonal relations H55S032BU01	6.1 Co-operate with others in performing work	6.1.1 Perform work in co-operation with others in a friendly & courteous manner
		6.1.2 Use verbal and non-verbal communication
		6.1.3 Share and respect ideas, opinions and interactions
		6.1.4 Perform work in co-operation with co-workers and related technical staff appropriately
	6.2 Work with people of diverse backgrounds	6.2.1 Accept people of a variety of backgrounds without prejudice
		6.2.2 Practise respect for cultural, ethnic and gender differences

	6.3 Obtain record and convey workplace information	6.3.1 Use effective questioning, active listening reading and speaking skills to gather information
		6.3.2 Transfer Information and ideaswithout distortion
		6.3.3 Conduct Work place interaction in a courteous manner
		6.3.4 Obtain Approved work instructions and follow in appropriate manner
		6.3.5 Record collected information and report to immediate supervisor for reference
	6.4 Fill work related documents	6.4.1 Identify work related forms and formats
		6.4.2 Fill range of forms and formats relating to work
		6.4.3 Complete reporting requirements to supervisor accurately
07. Apply occupational literacy and numeracy H55S032BU02	7.1 Employ basic mathematics to complete work tasks and solve problems	7.1.1 Count items and sort numerically
		7.1.2 Perform calculations needed to complete work tasks using the four basic processes of addition, subtraction, multiplication and division
		7.1.3 Perform calculations involving fractions, percentages and mixed numbers, along with using the four basic processes
		7.1.4 Estimate quantities of materials and resources required to complete a work task
		7.1.5 Estimate time needed to complete a work activity
	7.2 Communicate ideas in writing	7.2.1 Maintain adequate vocabulary for everyday tasks according to nature of work
		7.2.2 Produce written material to convey intended message in familiar work context
		7.2.3 Select Appropriate units, codes and symbols

	7.3 Read range of written materials	7.3.1 Maintain adequate vocabulary to read range of written materials according to workplace requirements
		7.3.2 Interpret appropriate units, codes and symbols for the purpose of reading
		7.3.3 Integrate information gained from text with own knowledge in order to create meaning
08. Work in teams H55S032BU03	8.1 Understand team role and scope	8.1.1 Identify formal and informal teams and their roles and limitations in workplace
		8.1.2 Explain responsibilities, characteristics and relationship of team members to accomplish team goals
	8.2 Participate as a team member	8.2.1 Use different forms of communication with team members to contribute to team objectives
		8.2.2 Make appropriate contribution to the team to meet team goals
		8.2.3 Ensure safety of team members when performed work operations appropriately
		8.2.4 Respect different viewpoints and ideas required to meet team goals
		8.2.5 Accept collective decisions as required to meet team goals
	8.3 Maintain productive group relations	8.3.1 Identify individual's role and responsibility within the team clearly
		8.3.2 Identify and understand other's roles and responsibilities
		8.3.3 Maintain and repect harmonious relations within the team and with others
09. Practice occupational health and safety measures H55S032BU04	9.1 Follow workplace health and safety procedures	9.1.1 Report unsafe situations and hazards to superior
		9.1.2 Report machinery and equipment breakdowns
		9.1.3 Store and handle inflammable liquids and hazardous substances
		9.1.4 Follow manual handling procedures and ergonomic parameters
		9.1.5 Wear Personal Protective Equipment (PPE)

		9.1.6 Perform First aid procedures as needed
	9.2 Follow workplace emergency procedures	9.2.1 Identify types of fire, extinguisher and fire evacuations, assemble points
		9.2.2 Follow emergency procedures regarding illness and accidents
		9.2.3 Study and follow workplace evacuation procedures
		9.2.4 Identify qualified persons for contacting in the event of an incident, accident or sickness of self, co-workers, staff, customers and others
		9.2.5 Follow accident and incident documentation requirements
	9.3 Adhere to good environmental practices	9.3.1 Identify socioeconomic sensitivities to get the general overview of the environment
		9.3.2 Maintain clean, Healthily and safe environment
		9.3.3 Prevent environmental pollution issues to minimize the pollution related to the industry
		9.3.4 Identify solid waste generation and management activities to minimize the waste

Related Knowledge for Assistant Banquet Associate

01. Arrange the function set up H55S032U01

- Personal hygiene and grooming
- Occupational Hazards
- Safe use of equipment and material
- Banquet Event Order (BEO)
- Layout arrangements
- Tableware, crockery /chinaware, and glassware etc.
- Temperature standards
- Waste segregation
- Pest control
- Occupational Health and safety
- PPE
- Ergonomic practices

02. Arrange the function bar H55S032U02

- Hygiene and sanitation
- Safe use of material, utensils and equipment.
- Basic knowledge of Alcoholic and non-alcoholic beverages
- Bar Layout arrangements
- Basic knowledge on bar control procedure
- Temperature standards
- Waste segregation
- Pest control
- Occupational Health and safety
- PPE

03. Provide Food & Beverage service H55S032U03

- Menu knowledge
- Basic beverage knowledge
- Service styles
- Handle Intoxicated guests
- Personal hygiene and grooming
- Hazards & food contamination
- Safe use of equipment and material
- Temperature standards
- Waste segregation

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- Pest control
- Occupational Health and safety
- Lost and found procedure
- Identification and reporting of suspicious items /persons

04. Clear/ rearrange the setup H55S032U04

- Personal hygiene and grooming
- Hazards
- Safe use of equipment and material
- Banquet Event Order (BEO)
- Layout arrangements
- Tableware, crockery /chinaware, and glassware etc
- Waste segregation
- Pest control
- Occupational Health and safety
- Ergonomic practices

05. Maintain personal, food safety and workplace hygiene H55S032U05

- Physical, biological or chemical hazards
- Personal hygiene practices
- Safe food handling and behavior
- Hygiene and sanitation
- Cleaning techniques
- Importance of pest control.
- Safe use of material, utensils and equipment
- Cleaning agent & equipment
- Fire safety and evacuation procedure
- Garbage segregation

06. Practice workplace communication and interpersonal relations H55S032BU01

- Basic English relevant to workplace and type of work
- Organization's rules, regulations and procedures
- General norms of polite conduct
- Forms of address appropriate to customers and persons in different positions
- Basic knowledge of customs and practices of different ethnic and religious groups
- Good telephone manners
- Basic understanding of gender issues
- Basic computer knowledge

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07. Apply occupational literacy and numeracy H55S032BU02

- Basic English grammar, spelling and syntax
- Mathematical representation of physical quantities
- Basic Mathematical calculations
- Adequate technical vocabulary in English
- Basic Computer knowledge

08. Work in teams H55S032BU03

- Organization's vision, mission and objectives
- Organization's service culture
- General principles of team behaviour
- Elementary group dynamics
- Basic knowledge in social and demographic structures
- Simple concepts of team behaviour
- Knowledge of organization standard procedures and work instructions and relevant regulatory requirements

09. Practice occupational health and safety measures H55S032BU04

- Common workplace hazards
- Organization's procedures and safety check lists with regard to health and safety
- Methods of minimizing health risks and preventing accidents and dangerous occurrences
- Proper waste disposal methods
- dangers of using electrical tools in wet environment
- First aid
- Personal Protective Equipment (PPE) for use in different situations
- Identify symptoms of communicable diseases / occupational diseases
- Safety signs and symbols
- Unsafe actions and unsafe conditions
- Safety devices
- Emergency response
- Awareness and sensitivity about the environment and environmental quality

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