

National Occupational Standards

Sector: Hospitality and Tourism

Occupation: Commis de Rang

MQF Level: 2

Units:

- FBS 201- Health and safety at the workplace
- FBS 202- Preparation of back of house area and equipment for food and beverage service
- FBS 203- Preparation of customer area and front of house area for food and beverage service
- FBS 204- Customer service
- FBS 205- Post service procedures
- FBS 206- Work Ethics

FBS 201- Health and safety at the workplace

This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with health and safety requirements. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to follow health and safety procedures which ensure that their actions do not create health and safety risks to self or others.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Carry out safe working practices according to the workplace health and safety regulations
2. Use tools, equipment, materials and ingredients in an appropriate manner and according to instructions to prevent damage to the work areas
3. Follow health and safety regulations for storing materials and equipment
4. Use protective clothing and safety equipment to accomplish tasks upon instruction
5. Follow correct procedures in the event of hazards or injury

Required Knowledge

The Level 2 Commis de rang must know and state:

1. Their roles and responsibilities under the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007
2. Their individual legal responsibilities (as per the legal notice 293 of 2016, with particular interest in S.L. 424.30.)
3. Health concerns associated with the workplace and safe practices when carrying out work
4. Potential hazards at the place of work (such as electricity, slippery surfaces, contaminants, irritants, fire, heights, and improper use of tools and equipment)
5. The importance of being alert to the presence of hazards at the place of work
6. The health and safety risks associated with their role regarding tools, materials, ingredients, and equipment
7. Any toxic effect of materials and ingredients used
8. The workplace instructions and policies for protecting work areas and equipment from damage
9. The necessary personal safety precautions including the use of protective clothing and equipment
10. The procedures for dealing with potential hazardous material in the place of work
11. Emergency procedures in the workplace
12. The first aid facilities that exist within work area
13. Contact details of responsible persons to whom to report health and safety matters

Required Skills

The Level 2 Commis de rang must be able to follow instructions to :

1. Comply with duties and obligations defined in the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007
2. Work under supervision according to Health and Safety regulations and other relevant regulations that apply on the job
3. Follow work production and service processes
4. Comply with safety signs displayed at the workplace
5. Follow workplace policies for the safe use, maintenance and storage of tools and equipment
6. Protect work areas from damage and perform work functions without damaging work areas
7. Use the appropriate protective clothing
8. Recognize any hazards or hazardous materials at the workplace
9. Report hazards and risks to relevant persons
10. Recognize emergency situations and report immediately to superiors
11. Contact relevant authorities in case of emergency

FBS 202- Preparation of back of house area and equipment for food and beverage service

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to the preparation of back of house areas. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to prepare, clean and clear areas and equipment for food and beverage service prior to conducting any food and beverage service.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Prepare the food service and working areas for service upon and according to instruction
2. Prepare the service equipment for use prior to service according to instructions
3. Prepare a supply of clean and undamaged service items following instructions

Required Knowledge

The Level 2 Commis de rang must know and state:

1. The basic service types and functions
2. How to work according to the “clean as you go” concept
3. The importance of maintaining good hygiene practices in the work and service areas
4. The colour coding of waste separation bins
5. The adequate uses of the basic tools, equipment and products relevant to the different types of service
6. The colour coding of chopping boards
7. The adequate use of the basic cutlery, flatware and crockery

Required Skills

The Level 2 Commis de rang must be able to follow instructions to:

1. Clean the food service and working areas
2. Separate and dispose of waste in an appropriate manner
3. Clean and set up service and work areas
4. Clean consumables, tools and equipment
5. Set up tools, equipment, materials and ingredients before service
6. Check following instructions whether the equipment needed for service are in good running order
7. Prepare a stock of clean and undamaged service items

FBS 203- Preparation of customer area and front of house area for food and beverage service

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to the preparation of front of house area, namely customer service area. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to prepare, clean and set up the area prior to the arrival of customers.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Prepare the food service items prior to service according to instructions
2. Stock up sideboards/stations as necessary for the service according to instructions
3. Assist in setting up dining area and tables as instructed based on the service time and type

Required Knowledge

The Level 2 Commis de rang must know and state:

1. Basic service tools and equipment needed to perform food and beverage service
2. How to keep a clean, tidy and welcoming customer service area
3. The basic equipment, condiments, accompaniments and tools that are to be placed on the sideboard/station
4. The procedures for polishing flatware/cutlery and crockery for service
5. How to adequately setup the customer service area (tables, sideboards, food pass and bar pass)

Required Skills

The Level 2 Commis de rang must be able to follow instructions to:

1. Clean and set up service tools and equipment
2. Place equipment, condiments, accompaniments and tools on the sideboard and service station
3. Polish flatware, cutlery and crockery
4. Assist in adequately setting up customer areas prior to service; flatware, cutlery, crockery, and menus

FBS 204 Customer Service

This unit lists the knowledge and skills needed by a person holding this position to assist in serving the customer and ensuring a positive customer experience. Upon completion of the unit, the persons carrying out this work will be able to play their role in customer service at the different stages and for different types of services.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Communicate orally using basic English language
2. Help ensuring that guests are satisfied and well served
3. Clear and clean the tables after each course and set it up correctly for the following meal based on instructions
4. Follow instructions promptly and professionally to ensure a positive client experience from arrival till departure of clients

Required Knowledge

The Level 2 Commis de rang must know and state:

1. How own role affects the smooth running of the restaurant
2. All the dishes and drinks on the menu
3. The different alcoholic and non alcoholic beverages
4. Which beverages are better consumed at the different stages of the meal
5. Workplace standards and procedures for serving customers

Required Skills

The Level 2 Commis de rang must be able to follow instructions to :

1. Communicate orally and effectively using basic English language
2. Cater promptly for requests for assistance
3. Carry the plates and dishes from the kitchen to the chef de rang
4. Stand next to chef de rang to help in the service
5. Clear plates and clean tables between different courses and set up the table for the next course.
6. Fill up bread baskets when necessary
7. Top up glasses of customers whenever necessary
8. Maintain a courteous, timely and professional attitude at all times during service

FBS 205- Post service procedures

This unit lists the knowledge and skills needed by a person holding this position to carry out post service cleaning and clearing of service areas. Upon completion of the unit, the persons carrying out this work will be able to identify and apply the correct procedures for clearing up and reorganizing the workplace after completion of food and beverage service.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Clear up, clean, and tidy up the service areas
2. Reorganize the service area and customer area correctly following workplace procedures
3. Dispose of the leftovers, garbage and unwanted items in an appropriate manner

Required Knowledge

The Level 2 Commis de rang must know and state:

1. Procedures for cleaning the basic tools and equipment after service when applicable
2. The workplace procedures for covering and storing the condiments and accompaniments
3. How to dispose of waste generated
4. The appropriate cleaning chemicals for different surfaces

Required Skills

The Level 2 Commis de rang must be able to follow instructions to:

1. Use correct cleaning techniques to clean the tools and equipment when applicable
2. Clean and clear sideboards, and service areas following service
3. Carry out restocking and setting up of sideboards
4. Cover and store the condiments and accompaniments
5. Replenish condiments when necessary
6. Use the appropriate cleaning materials and equipment following workplace requirements
7. Carry out appropriate precautions when cleaning up equipment and tools
8. Prepares napkins and tablecloth for laundry delivery according to workplace procedures
9. Dispose of waste

FBS 206- Work Ethics

This unit lists the knowledge and skills needed by a person holding this position to carry out work in an ethical and professional manner. This unit covers work ethics related to relations with customers and colleagues.

Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Maintain a professional and courteous attitude with customers
2. Maintain a harmonious team work environment with colleagues
3. Respect work obligations

Required Knowledge

The Level 2 Commis de rang must know and state:

1. The meaning of a customer centric business
2. The importance of working within a team ethos
3. The rules and regulations of the workplace
4. Own duties, functions and responsibilities

Required Skills

The Level 2 Commis de rang must be able to :

1. Value the customer by adopting a professional and courteous attitude
2. Address clients in a professional manner at all times during service while showing awareness of cultural diversity
3. Maintain a positive ethos during the execution of the service tasks
4. Carry out tasks effectively and efficiently under supervision and according to instructions
5. Attend work on a timely and presentable manner wearing clean and appropriate clothing according the workplace standards
6. Respect and follow superiors' instructions