

## National Occupational Standards

**Sector:** Hospitality and Tourism

**Occupation:** Chef de Rang

**MQF Level:** 3

**Units:**

- FBS 301-Health and safety at the workplace
- FBS 302- Preparation of back of house area and equipment for food and beverage service
- FBS 303- Preparation of customer area and front of house area for food and beverage service
- FBS 304- Customer service
- FBS 305- Post service procedures
- FBS 306- Work Ethics

**FBS 301-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 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 when necessary to accomplish tasks
5. Deal with hazards or injury in a professional manner

**Required Knowledge**

The level 3 Chef de Rang must know and explain:

1. The roles and responsibilities of themselves and others under the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007
2. The legal notice 293 of 2016 main scope and the individual legal responsibilities, 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 precautions to be taken to abide by health and safety regulations
7. The health and safety risks associated with their role regarding tools, materials, ingredients, and equipment
8. Any toxic effect of materials and ingredients used
9. Different methods used to protect work areas and equipment from damage
10. The workplace instructions and policies for protecting work areas and equipment from damage
11. The necessary personal safety precautions including the use of protective clothing and equipment for a range of applications
12. The procedures for dealing with potential hazardous material in the place of work
13. The first aid facilities that exist within work area

14. Emergency procedures in the workplace
15. Contact details of responsible persons to whom to report health and safety matters

#### **Required Skills**

The level 3 Chef de Rang must be able 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 according to Health and Safety regulations and other relevant regulations that apply on the job
3. Identify which health and safety procedures are applicable and relevant to their particular working environment
4. Adhere to work productions and service processes as per legitimate instructions
5. Control health and safety hazards within own capability and job responsibility
6. Comply with warning signs displayed at the workplace and set up safety signs when necessary
7. Ensure the safe use, maintenance, and storage of tools and equipment based on workplace policies and instructions
8. Protect work areas from damage and perform work functions without damaging work areas
9. Equip oneself with the appropriate personal protective clothing and safety equipment for specific tasks
10. Identify any hazards or hazardous materials at the workplace
11. Deal with hazards, risks and hazardous material according to workplace regulations
12. Seek expert assistance when help is needed and falls out of own responsibility
13. Follow emergency procedures at the workplace
14. Recognize emergency situations and report immediately to superiors
15. Contact relevant authorities in case of emergency

**FBS 302- 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. Ensure that the food service and work areas are ready for service
2. Ensure that the service equipment is clean, undamaged and set up prior to service
3. Ensure that a sufficient and adequate supply of service items are stored appropriately and ready for service

**Required Knowledge**

The level 3 Chef de Rang must know and explain:

1. The different service types and functions
2. Where and how the work area needs to be set up according to the service type
3. How to work according the “clean as you go” concept
4. The importance of maintaining good hygiene practices in the work and service areas
5. Methods to limit waste and to carry out proper waste disposal
6. The colour coding of waste separation baskets
7. The adequate use and professional terminology of tools, equipment and products relevant and needed for the different types of service
8. The different ways of preparing tools and equipment according to the service conducted
9. The procedures for cleaning different tools and equipment
10. The colour coding of chopping boards
11. The adequate use and professional terminology of cutlery, flatware and crockery
12. The stock needs for an effective and efficient service, including consumables, service tools and equipment

**Required Skills**

The level 3 Chef de Rang must be able to:

1. Ensure cleaning is conducted according to procedures with appropriate cleaning materials
2. Ensure that the food service and work areas are clean and undamaged prior to the beginning of the food and beverage service
3. Ensure waste is being disposed of adequately
4. Ensure that correct cleaning procedures for consumables, tools and equipment are carried out as needed for service
5. Identify the list of material, equipment, tools and ingredients required for the particular service that will be conducted
6. Carry out necessary checks prior to service to confirm that the needed tools, equipment, materials and ingredients are available, clean, undamaged and fit for purpose
7. Estimate the expected consumption of necessary stock items
8. Ensure that a sufficient and adequate supply of service items is stored appropriately and ready for service

**FBS 303- 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. Ensure the food service items are adequate and ready for service
2. Ensure the sideboards/stations are stocked up as necessary for the service
3. Set up dining area and tables as required for the service time and type

**Required Knowledge**

The Level 3 Chef de rang must know and explain:

1. The full range of service tools and equipment needed to perform food and beverage service
2. The importance and procedure for keeping a clean, tidy and welcoming customer service area
3. The full range of 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. The procedure for setting up the customer service area (tables, sideboards, food pass and bar pass)

**Required Skills**

The Level 3 Chef de rang must be able to :

1. Ensure that tools and equipment needed for service are clean, undamaged and set up as required to perform service
2. Set up the tools and equipment that are needed for the particular food and beverage service
3. Prepare condiments and accompaniments needed for service
4. Review the mise-en-place that has taken place to set up and stock up the sideboard and service station as needed for the service operation
5. Ensure the flatware, cutlery and crockery are polished and set up correctly ready for use

6. Ensure a high quality mise-en-place of the customer area
7. Check the available linen are free of creases and stains and replaced when necessary
8. Check the menus and promotional items are correct, current, undamaged, ready for use and replaced if necessary
9. Evaluate the general cleanliness of the customer area and take corrective action where necessary

### **FBS 304- Customer service**

This unit lists the knowledge and skills needed by a person holding this position to perform customer service 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 and in writing using an appropriate level of communicative English
2. Greet, seat and help guests make their food and beverage order
3. Observe guests and ensure they are satisfied and well served
4. Ensure the table is cleared and cleaned and set up correctly for the following meal course
5. Address complaints and requests promptly and professionally to ensure a positive client experience from arrival till departure of clients

#### **Required Knowledge**

The Level 3 Chef de rang must know and explain:

1. The safe and hygienic working practices when serving customers
2. The importance and way to portion control when serving customers
3. The components and ingredients of any dish on the menu
4. The cooking procedures and methods to prepare any dish on the menu
5. The basic ingredients of alcoholic and non alcoholic drinks and the way to prepare them
6. Which beverages are better consumed at the different stages of the meal
7. The characteristics of the noble grape wines, wine varieties and wine styles
8. Workplace standards and procedures for taking orders, communicating order to kitchen staff, and for the billing and payment methods

#### **Required Skills**

The Level 3 Chef de rang must be able to :

1. Communicate orally and in writing using an appropriate level of communicative English
2. Greet guests, show them to their table, ensure they are well seated and present them with the menu
3. Inform guests about special items and menu changes

4. Describe menu items to customers upon request
5. Explain to guests the set up and the service style (example how to carry out self service or buffet style dining)
6. Answer questions regarding dishes and items on the menu and makes recommendations when necessary
7. Recommend a selection of aperitif, digestif, and other beverages at the different stages of meal
8. Take the food and beverage order following the workplace procedures
9. Communicate the order correctly and accurately to the kitchen staff according to the workplace procedures
10. Coordinate with other staff members to ensure smooth operation
11. Serve each food and beverage item as per the course of order, in suitable portions, with necessary condiments and accompaniments and to the correct persons
12. Identify stock consumption for replenishment and stock-up during the course of work
13. Maintain a courteous, timely and professional attitude at all times during service
14. Observe guests and promptly tackle any complaint, request, or dissatisfaction
15. Prepare mixed drinks for service to customer table
16. Properly open and pour wine.
17. Ensure the table is being cleared and cleaned at the end of every course and set up appropriately for the following course based on the customers' orders.
18. Handle payments and billing
19. Accompany the customers on their way out after thanking them

**FBS 305- 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. Ensure that service areas are cleared up and cleaned adequately following service
2. Ensure that the service area and customer area are reorganized correctly following workplace procedures
3. Dispose of the leftovers, garbage and unwanted items in an appropriate manner

**Required Knowledge**

The Level 3 Chef de rang must know and explain:

1. The different procedures and processes followed to clean specific tools and equipments when applicable
2. The different procedures for covering and storing the condiments and accompaniments
3. The importance and manner to safely store tools and equipment after use
4. The importance of accurate accounting of napkins and tablecloth used during the course of service
5. How to dispose of waste generated
6. The appropriate cleaning chemicals for different surfaces

**Required Skills**

The Level 3 Chef de rang must be able to :

1. Identify which tools and equipment need to be cleaned following each service function when applicable
2. Supervise the correct cleaning is conducted for the different types of tools and equipments
3. Ensure that cleaning tasks are carried out in line with food and safety Act of 2002
4. Ensure the sideboards and service areas are cleaned and cleared up following service
5. Identify stock consumption during service and ensure replenishment

6. Ensure that sideboards are correctly restocked and set up following service
7. Cover and store the condiments and accompaniments following workplace procedures
8. Check that condiments are stocked up and ready for next service if necessary
9. Account for napkins and tablecloth and log the number used following workplace procedures
10. Ensure that cleaning tasks do not pose hazards to others
11. Carry out appropriate methods for waste disposal taking all necessary precautions

**FBS 306- 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
4. Deal with difficult or unexpected situations in a professional manner

**Required Knowledge**

The Level 3 Chef de rang must know and explain:

1. The meaning and implications of a customer centric business
2. The importance of maintaining a team ethos among colleagues
3. The rules and regulations of the workplace
4. Own duties, functions and responsibilities
5. The duties and functions of subordinates
6. Basic emotional management

**Required Skills**

The Level 3 Chef de rang must be able to :

1. Value the customer by adopting a professional and courteous attitude and by showing a proactive approach
2. Address clients in a professional manner at all times during service while showing awareness of cultural diversity
3. Ensure customer satisfaction whilst supervising and conducting service tasks
4. Effectively deal with customer complaints to maintain high satisfaction levels among clientele
5. Create and maintain a positive ethos among employees during the execution of the service tasks
6. Ensure tasks are carried out effectively and efficiently according to the workplace standards and procedures

7. Attend work on a timely and presentable manner wearing clean and appropriate clothing according to the workplace requirements
8. Respect and follow superiors' instructions
9. Guide and instruct subordinates in a positive, professional and polite manner