

TEST PROJECT – RESTAURANT SERVICE

WSC2015_TP35_actual

Submitted by:

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Agreed by: All Experts participating at WSC2015



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WSC2015



MODULE ONE – BANQUET (SILVER SERVICE/GUERIDON SERVICE AND SPECIAL TASKS)

(Day 1, 2, 3, 4 – Competitors rotate)

08:15 Access to workshop, changing facilities			
08:40 Welcome			
08:45 Expert and Competitor briefing			
09:00 Module briefing			
GROUP A		GROUP B	
09:15	Box table	09:15	4 task from the TD Banana flambee 2 portions/bananas (40 min including marking and clean up) Caesar Salade 2 Portions (30 min including marking and clean up) Irish coffee 2 Portions (20 min including marking and clean up) Salmon Tatare 2 Portions (40 min including marking and clean up)
09:30	Expert's marking		
09:40	Mise en place for lunch service – banquet (six pax) Napkin folding (competitors own choice – 6 equal)		
10:40	Expert's marking		
10:50	Final mise en place		
11:00	Service banquet Service of a plated starter (Salade) *** Service of main course (silver service) (Lambchops, potatoes, vegetables,sauce) *** Dessert with sauce and whipped cream (cheesecake) (Gueridon service) *** Service of water, white wine for the starter and red wine for the main course and brewed coffee for dessert		
12:30	Lunch – Competitors and Experts	11:30	Lunch – Competitors and Experts
		12:30	Box table
13:30	4 task from the TD Banana flambee 2 portions/bananas (40 min)	12:45	Expert's marking
		12:55	Mise en place for lunch service – banquet (six pax) Napkin folding (competitors own)



	including marking and clean up)		choice – 6 equal)
	Caesar Salade 2 Portions (30 min including marking and clean up)	13.55	Expert’s marking
	Irish coffee 2 Portions (20 min including marking and clean up)	14.05	Final mise en place
	Salmon Tatare 2 Portions (40 min including marking and clean up)	14.15	Service banquet Service of a plated starter (Salade) *** Service of main course (silver service) (Lambchops, potatoes, vegetables,sauce *** Dessert with sauce and whipped cream (cheesecake) (Gueridon service) *** Service of water, white wine for the starter and red wine for the main course and brewed coffee for dessert
15:45	Expert and Competitor debrief		
16:00	End		



MODULE TWO – CASUAL DINING (PLATED SERVICE AND SPECIAL TASKS)

(Day 1, 2, 3, 4 – Competitors rotate)

08:15 Access to workshop, changing facilities			
08:40 Welcome			
08:45 Expert and Competitor briefing			
09:00 Module briefing			
GROUP A		GROUP B	
09:15	Napkin folding (10 folds – own choice)	09:15	Liqueur familiarisation (10)
09:30	Liqueur familiarisation	09:30 75'	Group B 1 Mise en place for coffee: barista style on group head machine 4 x Espresso 4 x Cappuccino 4 x Iced Espresso 2 x Signature Coffee (1 Type) Clean machine for next
09:45	Blind marking		
09:55	Mise en place for lunch service – Casual dining - table of 4 guests, 1 table of 2 guests		
10:25	Expert's marking		
10:35	Final Mise en place		
10:45	Casual dining service Choice menu Waldorf salad Spaghetti with tomato sauce Club Sandwich e Pão de queijo Asparagus soup Chocolate pie Fruits Red or white wine Beer Coca Cola / Fanta / Sprite Water (normal or sparkling)	10:45 75'	Group B 2 Mise en place for coffee: barista style on group head machine 4 x Espresso 4 x Cappuccino 4 x Iced Espresso 2 x Signature Coffee (1 Type) Clean machine for next
12:00	Lunch – Competitors and Experts	12:00	Lunch – Competitors and Experts
13:00 75'	Group A 1 Mise en place for coffee: barista style on group head machine	13:00	Mise en place for lunch service – Casual dining - table of 4 guests, 1



	4 x Espresso 4 x Cappuccino 4 x Iced Espresso 2 x Signature Coffee Clean machine for next		1 table of 2 guests
		13.30	Blind marking
		13.45	Napkin folding (10 folds –own choice)
		14.00	Expert’s marking
14:15 75’	Group A 2 Mise en place for coffee: barista style on group head machine 4 x Espresso 4 x Cappuccino 4 x Iced Espresso 2 x Signature Coffee (1 Type) Clean machine for next	14.05	Final Mise en place
		14.15	Casual dining service Choice menu Waldorf salad Spaghetti with tomato sauce Club Sandwich e Pão de queijo Asparagus soup Chocolate pie Fruits Red or white wine Beer Coca Cola / Fanta / Sprite Water (normal or sparkling)
15:30	Liqueur identification	15.30	Liqueur identification
15:45	Expert and Competitor debrief		
16.00	End		

Liqueur Identification:

**Red Port Fino Sherry Olorosso Sherry Dry Vermouth Sweet Vermouth Dom Benedictine
Drambuie Grand Marnier Cointreau Amaretto**



MODULE THREE – FINE DINING (GUERIDON SERVICE/SILVER SERVICE)

(Day 1, 2, 3, 4 – Competitors rotate)

08:15 ACCESS TO WORKSHOP, CHANGING FACILITIES	
08:40 Welcome	
08:45 Expert and Competitor briefing	
09:00 Module briefing	
09:15	Wines familiarization from TD (4 white, 4 red)
09:30	Mise en place for fine dining service Table of four guests. Napkin fold Competitor's choice <i>Including</i> Decanting an old red wine (wine used in service) for the expert
10:45	Blind marking of mise en place
11:00	Competitors/Experts lunch
12:00	Final mise en place
12:15	Service of fine dining lunch (guests not to be seated at the same time.....) Service of bread & butter, water Service of white wine Starter – assembling canapees, Gueridon service Soup in a Tureen Gueridon service Service of decanted red wine Main course service – carving of Chateaubriand, vegetables, potatoes all Gueridon Service and silver-service of the sauce. Dessert service – flambé of Pineappel for 4 person Coffee silver-service of sucker and creme
15:30	Wine identification
15:45	Expert and Competitor debrief
16:00	End



MODULE FOUR – BAR (COCKTAILS/NON-ALCOHOLIC)

(Day 1, 2, 3, 4 – Competitors rotate)

08:15 Access to workshop, changing facilities			
08:40 Welcome			
08:45 Expert and Competitor briefing			
09:00 Module briefing			
GROUP A		GROUP B	
09.15	Spirit familiarization from TD (10)	09:15	Spirit familiarization from TD (10)
09.30	Fruit carving	09:30	Mise en place Bar “ non alc cocktail”
10.00	Expert’s marking	09.50	Non alcoholic cocktail own choice 2 portions of one cocktail
10.15	Clean up		
10.30	Mise en place “Champagne reception” (6 Pax)	10.20	Expert’s marking
10:50	Champagne reception 6 guests at bar-table canapees service	10.35	Mise en place “classic cocktails”
11.50	Clean up		
10:50	Champagne reception 6 guests at bar-table canapees service	10.55	3x2 classic cocktails (stirred, shaken, muddled) Service to 6 guests at bar tables plus sundries
12:05	Lunch – Competitors and Experts	11.55	Lunch – Competitors and Experts
13.05	Mise en place Bar “non alc cocktail”	12.55	Fruit carving
13.25	Non-alcoholic cocktail own choice 2 portions of one cocktail	13.25	Expert’s marking
13.55	Expert’s marking		
14.10	Mise en place classic cocktails		
14.30	3x2 classic cocktails		



	(stirred, shaken, muddled) Service to 6 guests at bar tables plus sundries	13.55	Mise en place "Champagne reception" (6 Pax)
		14.15	Champagne reception guests at Bar-table canapees service 6 +
		15.15	Clean up
15.30	Spirit identification	15.30	Spirit identification
15:45	Expert and Competitor debrief		
16:00	End		

Classic Cocktails:

**Dry Martini Daiquiri Planters Punch Mojito Caipirinha Cosmopolitan
Negroni**

Spirit Identification:

**Gin Dark Rum White Rum Armagnac Bourbon Scotch Whisky
Tequila Cognac Grappa Kirsch**

Skill name
Restaurant Service
Criteria

	Criteria	Mark
A	Module 1 BAR	24.40
B	Module 2 FINE DINING	24.70
C	Module 3 BANQUETING	26.45
D	Module 4 CASUAL DINING	24.45

Sub Criteria ID	Sub Criteria Name or Description	Aspect Type O = Obj S = Sub J = Judg	Aspect - Description	Judg Score
A1	Cocktails		<input type="checkbox"/> Cocktail A - correct method <input type="checkbox"/> Cocktail A - correct ingredients including garnish <input type="checkbox"/> Cocktail A - correct levels <input type="checkbox"/> Cocktail A - timing <input type="checkbox"/> Cocktail A - no spills <input type="checkbox"/> Cocktail A - no wastage <input type="checkbox"/> Cocktail B - correct method <input type="checkbox"/> Cocktail B - correct ingredients including garnish <input type="checkbox"/> Cocktail B - correct levels <input type="checkbox"/> Cocktail B - timing <input type="checkbox"/> Cocktail B - no spills <input type="checkbox"/> Cocktail B - no wastage <input type="checkbox"/> Cocktail C - correct method	

A2	Personal Presentation	O	Cocktail C - correct ingredients including garnish	
		O	Cocktail C - correct levels	
		O	Cocktail C - timing	
		O	Cocktail C - no spills	
		O	Cocktail C - no wastage	
		O	Mocktail - correct levels	
		O	Mocktail - timing	
		O	Mocktail - no spills	
		O	Mocktail - no wastage	
		J	Cocktail A - Final Presentation/Technique	0
				1
				2
				3
		J	Cocktail B - Final Presentation/Technique	0
				1
				2
		3		
J	Cocktail C - Final Presentation/Technique	0		
		1		
		2		
		3		
J	Mocktail - Method, Presentation, balance of ingredients, taste	0		
		1		
		2		
		3		
O	Uniform - uniform clean, ironed & well fitted, conforms to industry			
O	Uniform - shoes polished and conform to industry standard			
O	Uniform - high standard of personal hygiene, no excessive perfu			
J	Uniform - good posture/stance THROUGOUT THE DAY	0		
		1		
		2		
		3		
J	Uniform - good attitude/manner to judges competitors and guests			

			0
			1
			2
			3
		J Social Skills	0
			1
			2
			3
A3	Bar Food	J Fruit Carving	0
			1
			2
			3
		J Bar mise en place	0
			1
			2
			3
		J Service of Canapés	0
			1
			2
			3
A4	Identification and Champagne	O Spirit 1 - Identification	
		O Spirit 2 - Identification	
		O Spirit 3 - Identification	
		O Spirit 4 - Identification	
		O Spirit 5 - Identification	
		O Spirit 6 - Identification	
		O Spirit 7 - Identification	
		O Spirit 8 - Identification	
		O Spirit 9 - Identification	
		O Spirit 10 - Identification	
		O Champagne - No spillage	
		J Champagne Presentation/Opening	0

Sub Criteria ID	Sub Criteria Name or Description	Aspect Type O = Obj S = Sub J = Judg	Aspect - Description	Judg Score
		J	Champagne - pouring/consistency	1 2 3 0 1 2 3
B1	Fine Dining - Presentation and Social Skills	O O O J	Uniform - uniform clean, ironed & well fitted, conforms to industry Uniform - shoes polished and conform to industry standard Uniform - high standard of personal hygiene, no excessive perfu UNIFORM - good posture/stance THROUGHOUT THE DAY	0 1 2 3
		J	uniform - good attitude/manner to judges competitors and guests	0 1 2 3
		J	Social Skills	0 1 2 3
B2	Mise en Place	O O O O	MEP - Correct table setting – as per module description MEP - Napkin folds crisp & consistent MEP - Crockery polished & consistently placement (incl cruets) MEP - Correct cutlery polished & consistently placed	0 1 2 3

B3	Wine Identification and Service	O	MEP - Correct glassware polished & consistently placed	0 1 2 3
		O	MEP - Symmetry of all crockery and glassware	
		O	MEP - Correct equipment on service table for service incl Guerid	
		J	MEP - Overall presentation	
		O	White 1 - Identification	
		O	White 2 - Identification	
		O	White 3 - Identification	
		O	White 4 - Identification	
		O	Red 1 - Identification	
		O	Red 2 - Identification	
		O	Red 3 - Identification	
		O	Red 4 - Identification	
		O	Red Wine Decanting - wine presentation	
		O	Red Wine Decanting - correct opening procedure	
O	Red Wine Decanting - wine decanted (one steady pour)			
O	Red Wine Decanting - wine/sediment left in bottle			
O	Red Wine Decanting - no spillage			
O	Red Wine Decanting - hygiene and OH & S			
J	White Wine - presentation/opened on gueridon + pouring	0 1 2 3		
J	Red Wine Decanting - Service technique, timing, confidence	0 1 2 3		
J	Red Wine - presentation/pouring	0 1 2 3		
B4	Service			

J	Greeting of Guests and explanations	0 1 2 3
J	Hors'deourve Varies- Mise en place/preparation/interaction	0 1 2 3
J	Hors'deourve Varies - Final presentation	0 1 2 3
J	Soup Service	0 1 2 3
J	Carving Main course - Chateaubriand	0 1 2 3
J	Main course procedures	0 1 2 3
J	Flambé Dessert - Pineapple	0 1 2 3
J	Coffee Service (silver)	0 1 2

Sub Criteria ID	Sub Criteria Name or Description	Aspect Type O = Obj S = Sub J = Judg	Aspect - Description	Judg Score
		J	Fine Dining Service Procedures	3 0 1 2 3
C1	Mise en Place and Boxing	O	MEP - Crockery polished & correct placement (incl cruets)	
		O	MEP - Correct cutlery polished & placed	
		O	MEP - Correct glassware polished & placed	
		O	MEP - Symmetry of all crockery, glassware and chairs	
		O	MEP - Correct equipment on service table for service incl Guerdc	
		O	Napkin Folding - All consistent looking	
		O	Napkin Folding -No excessive creases	
		O	MEP - task completed within time	
		O	Boxing a table - Correct side up	
		O	Boxing a table - Not touching the floor	
		O	Boxing a table - All four corners boxed	
		O	Boxing a table - Cloth has no excessive creases	
		J	Boxing a table - Final presentation	0 1 2 3
		J	MEP - Overall presentation	0 1 2 3
C2	Table Tasks	O	Salmon Tartar- correct ingredients according to recipe	
		O	Salmon Tartar - all ingredients combined - no separation of liquid	

C3 Food and Wine Service

- O Salmon Tartar - equal portion sizes on 2 plates
- O Irish Coffee - Correct mise en place
- O Irish Coffee - Heat glass
- O Irish Coffee - correct order of ingredients
- O Irish Coffee - dissolve sugar
- O Irish Coffee - Top with cream
- J Salmon Tartar - Final presentation

0
1
2
3

- J Banana Flambé

0
1
2
3

- J Caesar Salad - Mise en place/preparation/plating

0
1
2
3

- J Irish Coffee - Final presentation

0
1
2
3

- O Coffee Service - Serve accompaniments on table
- O Coffee Service -No spillage
- O Coffee Service - consistent levels in all cups
- O Wine Service - no spillage (White)
- O Wine Service - no spillage (red)
- J Greeting of Guests and explanations

0
1
2
3

- J Social Skills

0

			1
			2
			3
J	Entrée Plated		0
			1
			2
			3
J	Main Course Service		0
			1
			2
			3
J	Gueridon Dessert Service		0
			1
			2
			3
J	Banquet Service Procedures		0
			1
			2
			3
J	White Wine - presentation/opening/pouring		0
			1
			2
			3
J	Red Wine - presentation/opening/pouring		0
			1
			2
			3

Sub Criteria ID	Sub Criteria Name or Description	Aspect Type O = Obj S = Sub J = Judg	Aspect - Description	Judg Score
D1	Mise en Place and Social Skills	O	MEP - Correct table setting – as per module description	
		O	MEP - Crockery polished & correct placement (incl cruets)	
		O	MEP - Correct cutlery polished & placed	
		O	MEP - Correct glassware polished & placed	
		O	MEP - Symmetry of all crockery and glassware	
		O	MEP - Correct equipment on service table for service	
		O	Napkin Folding -No excessive creases	
		O	Napkin Folding - timing – task completed within time, no more than	
		J	MEP - Overall presentation	
				0
				1
				2
		3		
		0		
		1		
		2		
		3		
		0		
		1		
		2		
		3		
		0		
		1		
		2		
		3		
		0		
		1		
		2		
		3		
		0		
		1		
		2		
		3		
		0		
		1		
		2		

D3	Barista Coffee	J	Service Procedures 1st table	3
				0
				1
				2
				3
		J	Service Procedures 2nd table	0
				1
				2
				3
		O	Barista Coffee - Technical - All tasks completed within time	
		O	Barista Coffee - Technical - acceptable waste (no more than 5cl)	
		O	Barista Coffee - Technical - purges steam wand before AND after	
		O	Barista Coffee - Technical - Insert and immediate brew (not left to	
		O	Barista Coffee - Technical - Extraction time within 3 secs differen	
		J	Barista Coffee 1 - espresso	0
				1
				2
				3
		J	Barista Coffee 2 - cappuccino	0
				1
				2
				3
		J	Barista Coffee 3 - iced coffee	0
				1
				2
				3
		J	Signature Coffee	0
				1
				2
				3
D4	Beverage Service and Identification	O	Liqueur/Fortified wine 1	

	O	Liqueur/Fortified wine 2	
	O	Liqueur/Fortified wine 3	
	O	Liqueur/Fortified wine 4	
	O	Liqueur/Fortified wine 5	
	O	Liqueur/Fortified wine 6	
	O	Liqueur/Fortified wine 7	
	O	Liqueur/Fortified wine 8	
	O	Liqueur/Fortified wine 9	
	O	Liqueur/Fortified wine 10	
	J	Drink Service 1st Table	0 1 2 3
	J	Drink Service 2nd Table	0 1 2 3

Extra Aspect Description (Obj or Subj) OR Judgement Score Description (Judg only)	Requirement or Nominal Size (Obj Only)	WSSS Section	Max Mark
as per IBA		1	0.50
as per IBA		6	0.50
Both cocktails level to within a ml		6	0.25
task completed within the time allowed		6	0.20
no spills accepted		6	0.40
Not more than 2 cl left in shaker plus the ice		1	0.10
as per IBA		1	0.50
as per IBA		6	0.50
Both cocktails level to within a ml		6	0.25
task completed within the time allowed		6	0.20
no spills accepted		6	0.40
Not more than 2 cl left in shaker plus the ice		1	0.10
as per IBA		1	0.50

Criterion
A

Total
Mark 24.40

as per IBA	6	0.50
Both cocktails level to within a ml	6	0.25
task completed within the time allowed	6	0.20
no spills accepted	6	0.40
Not more than 2 cl left in shaker plus the ice	1	0.10
Both cocktails level to within a ml	7	0.20
task completed within the time allowed	7	0.20
no spills accepted	7	0.40
Not more than 2 cl left in shaker plus the ice	7	0.20
	5	0.75
Not confident with bar task, presentation skills lacking, final shows some knowledge of bar skills, presentation skills average confident with task, knowledge of bar skills increased, pre very confident with task, great eye contact with judges, excellent	5	0.75
Not confident with bar task, presentation skills lacking, final shows some knowledge of bar skills, presentation skills average confident with task, knowledge of bar skills increased, pre very confident with task, great eye contact with judges, excellent	5	0.75
Not confident with bar task, presentation skills lacking, final shows some knowledge of bar skills, presentation skills average confident with task, knowledge of bar skills increased, pre very confident with task, great eye contact with judges, excellent	7	2.00
Not confident with bar task, presentation skills lacking, final shows some knowledge of bar skills, presentation skills average confident with task, knowledge of bar skills increased, pre very confident with task, great eye contact with judges, excellent		
Suitable and appropriate for the dining area. (National uniform)	1	0.50
Up to 5 cm heel, - no stilettos, no open toes (safety issue)	1	0.40
stud earrings accepted, hair above collar line, clean shaved	1	0.30
	1	0.40
low standard of posture throughout all tasks, posture illustrates average standard of posture throughout all tasks, shows below good standard of posture throughout all tasks, looks professional excellent standard of posture throughout all tasks, looks very	1	0.40

lacks interaction with judges/guests, lacking cooperation with
 average manner all day to judges/guests, cooperates with
 good manner all day to judges/guests, cooperates well with
 positive manner all day to judges/guests, cooperates extremely

2 2.00

Competitors shows no social skills or guest interaction
 Competitor shows some interaction with guests and an adequate
 Competitor shows a high level of confidence, good guest interaction
 Competitor shows excellent interpersonal skills, natural flare

4 2.00

Poor carving technique, poor hygiene, final presentation poor
 Carving technique consistent, some wastage, consistent with
 Carving technique consistent, some wastage, good hygiene
 Excellent carving skills, flare and creativity, excellent final

7 1.10

incomplete set up, poor layout, poor standard of hygiene and
 All equipment and materials present, consistent layout, good
 All equipment and materials present, consistent layout, good
 Excellent set up, all equipment and materials present very

4 2.00

Competitors shows no interaction, no explanation and styl
 Some interaction with guests, adequate service style
 Good level of confidence and flare in service, good interaction
 Excellent interaction with guests, clear explanation of cana

6 0.20

6 0.20

6 0.20

6 0.20

6 0.20

6 0.20

6 0.20

6 0.20

6 0.20

6 0.20

6 0.20

1 0.60

7 0.80

minimal knowledge of task, lacking a presentation of wine

little knowledge of task, presentation of wine, champagne average knowledge of task, average presentation of wine, excellent knowledge of taste, excellent presentation of wine		7	0.80
lacks confidence, bottle held incorrectly, inconsistent pour little confidence, bottle held incorrectly, more consistent pour good confidence with task, bottle held correctly, almost correct excellent confidence with task, bottle held correctly, 100%			
Extra Aspect Description (Obj or Subj) OR Judgement Score Description (Judg only)	Requirement or Nominal Size (Obj Only)	WSSS Section	Max Mark
Suitable and appropriate for the dining area. (National uniform)		1	0.50
Up to 5 cm, no open toes (safety issue)		1	0.40
stud earrings accepted, hair above collar line, clean shave		1	0.30
		1	0.40
low standard of posture throughout all tasks, posture illustrated average standard of posture throughout all tasks, shows body good standard of posture throughout all tasks, looks professional excellent standard of posture throughout all tasks, looks very		1	0.40
lacks interaction with judges/guests, lacking cooperation with average manner all day to judges/guests, cooperates with good manner all day to judges/guests, cooperates well with positive manner all day to judges/guests, cooperates extremely		2	2.00
Competitor shows no social skills or guest interaction Competitor shows some interaction with guests and an adequate Competitor shows a high level of confidence, good guest interaction Competitor shows excellent interpersonal skills, natural flair		3	0.10
		3	0.10
		3	0.10
		3	0.10

Criterion B Total Mark 24.70

	7	0.20
	3	0.20
	3	0.20
	3	0.30
cloth not consistent, napkins not appropriate, table not prepared		
cloth has inconsistencies, napkins not really appropriate, expectati		
cloth set almost consistent, napkins appropriate, expectati		
cloth consistent, table looks impressive, napkins appropriate		
	7	0.20
	7	0.20
	7	0.20
	7	0.20
	7	0.20
	7	0.20
	7	0.20
	7	0.20
type of wine, vintage year, short description about aroma	7	0.20
whole foil removed, cork removed with little noise	7	0.50
No	7	0.50
no more than 2-3cm	7	0.20
	1	0.20
working safely with candle and hygienically	1	0.10
	7	1.90
minimal knowledge of task, lacking a presentation of wine		
little knowledge of task, presentation of wine, wine opened		
average knowledge of task, average presentation of wine,		
very high knowledge of task, excellent presentation of wine		
	1	0.30
lacks knowledge of task, not confident with task, lacks technique		
shows basic skill, basic confidence, some technique		
good knowledge of task, good level of confidence, good technique		
very high knowledge of task, great level of confidence, great technique		
	7	1.90
minimal knowledge of task, lacking a presentation of wine		
little knowledge of task, presentation of wine, taste offered		
average knowledge of task, average presentation of wine,		
excellent knowledge of task, excellent presentation of wine		

No interaction with guests, customers left to fend for themselves Some interaction, menu presented, service adequate Good interaction with guests, customers seated, menu presented Warm and sincere greeting, assisted with chairs, napkin brought	2	1.50
unprepared/wrong equipment for preparation, no interaction has required mise en place, little interaction/eye contact, a well prepared, good interaction/eye contact, good knowledge very well prepared/organised Gueridon, great interaction/eye	4	0.70
lacks knowledge of task, presentation poor, not servable shows some knowledge, average presentation, could be served good knowledge of task, good presentation, balanced plating great knowledge of task, great, consistent presentation, id	4	0.80
No presentation to guests, inconsistent service, slow service Presented to guests, adequate consistent service, timing a Good guest interaction, consistent service, accompaniments Excellent guest interaction and explanation, high level of s	4	1.00
Poor carving technique, poor hygiene, final presentation p Carving technique consistent, some wastage, consistent v Carving technique consistent, some wastage, good hygiene Excellent carving skills with even portions, flare and creati	4	2.00
poor service technique, not consistent in service from right average service, almost consistent in service and clearing good service, consistently served from right or left (may be excellent service, consistently served from right, all plates	4	1.00
No interaction with guest, poor flambé techniques, clear la Limited interaction with guests, technique adequate, some Good explanation, good technique, some flare and creativi Excellent guest interaction and explanation, excellent tech	4	2.00
Incorrect service, poor placement of covers, inconsistent s Consistent service, accompaniments served on table, ade Good interaction with guests, good level of silver service, a	5	1.00

Excellent interaction with guests, very high level of silver service		4	2.00
Competitor shows little flare or no consistency throughout			
Competitor consistent at times throughout with adequate service			
Competitor shows a good level of consistent service and delivery			
Excellent service and clearance procedures throughout service			
Extra Aspect Description (Obj or Subj) OR Judgement Score Description (Judg only)	Requirement or Nominal Size (Obj Only)	WSSS Section	Max Mark
		3	0.30
		3	0.30
		7	0.30
		3	0.50
		3	0.30
		3	0.25
		3	0.20
		3	0.60
		3	0.20
Between 1 cm to 3 cm from floor level		3	0.40
		3	0.50
		3	0.25
		3	1.00
table not boxed on all four corners good attempt, some errors but would be acceptable really good attempt, slight imperfections but of a good final excellent box cloth meeting all the criteria, really excellent		3	1.00
cloth not consistent, napkins not appropriate, table not prepared cloth has inconsistencies, napkins not really appropriate, expectat cloth set almost consistent, napkins appropriate, expectat cloth consistent, table looks impressive, napkins appropriate			
		4	0.25
		4	0.25

Criterion C Total Mark 26.45

Glasses, underliners, napkins, T spoons, measure	4	0.25
sugar then whisky then coffee then cream	6	0.20
	6	0.20
	6	0.40
	6	0.20
Cream must float on top	6	0.20
	4	1.00
lacks knowledge of task, inedible, presentation poor		
shows some knowledge, inconsistent portion size, average		
good knowledge of task, good presentation, balanced plate		
great knowledge of task, great, consistent presentation, id	4	1.50
Poor flambé techniques, clear lack of flare, final presentation		
Technique adequate, some flare with final presentation acceptable		
Good explanation, good technique, some flare and creativity		
excellent technique high level of flare and creativity with ve	4	1.50
unprepared/wrong equipment for preparation, lacks knowledge		
has required mise en place, average knowledge of task/product		
well prepared, good knowledge of task/product, balanced		
very well prepared/organised Gueridon, great knowledge of	1	0.50
Very poor effort, clear lack of creativity, flare and consistency		
Reasonable effort to create a coffee product, some flare with		
Competitor shows a good level of consistency, some flare		
Competitor produces a very good product showing great c		
	6	0.30
	1	0.20
	6	0.30
No spillage accepted	7	0.30
No spillage accepted	7	0.30
	2	2.00
No interaction with guests, customers left to fend for them		
Some interaction, menu presented, service adequate		
Good interaction with guests, customers seated, menu presented		
Warm and sincere greeting, assisted with chairs, napkin b		
	2	2.00
Competitors shows no social skills or guest interaction		

Competitor shows some interaction with guests and an ad		
Competitor shows a high level of confidence, good guest i		
Competitor shows excellent interpersonal skills, natural fla	4	1.00
Inconsistent service procedures, poor carrying technique p		
Consistent service technique with guest interaction, limited		
Good consistent service, some flare and good guest intera		
Excellent service style, good guest interaction, high level c	4	2.00
Inconsistent service procedures, poor carrying technique,		
Consistent service technique with guest interaction, limited		
Good consistent service, some flare and good guest intera		
Excellent service style, good guest interaction, high level c	4	1.50
No interaction with guest, poor cutting technique, uneven p		
Limited interaction with guests, cutting technique adequate		
Good explanation, very good technique, even portions, cre		
Excellent guest interaction and explanation, excellent cutti	1	2.00
Competitor shows little flare or consistency throughout ser		
Competitor consistent throughout with adequate service a		
Competitor shows a good level of consistent service and c		
Excellent service and clearance procedures throughout se	7	1.00
minimal knowledge of task, unsafe opening procedure, po		
little knowledge of task, wine opened, minimal top up, inco		
average knowledge of task, bottle opened safely, top up o		
excellent knowledge of task, bottle opened safely, bottle h	7	1.00
minimal knowledge of task, unsafe opening procedure, po		
little knowledge of task, wine opened, minimal top up, inco		
average knowledge of task, bottle opened safely, top up o		
excellent knowledge of task, bottle opened safely, bottle h		

Extra Aspect Description (Obj or Subj) OR Judgement Score Description (Judg only)	Requirement or Nominal Size (Obj Only)	WSSS Section	Max Mark
		3	0.20
		3	0.10
		3	0.10
		3	0.10
		3	0.40
		3	0.20
		3	0.30
		3	0.50
		1	0.25
napkins not appropriate, table not presentable for service , napkins not really appropriate, expectation of 3 star setup napkins appropriate, expectation of 4 star setup table looks impressive, napkins appropriate to task, expect		3	1.20
Not required shape, creases, poor standard of finished product required shape, some creases, acceptable standard good selection of napkins, some imperfections, some creases Great variety and creativity of napkins, no creases, well presented		2	2.00
Competitors shows no social skills or guest interaction Competitor shows some interaction with guests and an adequate level of confidence Competitor shows a high level of confidence, good guest interaction Competitor shows excellent interpersonal skills, natural flair		2	2.00
No interaction with guests, customers left to fend for themselves Reasonable guest interaction, menu presented, order taken Good interaction with guests, customers seated, menu presented Warm and sincere greeting, assisted with chairs, menu explained		2	2.00
No interaction with guests, customers left to fend for themselves Reasonable guest interaction, menu presented, order taken Good interaction with guests, customers seated, menu presented		2	2.00

Criterion D Total Mark 24.45

Warm and sincere greeting, assisted with chairs, menu ex	4	1.55
Competitor shows little flair or consistency throughout serv		
Competitor consistent throughout with only minor mistakes		
Competitor shows a good level of consistent service and d		
Excellent service and clearance procedures throughout se	4	1.55
Competitor shows little flair or consistency throughout serv		
Competitor consistent throughout with only minor mistakes		
Competitor shows a good level of consistent service and d		
Excellent service and clearance procedures throughout se		
	6	0.50
	6	0.25
	6	0.25
	6	0.25
	6	0.25
	5	1.00
Poor preparation and inconsistent coffee making techniqu		
Machine checked, reasonable attempt with adequate final		
Machine checked and cleaned, good product, crèma good		
Machine checked and cleaned, excellent product with a hi	5	1.50
Poor preparation and inconsistent coffee making techniqu		
Machine checked, reasonable attempt with adequate final		
Machine checked and cleaned, good product, good crèma		
Machine checked and cleaned, excellent product with a cr	5	1.00
Poor preparation and inconsistent coffee making techniqu		
Machine checked, reasonable attempt with adequate final		
Machine checked and cleaned, good consistent product, F		
Machine checked and cleaned, excellent product with a hi	5	2.00
Very poor effort, clear lack of creativity, flare and consist		
Reasonable effort to create a coffee product, some flare w		
Competitor shows a good level of consistency, some flare		
Competitor produces a very good product showing great c	6	0.20

	6	0.20
	6	0.20
	6	0.20
	6	0.20
	6	0.20
	6	0.20
	6	0.20
	6	0.20
	6	1.50
inconsistent pouring technique, some spillage, no sales, g minor mistakes, minimal sales technique, basic guest serv good sales technique, good guest service, drinks replenish great sales technique, great guest service, drinks replenish		
	6	1.50
minor mistakes, minimal sales technique, basic guest serv minor mistakes, minimal sales technique, basic guest serv good sales technique, good guest service, drinks replenish great sales technique, great guest service, drinks replenish		

Competition Total Mark 100.00