



**Skill India**  
कौशल भारत - कुशल भारत



# **State Skill Competition- Sample test project**

**Skill- Restaurant Service**

*Category: Social & Personal Services*

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## Section - A

### *A. Preface*

#### **Skill Explained:**

The restaurant service practitioner provides high quality food and drink service to guests. It demands extensive knowledge of food and beverage. The practitioner has a continuing responsibility to work professionally and interact pleasingly with the guest to provide satisfaction.

The waiter is most important person in dealing with guest and creating a right atmosphere in restaurant, hence necessary to have a complete command of serving rules and to know the preparation of special dishes and drinks at the guest's table or in the bar. Basic requirements are skill and resourcefulness, good manners, good interaction with guests and practical ability.

A wide range of specialist tools and materials will be used for the service of specialist dishes, drinks, and wines. The practitioner will be familiar with their use in addition to the more usual pieces of equipment that are found in most dining situations.

Irrespective of the working environment, excellent communication, and customer care skills are universal attributes of the outstanding practitioner.

#### **Eligibility Criteria (for IndiaSkills 2018 and WorldSkills 2019):**

Competitors born on or after 01 Jan 1997 are only eligible to attend the Competition.

**Total Duration: 8 Hrs**

## Section - B

### B. Test Project

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The competitor must be able to perform the below skills, and marks awarded according to their performance.

- Grooming
- Napkin Folding
- Setting of a table
- Welcome, Seating and guest interaction during service
- Service of Wine
- Service of food and beverages
- Mocktail Preparation
- Fruit carving
- Flambé
- Familiarization of spirits

# Section – C

## C. Marking Scheme

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The Assessment is done by awarding points by adopting two methods, Measurement and Judgments

1. Measurement -One which is measurable
2. Judgments - Based on Industry expectations

Judgemental uses scale of 0-3. To apply the scale with rigor and consistency, judgemental must be conducted using benchmark (criteria ) for detailed guidance for each aspect

- 0-performance below industry standard
- 1-performance meets industry standard
- 2-performance meets and , in specific respects exceeds industry standard
- 3-performance wholly exceeds industry standard and is judged as excellent

### **ASSESSMENT AND MARKING USING MEASUREMENT**

Yes = full points, No = no points --- For each aspect

## Section – D

### D. Instructions for candidates

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#### **General Rules**

- The test project for restaurant service will be carried out in modular format over two day period, with competitors putting in 8 hours of effort.
- Competitors are not permitted to do any preparations in advance.
- No video/recording is permitted during the conduct of competition, except by accredited agencies nominated by states
- Not permitted to bring own plates, bowls, etc. For the purpose of presentation & serving.
- All participants have to be in uniforms. No company name/logo should be visible to the judges during the competition. Violation of this guideline will lead to disqualification

#### **INSTRUCTIONS TO THE COMPETITOR (DO & DONTs)**

- Keep the work area tidy
- Maintain professional etiquettes, standard.
- Consider fire risk
- Candidates are to appear in Black trousers, long-sleeved white dress shirt. Black tie or bow, black shoes, Black socks Black belt and Waiters Kit.
  
- Candidates will conduct themselves in a graceful and dignified manner through the entire duration of competition.
- Any (individual or collective) attempt to disturb/ intimidate/obstruct another candidate will lead to dismissal/ removal from competition.
- No communication/recording devices are allowed inside the arena.
- No communication with outside world during competition hours.

## **Section – E**

### **E. Health, Safety, and Environment**

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1. All accredited participants, and supporting volunteers will abide by rules and regulations with regards to Health, Safety, and Environment of the Competition venue.
2. All participants, technicians and supporting staff will wear the required protective Personnel clothing.
3. All participants will assume liability for all risks of injury and damage to property, loss of property, which might be associated with or result from participation in the event. The organizers will not be liable for any damage, however in case of Injury the competitor will immediately inform the immediate organizer for medical attention.