

Evaluation of Learning

5793

Food and Beverage Services

Training Sector

3

Food Services
and Tourism

Québec 



Evaluation of Learning

5793

Food and Beverage Services

Training Sector

3

Food Services
and Tourism

Formation professionnelle et technique
et formation continue

Direction générale des programmes
et du développement

Development Team

Coordination

André Vincent

Coordinator, Vocational training engineering
Direction générale des programmes et du développement
Ministère de l'Éducation, du Loisir et du Sport

Dominique Beaussier

Coordinator, Vocational training engineering
Direction générale des programmes et du développement
Ministère de l'Éducation, du Loisir et du Sport

Design and Development

Francine Ferland

Teacher
Commission scolaire de la Capitale

Isabelle Dufresne

Teacher
Commission scolaire de la Pointe-de-l'Île

Pierre Cloutier

Program development consultant

English Version

Direction de la production en langue anglaise
Secteur des services à la communauté anglophone
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Centre de formation professionnelle Cowansville

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École des métiers de l'alimentation

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Pavillon du Vieux-Sherbrooke

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Introduction

The Ministère de l'Éducation, du Loisir et du Sport and educational institutions share the responsibility for evaluating learning in vocational training programs.¹ The *Evaluation Framework for the Certification of Learning* sets forth the indicators and evaluation criteria that accompany the elements for each competency in a program. These criteria are compulsory and are used to evaluate learning for certification purposes. As stipulated in the *Basic Vocational Training Regulation*,² each competency must be evaluated and the results expressed as a pass or a fail mark.

As part of its responsibility for evaluating learning, the Ministère produces evaluation instruments that are consistent with the competency-based approach. These instruments are developed as part of an overall approach to training designed to meet job market requirements. This approach supports an integrated vision of program implementation and consistent, meaningful training. The evaluation material is used to recognize the acquisition of the competencies and certifies that the level of acquisition corresponds to that expected at entry level on the job market. By rigorously assessing the acquisition of competencies according to evaluation specifications for certification purposes, the evaluation process ensures that the training given in all of the educational institutions authorized to offer a given program is comparable. In addition, this practice guarantees the value of the diplomas issued.

The vocational training sector defines the term “competency” as “the ability to act successfully and evolve in order to adequately perform work-related tasks or activities, based on an organized body of knowledge and skills from a variety of fields, perceptions, attitudes, etc.”³ The evaluation of a competency must reflect its multidimensional nature and take into account all of the important aspects on which a competency is based. Although all of the performance criteria must be met and evaluated during the learning process, only some will be used to recognize the competency. Evaluation takes place in a workplace setting, in accordance with the requirements set forth in the program and used as evaluation criteria. It is based on a task that is representative of the trade or occupation and that must be performed in a proper and timely manner. Evaluation in vocational training is criterion-referenced, which means it uses specific criteria to determine whether an individual has met the required performance or participation level while carrying out a task or activity. Criterion-referenced evaluation uses predetermined evaluation criteria to verify the extent to which a student has acquired a given competency.

This *Evaluation Framework for the Certification of Learning* contains the following for each competency in the program of study: evaluation specifications for certification purposes, a description of the examination or description of participation, and an evaluation form.

The evaluation specifications for certification purposes contain indicators and evaluation criteria related to the elements that have been selected to recognize and certify the competency. They also define a minimum performance standard for each competency. Each element of the competency includes one or more performance indicators that specify what aspect to evaluate or how an element is to be evaluated. Indicators are accompanied by specific evaluation criteria that are based on the performance criteria of the competency in the program. For behavioural competencies, each criterion is weighted and a minimum performance standard is given for the competency as a whole. For situational competencies, indicators and criteria are given for elements of the competency that are used to determine whether the competency has been acquired, based on student participation in specific activities. A minimum performance standard is also indicated and the pass/fail decision for the acquisition of the competency is established by looking at the competency as a whole and its essential aspects.

1. Education Act, R.S.Q., c. I-13.3, ss 461 and 463. (www.mels.gouv.qc.ca/lancement/LIP/index.htm)

2. Québec, O.C. 653-2000, 1 June 2000, G.O.Q. 2000.II.2608. (www.mels.gouv.qc.ca/legislat/reglemen.htm#reg-pedag)

3. Québec, Ministère de l'Éducation, du Loisir et du Sport, Reference Framework for Planning Learning and Evaluation Activities, Vocational Training (Québec: Gouvernement du Québec, 2005), 8. (www.inforoutefpt.org/documents/cadrereference)

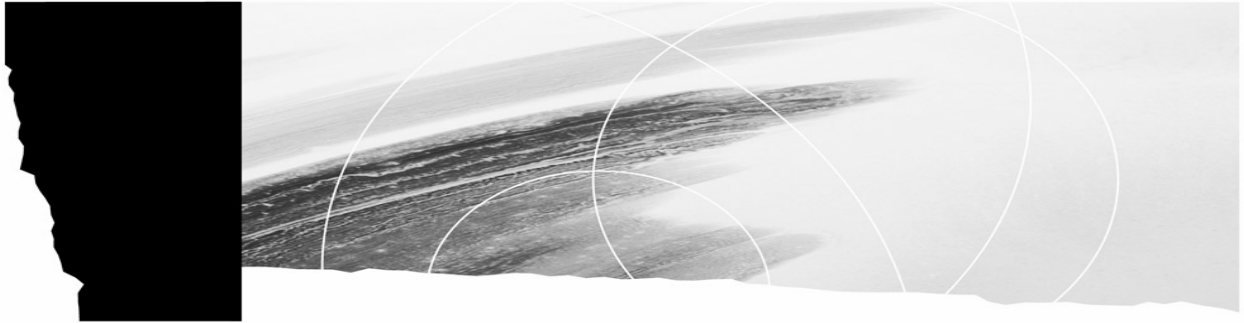
The description of the examination and description of participation⁴ suggest methods for evaluating each competency that are consistent with the evaluation specifications for certification purposes. The methods proposed help educational institutions develop examinations and specify the desired level of complexity. However, the description of the examination and the description of participation are provided for information purposes only and are not compulsory.

The evaluation form restates the indicators and evaluation criteria for recognizing the competency in the form of observations, providing additional details when necessary. This form may also include any accepted tolerances. It notes the weighting of each evaluation criterion and the minimum performance standard mentioned in the evaluation specifications. Like the description of the examination and the description of participation, the evaluation form itself is provided for information purposes only, but the indicators, evaluation criteria, the weighting of each criterion and the minimum performance standard set forth in the specifications are compulsory.

For a given program of study, it is advisable to verify whether the Ministère has already drafted an examination in addition to the *Evaluation Framework for the Certification of Learning*. If that is the case, the use of this examination is compulsory. This information is updated annually in the *Vocational Education Directives*.⁵

⁴. The description of the examination pertains to a behavioural competency, while the description of participation pertains to a situational competency.

⁵. See the *Vocational Education Directives* at www.Inforoutefpt.org/ensemble_dossiers_meq/anglo/infodoc.asp.



Program Synopsis

Food and Beverage Services 5793

Certification: Diploma of Vocational Studies (DVS)

Total duration: 960 hours

Title of Competency	Code	Number
Occupation and Training	904402	1
Customer-Oriented Approach	904414	2
Mise en place	904423	3
Explaining Menus	904435	4
Order Taking	904442	5
Second Language	904456	6
Cash Register Operations	904462	7
Wine Service	904476	8
Beverage Service	904485	9
Banquet Service	904496	10
Informal Service	904508	11
Formal Service	904518	12
Workplace Integration	904527	13

Occupation and Training

Code:

904402

Competency 1

Evaluation Specifications for Certification Purposes

Statement of the Competency

To determine their suitability for the occupation and the training process.

Situations Retained	Indicators	Evaluation Criteria	
Becoming familiar with the reality of the occupation.	Collection of information on the occupation	<ul style="list-style-type: none"> Gathers relevant information on most of the subjects covered. 	<input checked="" type="checkbox"/>
	Presentation of their views on the occupation	<ul style="list-style-type: none"> Clearly expresses personal views on the occupation. 	<input type="checkbox"/>
Understanding the training program.	Reactions toward the occupation and the training process	<ul style="list-style-type: none"> Clearly expresses personal views on the training program. 	<input type="checkbox"/>
		<ul style="list-style-type: none"> Clearly expresses personal reactions toward the occupation and the training process. 	<input checked="" type="checkbox"/>
Specifying their career choice.	Production of a report	Produces a report containing: <ul style="list-style-type: none"> a brief description of personal interests, aptitudes and preferences an explanation of personal career choice, given the characteristics of the occupation 	<input checked="" type="checkbox"/>

Minimum performance standard: 4 out of 5 evaluation criteria, including the criteria indicated by an "X"

Occupation and Training

Code: 904402

Competency 1

Description of Participation

1. General Information

The purpose of the evaluation is to assess the students' participation in activities designed to develop the competency *To determine their suitability for the occupation and the training process*. This evaluation is based on information collected at specific times during the course of learning activities. A participation element should only be evaluated at the end of the corresponding phase in the learning context, not during learning itself.

Throughout the competency, students should not be evaluated on the accuracy of their views and opinions, but on the fact that they support their views and opinions using arguments or examples.

2. Procedure

Information Phase

During this phase, it is important to clearly indicate in writing the type of information that students must collect and present at the group discussion. Regardless of the form or media used to record this information, students must not be evaluated on the accuracy, quality or presentation of the data, but rather on the fact that they took the time to gather a sufficient amount of relevant information on the subjects covered and organize this information for use during the group discussion.

For evaluation criterion 1.1, it is expected that the data collected provide a minimum of coherent information on the subjects covered, without necessarily outlining a thorough, painstakingly accurate portrait of the situation.

Participation Phase

The group discussion should be organized and conducted in such a way that all participants have a chance to express their views on the advantages and disadvantages of the occupation and compare the requirements of the occupation with the training program. Students will discuss the usefulness, relevance or validity of certain program requirements as they relate to the occupation, such as the necessary knowledge, attitudes and skills. During this discussion, students will also have an opportunity to share their opinions on certain rules of professional conduct.

Every student is expected to discuss the relevance or usefulness of at least one aspect of the training program.

Synthesis Phase

To justify their career choice, students are expected to use their reports to clearly highlight at least three occupational aspects or requirements that, in their opinion, relate to their personal aptitudes and interests and therefore led them to choose the occupation of food and beverage server. It is not necessary, at this stage, that their views be strictly realistic or objective.

The evaluation is not based on the quality of the report produced. Instead, the teacher should verify that the students are careful to include all the elements requested. The initial instructions concerning the report's content must clearly define what is meant by a preference, an interest and an aptitude.

Occupation and Training

Code: 904402

Competency 1

Evaluation Form

Student's name:	_____		
School:	_____		
Permanent code:	_____	Result	
		Pass	Fail
		<input type="checkbox"/>	<input type="checkbox"/>
Date:	_____		
Teacher's signature:	_____		

Participation Elements

	Yes	No
1. Collection of information on the occupation		
1.1 Gathers relevant information on most of the subjects covered:	<input type="checkbox"/>	<input type="checkbox"/>
• gives personal views on job prospects and remuneration		
• gathers information on current laws and regulations		
• identifies rules of health and hygiene to observe		
• lists skills and behaviours to develop		
• describes the nature of the job and working conditions		
2. Presentation of their views on the occupation		
2.1 Clearly expresses personal views on the occupation:	<input type="checkbox"/>	<input type="checkbox"/>
• presents advantages and disadvantages of the occupation		
• comments on certain rules of professional conduct		
• expresses personal opinion on the requirements of the occupation		
3. Reactions toward the occupation and the training process		
3.1 Clearly expresses personal views on the training program.	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Clearly expresses personal reactions toward the occupation and the training process.	<input type="checkbox"/>	<input type="checkbox"/>

Participation Elements

- | | Yes | No |
|--|--------------------------|--------------------------|
| 4. Production of a report | | |
| 4.1 Produces a report justifying personal career choice: | <input type="checkbox"/> | <input type="checkbox"/> |
| • lists personal interests related to the occupation | | |
| • briefly explains personal career choice | | |
| • highlights at least three occupational requirements | | |

Minimum performance standard: 4 out of 5 evaluation criteria, including criteria 1.1, 3.2 and 4.1

Comments

Competency 2

Evaluation Specifications for Certification Purposes

Statement of the Competency

To adopt a customer-oriented approach.

Elements Retained	Indicators	Evaluation Criteria	Mark
Take a reservation.	Recording of the reservation	<ul style="list-style-type: none"> • Complete, accurate entry of relevant information 	15
	Information provided to customers	<ul style="list-style-type: none"> • Relevance of information provided • Correct use of telephone communication techniques 	10 5
Greet customers.	Contact established with customers	<ul style="list-style-type: none"> • Appropriate use of verbal and nonverbal communication techniques 	10
		<ul style="list-style-type: none"> • Quality of contact 	10
Provide customers with information.	Adoption of professional behaviours for greeting customers	<ul style="list-style-type: none"> • Observance of rules of courtesy and precedence 	15
	Interpretation of customer needs	<ul style="list-style-type: none"> • Relevance of questions asked to clarify customer needs 	10
Ensure customer satisfaction.	Transmission of information	<ul style="list-style-type: none"> • Accuracy of the information provided to meet customer needs 	10
	Identification of sources of dissatisfaction	<ul style="list-style-type: none"> • Accurate identification of sources of dissatisfaction 	5
	Handling of sources of dissatisfaction	<ul style="list-style-type: none"> • Appropriate choice of solutions for sources of dissatisfaction 	5
		<ul style="list-style-type: none"> • Thoughtful reactions and appropriate attitudes 	5

Minimum performance standard: 80 marks

Competency 2

Description of the Examination

1. General Information

The purpose of this two-part examination is to evaluate the students' ability to adopt a customer-oriented approach.

Students must communicate with customers in various situations representative of the workplace. Part I of the examination is conducted over the telephone, while Part II should involve other individuals playing roles to better simulate reality.

Another possibility is to evaluate students while they are actually serving real customers.

The suggested duration of this practical examination is 30 minutes. It may be administered to one or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

2. Procedure

In Part I, students must demonstrate their ability to take a reservation by telephone, in accordance with the establishment's communication standards and policies.

In Part II, students must establish contact with customers. To enable students to demonstrate their ability to communicate with various types of customers, it is recommended that the examiner have a number of situations involving the following themes: greeting customers upon arrival, speaking with customers during a meal, and handling customer complaints and comments. It is important to prepare specific scenarios for each type of situation (topics of conversation, questions to ask) and to describe each type of customer in detail (age, gender, social status). The scenarios and customer descriptions will be randomly assigned to students who will play the role of customers during the examination.

During the examination, the examiner must only indicate when the student fails to demonstrate the expected professional behaviours. As for the approach adopted, it is suggested that the examiner question the students to ascertain the criteria involved in their choice of style.

3. Materials

It is recommended that the examination be held in a dining room to better simulate reality. Students must be provided with the following materials and equipment:

For Part I:

- telephone
- calendar
- reservation forms

For Part II:

- cloakroom
- set tables
- scripts for individuals role-playing customers
- reservations list
- a list of questions on topics likely to interest customers (movies, shows, special features of the establishment, etc.)
- a list of local points of interest
- a list of topical subjects (local, regional, international)

Customer-Oriented Approach

Code: 904414

Competency 2

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____

Date: _____

Teacher's signature: _____

Result	
Pass	Fail
<input type="checkbox"/>	<input type="checkbox"/>

Observations

	Yes	No	Result
1. Recording of the reservation			
1.1 Complete, accurate entry of relevant information:			0 or 15
• date	<input type="checkbox"/>	<input type="checkbox"/>	
• name	<input type="checkbox"/>	<input type="checkbox"/>	
• number of people	<input type="checkbox"/>	<input type="checkbox"/>	
• time	<input type="checkbox"/>	<input type="checkbox"/>	
• telephone number	<input type="checkbox"/>	<input type="checkbox"/>	
2. Information provided to customers			
2.1 Relevance of information provided			0 or 10
2.2 Correct use of telephone communication techniques			0 or 5
3. Contact established with customers			
3.1 Appropriate use of verbal and nonverbal communication techniques			0 or 10
3.2 Quality of contact:			0 or 10
• polite language	<input type="checkbox"/>	<input type="checkbox"/>	
• courtesy phrases	<input type="checkbox"/>	<input type="checkbox"/>	
4. Adoption of professional behaviours for greeting customers			
4.1 Observance of rules of courtesy and precedence:			0 or 15
• demonstration of consideration	<input type="checkbox"/>	<input type="checkbox"/>	
• demonstration of attitudes appropriate for the types of customers	<input type="checkbox"/>	<input type="checkbox"/>	

Observations

5.	Interpretation of customer needs	
5.1	Relevance of questions asked to clarify customer needs	0 or 10
6.	Transmission of information	
6.1	Accuracy of the information provided to meet customer needs	0 or 10
7.	Identification of sources of dissatisfaction	
7.1	Accurate identification of sources of dissatisfaction	0 or 5
8.	Handling of sources of dissatisfaction	
8.1	Appropriate choice of solutions for sources of dissatisfaction	0 or 5
8.2	Thoughtful reactions and appropriate attitudes	0 or 5

Total: ____ /100

Minimum performance standard: 80 marks

Comments

Mise en place

Code: 904423

Competency 3

Evaluation Specifications for Certification Purposes

Statement of the Competency

To prepare the mise en place and dining room.

Elements Retained	Indicators	Evaluation Criteria	Mark
Prepare the furniture and equipment.	Selection of equipment	<ul style="list-style-type: none"> • Appropriate selection of furniture and equipment 	10
	Layout of dining room	<ul style="list-style-type: none"> • Arrangement in conformity with instructions 	10
Set up tables and side stands.	Setup of tables	<ul style="list-style-type: none"> • Observance of menu and instructions 	20
	Setup of side stands	<ul style="list-style-type: none"> • Appropriate selection of items needed for service 	15
Prepare the waiters' pantry.	Preparation of waiters' pantry	<ul style="list-style-type: none"> • Appropriate selection of supplies and equipment 	5
		<ul style="list-style-type: none"> • Complete mise en place in accordance with needs 	10
		<ul style="list-style-type: none"> • Optimal use of food supplies 	5
Clean up and check the dining room and service areas.	Cleanup and check	<ul style="list-style-type: none"> • Cleanup and check in conformity with instructions 	10
Prepare the mise en place and dining room.	Application of hygiene and safety regulations	<ul style="list-style-type: none"> • Observance of hygiene and safety regulations 	15

Minimum performance standard: 80 marks

Mise en place

Code: 904423

Competency 3

Description of the Examination

1. General Information

The purpose of the examination is to evaluate the students' ability to prepare the mise en place and dining room.

Students must observe written instructions from the examiner as they follow a scenario to prepare the mise en place of tables, a side stand and a waiters' pantry.

The suggested duration of this practical examination is 1 hour 30 minutes. It may be administered to one or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

2. Procedure

The examination content should vary from one student to the next, with students given specific instructions concerning the number of tables to set: two or three, in different shapes (square, rectangular or round), with different numbers of guests (two, four or six) and requiring two types of service (à la carte, table d'hôte or menu). It is preferable that the waiters' pantry be prepared to serve a specific number of place settings (20 or 25); however, the food supplies can be limited to the amount needed for just one table.

3. Materials

It is recommended that the examination be held in a dining room to ensure students have access to the necessary furniture, materials and equipment.

The necessary documents for the workplace scenarios must be prepared beforehand.

To prepare the dining room, students will need one or more reservations lists indicating the number of guests at each table and the corresponding seating plan or plans.

For the mise en place of tables, the side stand and the waiters' pantry, students must be provided with various types of menus (for example, à la carte, table d'hôte and fixed-price).

Finally, students must be provided with a sufficient supply of the necessary high-quality food supplies and cleaning products.

4. Special Instructions

During the examination, students must be clearly informed of the importance of hygiene and safety regulations.

Mise en place

Code: 904423

Competency 3

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____

Result

Pass

Fail

Date: _____

Teacher's signature: _____

Observations

	Yes	No	Result
1. Selection of equipment			
1.1 Appropriate selection of furniture and equipment			0 or 10
2. Layout of dining room			
2.1 Arrangement in conformity with instructions			0 or 10
3. Setup of tables			
3.1 Observance of menu and instructions:			0 or 20
• complete, symmetrical table settings	<input type="checkbox"/>	<input type="checkbox"/>	
• proper arrangement of table elements	<input type="checkbox"/>	<input type="checkbox"/>	
4. Setup of side stands			
4.1 Appropriate selection of items needed for service			0 or 15
5. Preparation of waiters' pantry			
5.1 Appropriate selection of supplies and equipment			0 or 5
5.2 Complete mise en place in accordance with needs			0 or 10
5.3 Optimal use of food supplies			0 or 5
6. Cleanup and check			
6.1 Cleanup and check in conformity with instructions			0 or 10

Observations

7. Application of hygiene and safety regulations

7.1 Observance of hygiene and safety regulations:

- application of recommended procedures for materials and equipment
- selection of cleaning products
- application of cleaning techniques

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

0 or 15

Total: ____ /100

Minimum performance standard: 80 marks

Comments

Explaining Menus

Code: 904435

Competency 4

Evaluation Specifications for Certification Purposes

Statement of the Competency

To explain menus and dishes.

Elements Retained	Indicators	Evaluation Criteria	Mark
Gather the necessary information.	Interpretation of menus	• Accurate description of menu items	25
		• Use of terminology to describe types of preparation and cooking	10
		• Accurate description of a breakfast menu	10
Present a menu.	Explanation of menu items	• Appropriate, professional description of menu items	15
		• Explanation of specialized terminology	5
Answer customer questions.	Handling of questions	• Accurate interpretation of questions	10
		• Accurate, concise explanations of dishes	10
Provide additional information on menus and dishes.	Transmission of additional information to customers	• Highlighting of specialties or certain menu items	5
		• Information adapted to customers' needs	5
Explain menus and dishes.	Explanation of menus and dishes	• Professional attitude	5

Minimum performance standard: 75 marks

Competency 4

Description of the Examination

1. General Information

The purpose of this two-part examination is to evaluate the students' ability to explain menus and dishes.

Students must pass Part I before they may take Part II.

To demonstrate the required competency, students must follow scenarios involving various types of restaurants as they describe different menus to customers.

The suggested duration of this practical examination is one hour: 30 minutes of research time plus 30 minutes for explaining menus. It may be administered to one or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

2. Procedure

To evaluate the students' ability to explain menus, the examiner must be accompanied by an individual to play the role of the customer. To better simulate reality, two scenarios should be written up in the form of scripts.

In Part I, students must use the reference materials at their disposal to research the menu items they have randomly selected, using the parameters named by the examiner (type of food, main ingredients, texture and flavour, cooking method). See criterion 1.1 on the Evaluation Form.

To take Part II, students must first pass Part I.

In Part II, students must follow the scenarios provided by the examiner and describe dishes on the menu, taking care to use the appropriate terminology, adapt the explanation to the customer's needs and observe the rules of communication.

3. Materials

It is recommended that the examination be held in a dining room with set tables to better simulate reality.

In Part I, students must be provided with menus covering various types of cuisine and dishes to be identified using the parameters provided by the examiner, as well as the necessary reference materials.

In Part II, the scenarios must be carefully prepared so that students are obliged to adapt to various types of customers when explaining the menus.

Explaining Menus

Code: 904435

Competency 4

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____

Result

Pass

Fail

Date: _____

Teacher's signature: _____

Observations**PART I****Yes No****Result**

1. Interpretation of menus

1.1 Accurate description of menu items:

- type of food
- main ingredients
- texture and flavour
- cooking method

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

0 or 25

1.2 Use of terminology to describe types of preparation and cooking:

- accurate definition of technical terms
- use of terminology specific to the preparation of certain dishes

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

0 or 10

1.3 Accurate description of a breakfast menu:

- type of food
- main ingredients
- texture and flavour
- cooking method

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

0 or 10

Observations

PART II

	Yes	No	Result
2. Explanation of menu items			
2.1 Appropriate, professional description of menu items:			0 or 15
• appropriate choice of information to provide	<input type="checkbox"/>	<input type="checkbox"/>	
• accuracy of explanations	<input type="checkbox"/>	<input type="checkbox"/>	
2.2 Explanation of specialized terminology			0 or 5
3. Handling of questions			
3.1 Accurate interpretation of questions			0 or 10
3.2 Accurate, concise explanations of dishes:			0 or 10
• relevance of responses	<input type="checkbox"/>	<input type="checkbox"/>	
• concision of explanations	<input type="checkbox"/>	<input type="checkbox"/>	
• accuracy of descriptions	<input type="checkbox"/>	<input type="checkbox"/>	
4. Transmission of additional information to customers			
4.1 Highlighting of specialties or certain menu items			0 or 5
4.2 Information adapted to customers' needs			0 or 5
5. Explanation of menus and dishes			
5.1 Professional attitude:			0 or 5
• calm	<input type="checkbox"/>	<input type="checkbox"/>	
• appropriate dress and demeanour	<input type="checkbox"/>	<input type="checkbox"/>	

Total: _____ /100

Minimum performance standard: 75 marks

Suggested breakdown:

Part I: 35 out of 45 marks

Part II: 40 out of 55 marks

Comments

Order Taking

Code: 904442

Competency 5

Evaluation Specifications for Certification Purposes

Statement of the Competency

To take and process orders.

Elements Retained	Indicators	Evaluation Criteria	Mark
Answer customer questions.	Appropriate customer approach	<ul style="list-style-type: none"> • Behaviour adapted to customers 	10
	Determination of needs	<ul style="list-style-type: none"> • Identification of customers' needs 	5
	Answers to customer questions	<ul style="list-style-type: none"> • Accurate, specific answers to customer questions 	10
Make recommendations and suggestions.	Recommendations to customers	<ul style="list-style-type: none"> • Correct use of specialized terminology 	5
		<ul style="list-style-type: none"> • Highlighting of characteristics of dishes and drinks 	10
		<ul style="list-style-type: none"> • Suggestions of complementary dishes and products 	5
		<ul style="list-style-type: none"> • Respect for customer needs 	5
Write down the order.	Recording of order	<ul style="list-style-type: none"> • Complete, accurate entry on order slip 	15
		<ul style="list-style-type: none"> • Correct use of mnemonic techniques 	5
		<ul style="list-style-type: none"> • Careful presentation of order slip 	5
		<ul style="list-style-type: none"> • Correct spelling 	5

Elements Retained	Indicators	Evaluation Criteria	Mark
Process the order.	Processing by computerized system	<ul style="list-style-type: none"> • Accurate processing of order to appropriate persons 	15
	Processing by order slip	<ul style="list-style-type: none"> • Use of appropriate terminology 	5

Minimum performance standard: 80 marks

Order Taking

Code: 904442

Competency 5

Description of the Examination

1. General Information

The purpose of the examination is to evaluate the students' ability to take and process orders.

Students will be asked to apply sales strategies as they follow a scenario to take an order.

The suggested duration of this practical examination is 45 minutes. It may be administered to one or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

2. Procedure

To demonstrate the required competency, students must follow a scenario provided by the examiner as they take an order for a full meal, complete with cocktails and wine, for a four-person table using an à la carte or table d'hôte menu.

Students will be given the menu and wine and beverage list before the examination. To pass the examination, students must apply and observe steps involved in sales procedures, and write up their order slips according to established rules. Orders will be processed by order slip, in the examiner's presence, and by computerized system.

3. Materials

It is recommended that the examination be held in a dining room with set tables to better simulate reality.

Students must be provided with the following:

- an à la carte or table d'hôte menu
- wine and cocktail lists
- a pad of order slips
- the equipment needed for a computerized order-processing system

The examiner must prepare one or more scenarios for students to follow when establishing precedence.

Order Taking

Code: 904442

Competency 5

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____

Result

Pass

Fail

Date: _____

Teacher's signature: _____

Observations

	Yes	No	Result
1. Appropriate customer approach			
1.1 Behaviour adapted to customers:			0 or 10
• discreet approach	<input type="checkbox"/>	<input type="checkbox"/>	
• appropriate method of attracting attention	<input type="checkbox"/>	<input type="checkbox"/>	
2. Determination of needs			
2.1 Identification of customers' needs			0 or 5
3. Answers to customer questions			
3.1 Accurate, specific answers to customer questions			0 or 10
4. Recommendations to customers			
4.1 Correct use of specialized terminology			0 or 5
4.2 Highlighting of characteristics of dishes and drinks			0 or 10
4.3 Suggestions of complementary dishes and products			0 or 5
4.4 Respect for customer needs			0 or 5
5. Recording of order			
5.1 Complete, accurate entry on order slip:			0 or 15
• order slip divided by section: appetizers, soups and main dishes	<input type="checkbox"/>	<input type="checkbox"/>	
• header properly completed	<input type="checkbox"/>	<input type="checkbox"/>	
• recording of cooking preferences	<input type="checkbox"/>	<input type="checkbox"/>	

Observations

- 5.2 Correct use of mnemonic techniques: 0 or 5
- correct use of abbreviations
 - numbering of customers
- 5.3 Careful presentation of order slip 0 or 5
- 5.4 Correct spelling 0 or 5
6. Processing by computerized system
- 6.1 Accurate processing of order to appropriate persons: 0 or 15
- processing of order to appropriate distribution stations
 - observance of established procedures
7. Processing by order slip
- 7.1 Use of appropriate terminology 0 or 5

Total: ____ /100

Minimum performance standard: 80 marks

Comments

Second Language

Code: 904456

Competency 6

Evaluation Specifications for Certification Purposes**Statement of the Competency**

To receive and provide information in French.

Elements Retained	Indicators	Evaluation Criteria	Mark
Greet customers in French.	Taking reservations	• Proper phrasing of questions	5
		• Use of appropriate terminology	10
		• Complete, accurate entry of relevant information	10
		• Correct use of courtesy phrases	15
Provide explanations of menus and dishes in French.	Description of menu items	• Accurate description of recommended dishes	15
		• Use of appropriate terminology	10
	Answers to customer questions	• Correct, concise explanations	15
Take orders in French.	Recording of order	• Complete, accurate entry on order slip	10
		• Relevance of information recorded in English based on information provided in French	10

Minimum performance standard: 75 marks

Second Language

Code: 904456

Competency 6

Description of the Examination

1. General Information

The purpose of this two-part examination is to evaluate the students' ability to receive and provide information in French.

Students must follow a scenario to converse with customers in French, both on the telephone and in person. For Part II, the examiner must be accompanied by an individual to play the role of the customer.

The suggested duration of this practical examination is one hour, which includes time for students to familiarize themselves with the menu. It may be administered to one or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

2. Procedure

To demonstrate the required competency, students must follow two scenarios where they communicate with customers in French while applying techniques of active listening and paraphrasing.

In Part I, students must take a reservation by telephone to demonstrate their ability to use the correct reservation terminology in French and collect the necessary information on a reservation form.

In Part II, students must write up an order in English for four complete meals after explaining a table d'hôte or à la carte menu to diners who speak French. Before taking this part of the examination, students will be given 15 minutes to read over the menu and refer to the reference documents made available to them.

During the examination, students must use appropriate French terms to answer customer questions. To vary the content of the examination, the examiner should prepare several different menus, either table d'hôte or à la carte, on similar themes.

To assess the students' ability to understand customer needs, the individual playing the role of the customer will ask each student various simple and complex questions at random.

3. Materials

Although Part I could take place in a room equipped solely with a telephone, it is recommended that Part II be held in a dining room to better simulate reality.

Part I requires the following items:

- a telephone
- a calendar
- preprinted reservation forms for students to record the information gathered
- a list of customer questions concerning the restaurant's hours, prices, major credit cards accepted, etc.

Part II requires reference documents, table d'hôte or à la carte menus, pads of order slips, a list of questions and scenarios describing the various customers.

4. Special Instructions

It is important that students exhibit the level of language skills targeted by the competency: a working knowledge of French.

Second Language

Code: 904456

Competency 6

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____

Result

Pass

Fail

Date: _____

Teacher's signature: _____

Observations

	Yes	No	Result
1. Taking reservations			
1.1 Proper phrasing of questions			0 or 5
1.2 Use of appropriate terminology:			0 or 10
• terms specific to taking reservations	<input type="checkbox"/>	<input type="checkbox"/>	
• accuracy of pronunciation	<input type="checkbox"/>	<input type="checkbox"/>	
1.3 Complete, accurate entry of relevant information:			0 or 10
• date	<input type="checkbox"/>	<input type="checkbox"/>	
• time	<input type="checkbox"/>	<input type="checkbox"/>	
• number of customers	<input type="checkbox"/>	<input type="checkbox"/>	
• name	<input type="checkbox"/>	<input type="checkbox"/>	
• telephone number	<input type="checkbox"/>	<input type="checkbox"/>	
1.4 Correct use of courtesy phrases:			0 or 15
• greeting	<input type="checkbox"/>	<input type="checkbox"/>	
• polite expressions	<input type="checkbox"/>	<input type="checkbox"/>	
2. Description of menu items			
2.1 Accurate description of recommended dishes:			0 or 15
• appropriate culinary terminology	<input type="checkbox"/>	<input type="checkbox"/>	
• adequate translation of specific terms	<input type="checkbox"/>	<input type="checkbox"/>	
2.2 Use of appropriate terminology:			0 or 10
• pronunciation	<input type="checkbox"/>	<input type="checkbox"/>	
• forms of presentation	<input type="checkbox"/>	<input type="checkbox"/>	

Observations

3. Answers to customer questions

3.1 Correct, concise explanations:

- appropriate choice of information to provide
- clarity of responses
- paraphrasing of unclear information

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

0 or 15

4. Recording of order

4.1 Complete, accurate entry on order slip:

- presence of all information
- use of appropriate abbreviations and terminology
- numbering of customers
- observance of rules for writing up orders

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

0 or 10

4.2 Relevance of information recorded in English based on information provided in French

0 or 10

Total: ____ /100

Minimum performance standard: 75 marks

Comments

Cash Register Operations

Code: 904462

Competency 7

Evaluation Specifications for Certification Purposes**Statement of the Competency**

To perform billing and collection operations.

Elements Retained	Indicators	Evaluation Criteria	Mark
Prepare the equipment.	Setup of equipment	<ul style="list-style-type: none"> • Appropriate preparation of documents 	5
	Preparation of cash register float	<ul style="list-style-type: none"> • Accurate count of cash register float 	5
Prepare and present bills.	Recording of information	<ul style="list-style-type: none"> • Complete, clear, accurate recording of information on order slips 	15
	Presentation of bill to customers	<ul style="list-style-type: none"> • Verification of accuracy of tally 	10
		<ul style="list-style-type: none"> • Observance of service rules for presenting bills 	5
Process cash payments.	Cash payment of a bill	<ul style="list-style-type: none"> • Verification of amounts received and tendered 	5
		<ul style="list-style-type: none"> • Observance of rules governing handling of cash 	10
Process credit card and debit card payments.	Card payment of a bill	<ul style="list-style-type: none"> • Proper verification of credit cards 	10
		<ul style="list-style-type: none"> • Observance of established procedures 	5
Close the cash register.	Closing of the cash register	<ul style="list-style-type: none"> • Proper verification of cash register 	15
		<ul style="list-style-type: none"> • Application of security rules governing the handling of a cash register deposit 	5
		<ul style="list-style-type: none"> • Accurate replenishment of cash register float 	5
		<ul style="list-style-type: none"> • Proper storage of equipment 	5

Minimum performance standard: 80 marks

Cash Register Operations

Code: 904462

Competency 7

Description of the Examination

1. General Information

The purpose of the examination is to evaluate the students' ability to perform billing and collection operations.

Students must follow a scenario to perform all the common cash register operations related to restaurant service.

The suggested duration of this practical examination is 45 minutes. It may be administered to one or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

Other possibility: the examination could take place while the students are serving actual customers.

2. Procedure

To demonstrate the required competency, students must exercise their cashier skills in the context of dining hall service. They must gather together and prepare the necessary equipment in accordance with the establishment's policies and then, using a computerized system, enter the information for an order from four people provided by the examiner.

The examiner must indicate how many bills to prepare and who should receive them for payment. At this stage, errors should be introduced to ensure that students carefully verify everything. Finally, students must write up the cash register report and prepare the deposit in accordance with the rules of their respective establishments. It is preferable that the cash register report be created using fictitious data previously recorded by the examiner involving service for approximately twenty people.

3. Materials

It is recommended that the examination be held in a dining room or other room in which there are tables and access to computerized cash register and payment processing systems.

Students must be provided with the following materials:

For equipment preparation:

- various restaurant forms
- bill trays
- a cash register float
- a payment processing system with a “training” mode
- cash register ribbon and paper

For data entry:

- a cash register system with a “training” mode
- order slips for four people

For bill payments:

- one or more credit cards
- cash

Before the examination, the examiner should enter menu items on the order slips and record the data that will be used to write up the cash register report.

Cash Register Operations

Code: 904462

Competency 7

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____

Result

Pass

Fail

Date: _____

Teacher's signature: _____

Observations

	Yes	No	Result
1. Setup of equipment			
1.1 Appropriate preparation of documents			0 or 5
2. Preparation of cash register float			
2.1 Accurate count of cash register float			0 or 5
3. Recording of information			
3.1 Complete, clear, accurate recording of information on order slips			0 or 15
4. Presentation of bill to customers			
4.1 Verification of accuracy of tally			0 or 10
4.2 Observance of service rules for presenting bills			0 or 5
5. Cash payment of a bill			
5.1 Verification of amounts received and tendered			0 or 5
5.2 Observance of rules governing handling of cash			0 or 10
6. Card payment of a bill			
6.1 Proper verification of credit cards:			0 or 10
• verification of expiry date	<input type="checkbox"/>	<input type="checkbox"/>	
• verification of signature	<input type="checkbox"/>	<input type="checkbox"/>	
6.2 Observance of established procedures			0 or 5

Observations

7.	Closing of the cash register		
7.1	Proper verification of cash register:		0 or 15
	• accurate cash register reading	<input type="checkbox"/>	<input type="checkbox"/>
	• accuracy of data provided in the report	<input type="checkbox"/>	<input type="checkbox"/>
	• correct preparation of deposit	<input type="checkbox"/>	<input type="checkbox"/>
7.2	Application of security rules governing the handling of a cash register deposit		0 or 5
7.3	Accurate replenishment of cash register float		0 or 5
7.4	Proper storage of equipment		0 or 5
			Total: ____ /100

Minimum performance standard: 80 marks

Comments

Competency 8

Evaluation Specifications for Certification Purposes

Statement of the Competency

To recommend and serve wines.

Elements Retained	Indicators	Evaluation Criteria	Mark
Provide customers with information on wine list items.	Description of wine list items	• Accurate description of items	15
		• Use of appropriate terminology	5
	Description of sensory properties of wines	• Accurate description of properties	15
Answer customer questions.	Handling of questions	• Relevant answers to questions	10
Suggest pairings of wines with dishes selected.	Wine suggestions	• Suggestions adapted to customer expectations	10
		• Observance of basic rules for pairing wine and food	10
		• Highlighting of wines' characteristics	5
Serve the wine.	Application of wine-serving techniques	• Correct use of wine-serving techniques	15
		• Observance of service rules and rules of precedence	10
		• Appropriate serving temperature	5

Minimum performance standard: 80 marks

Competency 8

Description of the Examination

1. General Information

The purpose of this two-part examination is to evaluate the students' ability to recommend and serve wines.

In Part I, students follow a scenario to describe and suggest wines to customers. In Part II, students must actually serve wine using accepted practices.

The suggested duration of the examination is 45 minutes: 30 minutes for Part I and 15 minutes for Part II. Part I may be administered to one or more students at a time while Part II may be administered to three or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

2. Procedure

To demonstrate the required competency, in Part I students must follow a scenario to suggest and describe wines for four people. Working with a menu and wine list they are familiar with, students must suggest two wines for each of four different dishes. These suggestions will be evaluated according to the basic rules of pairing wine and food and respect for customer expectations, with the examiner playing the role of the customer. In addition to suggesting a total of eight wines, students will be asked to provide an accurate description of three other wines on the list. Each wine description must include the type of wine, country and region of origin, varietal, colour and at least two dominant traits.

In Part II, students must demonstrate their ability to serve wine using accepted practices. The examination will take place during dining room service with a table d'hôte or à la carte menu and involve at least one red and one white wine.

3. Materials

It is recommended that Part I be held in a room with a table set for four to better simulate reality.

Students must be provided with a sufficient quantity of wine lists and table d'hôte or à la carte menus.

Before the examination, the examiner must prepare a list of expectations for the customer to express concerning each dish.

Part II requires white and red wine as well as the materials and equipment needed to serve wine.

4. Special Instructions

For Part II, the examiner must ask the students to notify him or her before they begin serving wine so their work can be evaluated.

Wine Service

Code: 904476

Competency 8

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____

Result

Pass

Fail

Date: _____

Teacher's signature: _____

Observations

	Yes	No	Result
1. Description of wine list items			
1.1 Accurate description of items:			0 or 15
• type of wine	<input type="checkbox"/>	<input type="checkbox"/>	
• origin	<input type="checkbox"/>	<input type="checkbox"/>	
• varietal	<input type="checkbox"/>	<input type="checkbox"/>	
1.2 Use of appropriate terminology			0 or 5
2. Description of sensory properties of wines			
2.1 Accurate description of properties:			0 or 15
• visual	<input type="checkbox"/>	<input type="checkbox"/>	
• olfactory	<input type="checkbox"/>	<input type="checkbox"/>	
• gustatory	<input type="checkbox"/>	<input type="checkbox"/>	
3. Handling of questions			
3.1 Relevant answers to questions			0 or 10
4. Wine suggestions			
4.1 Suggestions adapted to customer expectations			0 or 10
4.2 Observance of basic rules for pairing wine and food			0 or 10
4.3 Highlighting of wines' characteristics			0 or 5

Observations

5. Application of wine-serving techniques

5.1 Correct use of wine-serving techniques:

0 or 15

- necessary glasses placed on table before wine is served
- proper presentation of wine, according to accepted practices
- proper removal of seal
- proper removal of cork
- proper cleaning of neck
- proper positioning of bottle or ice bucket

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

5.2 Observance of service rules and rules of precedence:

0 or 10

- wine service to individual who ordered it
- respect for rules of precedence
- appropriate quantity of wine in each glass
- no wine spills on tablecloth

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

5.3 Appropriate serving temperature

0 or 5

Total: ____ /100

Minimum performance standard: 80 marks

Comments

Beverage Service

Code: 904485

Competency 9

Evaluation Specifications for Certification Purposes

Statement of the Competency

To provide beverage service.

Elements Retained	Indicators	Evaluation Criteria	Mark
Set up the bar area.	Layout of bar area for service	• Appropriate preparation of equipment, supplies and furniture	5
		• Thorough, accurate inventory of beverages	5
		• Functional arrangement of all basic, finishing and presentation elements, according to accepted practices	10
Recommend beverages.	Description of beverage list items	• Appropriate description of beverages	20
	Suggestions to customers	• Suggestions adapted to customers' needs	10
			• Highlighting of characteristics of recommended beverages
Prepare beverages.	Application of techniques for preparing beverages	• Correct use of techniques for preparing various types of beverages	20
Serve beverages.	Application of techniques for serving beverages	• Observance of service rules and rules of precedence	5
		• Correct use of service techniques	10
Provide beverage service.	Preparation and service of beverages, organizing of bar area	• Observance of hygiene and safety regulations	5

Minimum performance standard: 80 marks

Competency 9

Description of the Examination

1. General Information

The purpose of the examination is to evaluate the students' ability to provide beverage service.

Evaluation can take place in a simulated work environment or when students are serving customers requiring beverage service.

This practical examination evaluates the students' ability to provide beverage service at a bar and at tables, from opening to closing time. It includes explaining aperitifs, beers and spirits to four people as well as preparing and serving three aperitifs and three digestifs.

The suggested duration of the examination is 1 hour 30 minutes: 30 minutes for explaining beverages and 1 hour for preparing and serving beverages. It may be administered to one or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

2. Procedure

To demonstrate the required competency, students must set up and take inventory of beverages using recipes provided by the examiner. These recipes, classic or modern, must present varying degrees of difficulty with regard to the techniques involved.

Students must record the beverage inventory on a form provided by the examiner at the beginning of the examination. For the inventory performed at closing, the examiner must prepare a second series of bottles, different from those used for the opening inventory. Students will have to explain the beverages on a list that they have received before the examination. The examiner will play the role of the customer and have prepared a list of questions beforehand. For each type of beverage on the list, students must familiarize themselves with the necessary information (country of origin, typical ingredients, colour, category, dominant traits, taste, etc.) before the examination.

Finally, students must prepare and serve the three drinks requested as aperitifs and the three drinks requested as digestifs, using the recipes and instructions provided by the examiner before the examination.

3. Materials

It is recommended that the examination be held in a bar, a beverage-testing lab or any other room equipped with a mobile bar, a table and four chairs.

Required materials:

- a list of questions about the wine-based aperitifs, alcoholic aperitifs, eaux-de-vie, cocktails, beers and digestifs on the beverage list
- beverage lists and recipe books
- enough ingredients and materials for all students

The bar setup requires perishable and nonperishable ingredients, decorative elements, alcoholic and nonalcoholic beverages, glassware, tools and bar equipment.

For the inventory, students must be provided with preprinted forms and a series of bottles identical to those used for serving, but whose contents are smaller for the closing inventory.

For the beverage service, bar trays and coasters are needed.

Beverage Service

Code: 904485

Competency 9

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____	Result	
	Pass	Fail
	<input type="checkbox"/>	<input type="checkbox"/>

Date: _____

Teacher's signature: _____

Observations

	Yes	No	Result
1. Layout of bar area for service			
1.1 Appropriate preparation of equipment, supplies and furniture			0 or 5
1.2 Thorough, accurate inventory of beverages:			0 or 5
• before service	<input type="checkbox"/>	<input type="checkbox"/>	
• after service	<input type="checkbox"/>	<input type="checkbox"/>	
1.3 Functional arrangement of all basic, finishing and presentation elements, according to accepted practices:			0 or 10
• arrangement of bottles	<input type="checkbox"/>	<input type="checkbox"/>	
• arrangement of decorative elements	<input type="checkbox"/>	<input type="checkbox"/>	
2. Description of beverage list items			
2.1 Appropriate description of beverages:			0 or 20
• description of aperitifs	<input type="checkbox"/>	<input type="checkbox"/>	
• description of beers	<input type="checkbox"/>	<input type="checkbox"/>	
• description of spirits	<input type="checkbox"/>	<input type="checkbox"/>	
• description of cocktails	<input type="checkbox"/>	<input type="checkbox"/>	
3. Suggestions to customers			
3.1 Suggestions adapted to customers' needs			0 or 10
3.2 Highlighting of characteristics of recommended beverages			0 or 10

Observations

4. Application of techniques for preparing beverages

4.1 Correct use of techniques for preparing various types of beverages:

- on ice (cocktail and/or beverage)
- long (cocktail and/or beverage)
- room temperature (cocktail and/or beverage)
- shaken cocktail
- stirred cocktail
- nonalcoholic

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

0 or 20

5. Application of techniques for serving beverages

5.1 Observance of service rules and rules of precedence

0 or 5

5.2 Correct use of service techniques:

- tray carrying
- glass handling

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

0 or 10

6. Preparation and service of beverages, organizing of bar area

6.1 Observance of hygiene and safety regulations:

- freshness of ingredients
- cleanliness of tools and materials
- cleanliness of furniture and equipment

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

0 or 5

Total: ____ /100

Minimum performance standard: 80 marks

Comments

Banquet Service

Code: 904496

Competency 10

Evaluation Specifications for Certification Purposes

Statement of the Competency

To provide banquet service.

Elements Retained	Indicators	Evaluation Criteria	Mark
Become familiar with different types of banquet service.	Identification of needs	<ul style="list-style-type: none"> • Accurate identification of needs using menus 	10
Prepare the mise en place of the dining room and waiters' pantry.	Layout of dining room	<ul style="list-style-type: none"> • Arrangement of tables in accordance with seating plan provided 	10
		<ul style="list-style-type: none"> • Table setup in accordance with type of banquet menu 	15
Serve the dishes.	Application of service techniques	<ul style="list-style-type: none"> • Correct use of service techniques, with and without a tray 	20
		<ul style="list-style-type: none"> • Observance of service sequence and synchronization 	10
		<ul style="list-style-type: none"> • Observance of service rules and rules of precedence 	10
Clear the tables.	Application of clearing techniques	<ul style="list-style-type: none"> • Correct use of clearing techniques 	10
Provide banquet service.	Adoption of appropriate attitudes and behaviours	<ul style="list-style-type: none"> • Adoption of professional attitudes and behaviours 	15

Minimum performance standard: 80 marks

Pass/Fail condition: Students must observe hygiene and safety regulations throughout the examination. If a student is deemed to have committed a serious breach of these regulations, the student will fail the examination.

Banquet Service

Code: 904496

Competency 10

Description of the Examination

1. General Information

The purpose of the examination is to evaluate the students' ability to provide banquet service.

Students will be asked to apply the following techniques during a banquet: American (plate) service, with and without a tray, and Russian service (using a spoon and fork).

The suggested duration of this practical examination is five hours. It may be administered to six or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

2. Procedure

To demonstrate the required competency, students must follow instructions from the examiner as they use a banquet menu to serve a table for eight. They must become familiar with the service sequence of the meal for each type of service and determine the equipment and supplies needed for the mise en place and service.

At this stage of training, Russian service (using a spoon and fork) will only be employed to serve bread.

The examiner will give students a seating plan so they can properly arrange the tables. The examiner will also assign each student a table to be set and served.

Responsibility for the mise en place of the waiters' pantry and any other elements common to the entire staff will be distributed among the students by the examiner.

Before service begins, the examiner will provide all students with instructions concerning synchronization. This refers to the opportune moment to enter and exit the dining room when serving or clearing, for example. Therefore, one table will be designated the table of honour and students must follow the service sequence pace set by this table.

As for clearing, students will be told to clear no more than four place settings at a time.

3. Materials

It is recommended that this examination be held in a dining room or other hall that can accommodate banquet service and has an adjoining room that can be used as a waiters' pantry.

Students must be provided with a sufficient quantity of the following:

- tables
- chairs
- tablecloths, placemats and napkins
- table elements (dishes, cutlery, glassware, salt and pepper shakers, butter dishes, creamers, sugar bowls, table lamps, etc.)
- equipment (serving trays, tray stands, coffee machines) and food supplies (bread, butter, milk, cream, sugar, coffee, tea, herbal tea, etc.)
- a function sheet clearly indicating the menu and types of service
- a table seating plan
- a list of numbered tables with the name of the designated server (student)

4. Special Instructions

Before the examination, students must be told to observe hygiene and safety regulations throughout the examination. If a student is deemed to have committed a serious breach of these regulations, the student will fail the examination.

Banquet Service

Code: 904496

Competency 10

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____

Result

Pass

Fail

Date: _____

Teacher's signature: _____

Observations

	Yes	No	Result
1. Identification of needs			
1.1 Accurate identification of needs using menus:			0 or 10
• equipment	<input type="checkbox"/>	<input type="checkbox"/>	
• supplies	<input type="checkbox"/>	<input type="checkbox"/>	
2. Layout of dining room			
2.1 Arrangement of tables in accordance with seating plan provided			0 or 10
2.2 Table setup in accordance with type of banquet menu			0 or 15
3. Application of service techniques			
3.1 Correct use of service techniques, with and without a tray:			0 or 20
• plate carrying	<input type="checkbox"/>	<input type="checkbox"/>	
• tray carrying	<input type="checkbox"/>	<input type="checkbox"/>	
• use of waiter's cloth	<input type="checkbox"/>	<input type="checkbox"/>	
• use of bells	<input type="checkbox"/>	<input type="checkbox"/>	
• handling of bells and plates	<input type="checkbox"/>	<input type="checkbox"/>	
3.2 Observance of service sequence and synchronization			0 or 10
3.3 Observance of service rules and rules of precedence:			0 or 10
• American (plate) service	<input type="checkbox"/>	<input type="checkbox"/>	
• Russian service (using a spoon and fork)	<input type="checkbox"/>	<input type="checkbox"/>	

Observations

4. Application of clearing techniques
- 4.1 Correct use of clearing techniques: 0 or 10
- satisfactory skill
 - appropriate pace
5. Adoption of appropriate attitudes and behaviours
- 5.1 Adoption of professional attitudes and behaviours: 0 or 15
- concern for customer satisfaction
 - observance of rules of courtesy
 - effective stress management
- Total: ____ /100

Minimum performance standard: 80 marks

Pass/Fail condition: Observance of hygiene and safety regulations

Comments

Informal Service

Code: 904508

Competency 11

Evaluation Specifications for Certification Purposes

Statement of the Competency

To provide informal service.

Elements Retained	Indicators	Evaluation Criteria	Mark
Prepare the dining area for service.	Mise en place of the dining room and waiters' pantry	• Appropriate preparation of supplies and equipment required for the mise en place	10
		• Complete, consistent mise en place	10
Greet customers.	Appropriate customer approach	• Observance of rules of communication and courtesy	10
Serve the dishes.	Application of service techniques	• Correct use of service techniques according to needs	15
		• Efficiency of service	20
		• Observance of service rules and rules of precedence	10
Complete the service and collect the payment.	Use of computerized system	• Correct use of computerized system	5
		• Verification of bill accuracy	5
		• Observance of rules for collecting payment	5
Clean up the dining room and service areas.	Cleanup of dining room and service areas	• Cleanup in conformity with instructions	10

Minimum performance standard: 80 marks

Pass/Fail condition: Students must observe the rules of professional conduct toward customers, kitchen staff and dining room staff throughout the examination. If a student is deemed to have committed a serious breach of these rules, the student will fail the examination.

Informal Service

Code: 904508

Competency 11

Description of the Examination

1. General Information

The purpose of the examination is to evaluate the students' ability to provide informal service.

Students will be asked to carry and serve dishes, with and without a tray, while providing informal service.

The suggested duration of this practical examination is five hours. It may be administered to three or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

2. Procedure

To demonstrate the required competency, students must provide plate service, with and without a tray, for eight to twelve diners (seated at three tables) using a five-course table d'hôte menu with various options. Ideally, the table d'hôte should include dishes requiring the addition or subtraction of cutlery and the application of various service rules (consommés, finger bowls, waste plates, etc.). It should also include water, coffee, tea and herbal tea service. Students must prepare the supplies and equipment needed for the mise en place of the tables and service, taking into account the number of persons to be served and any instructions received during training.

To ensure that students use a variety of techniques and are evaluated uniformly, it is preferable that the examiner inform students of the service sequence before the examination begins. For example, the examiner should say that appetizers and desserts must be served and cleared without a tray, while soups and main courses are to be served and cleared with a tray.

At the customer's request, students will prepare bills and collect payment in accordance with established rules.

Finally, students must clean up all supplies and equipment in conformity with instructions. The examiner could also ask students to perform other cleaning tasks not related to their individual workstations.

Before the examination begins, each student will be assigned both male and female customers so the examiner can evaluate the students' application of rules of precedence.

3. Materials

It is recommended that the examination be held in a dining room.

Students must be provided with a sufficient quantity of the following:

- table d'hôte menus
- pads of order slips
- the equipment and supplies needed for service

Each student must be assigned a specific tray stand before service begins.

The collection of payment requires a computerized cash register system and any necessary accessories, a credit card payment processing system and bill trays.

Informal Service

Code: 904508

Competency 11

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____	Result
	Pass Fail
	<input type="checkbox"/> <input type="checkbox"/>

Date: _____

Teacher's signature: _____

Observations

	Yes	No	Result
1. Mise en place of the dining room and waiters' pantry			
1.1 Appropriate preparation of supplies and equipment required for the mise en place:			0 or 10
• appropriate selection of supplies and equipment	<input type="checkbox"/>	<input type="checkbox"/>	
• observance of special instructions	<input type="checkbox"/>	<input type="checkbox"/>	
1.2 Complete, consistent mise en place:			0 or 10
• layout in conformity with instructions	<input type="checkbox"/>	<input type="checkbox"/>	
• laying of tablecloth	<input type="checkbox"/>	<input type="checkbox"/>	
• symmetrical arrangement of table setting and elements	<input type="checkbox"/>	<input type="checkbox"/>	
• mise en place of side stands in accordance with menu	<input type="checkbox"/>	<input type="checkbox"/>	
• cleanliness of equipment	<input type="checkbox"/>	<input type="checkbox"/>	
2. Appropriate customer approach			
2.1 Observance of rules of communication and courtesy:			0 or 10
• courteous, professional greeting	<input type="checkbox"/>	<input type="checkbox"/>	
• polite language adapted to customers	<input type="checkbox"/>	<input type="checkbox"/>	
• thoughtful, empathetic reactions	<input type="checkbox"/>	<input type="checkbox"/>	
• proper intervention with regard to customer satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	

Observations

3. Application of service techniques
- 3.1 Correct use of service techniques according to needs: 0 or 15
- appropriate handling of cold plates
 - appropriate handling of hot plates
 - correct positioning of plates in front of the customer
 - observance of service techniques for wine and hot and cold beverages
 - observance of clearing techniques
- 3.2 Efficiency of service: 0 or 20
- observance of order in which items are served
 - pace of service appropriate for customer needs
 - synchronization of tasks during service
 - anticipation of common customer needs
- 3.3 Observance of service rules and rules of precedence: 0 or 10
- observance of service rules
 - observance of rules of precedence
4. Use of computerized system
- 4.1 Correct use of computerized system: 0 or 5
- observance of operating procedures
 - entry of all required information on the order slip
5. Preparation of bill and collection of payment
- 5.1 Verification of bill accuracy 0 or 5
- 5.2 Observance of rules for collecting payment 0 or 5
6. Cleanup of dining room and service areas
- 6.1 Cleanup in conformity with instructions: 0 or 10
- identification of salvageable supplies
 - proper cleaning of service areas and equipment

Total: ____ /100

Minimum performance standard: 80 marks

Pass/Fail condition: Observance of rules of professional conduct toward customers, kitchen staff and dining room staff.

Comments

Formal Service

Code: 904518

Competency 12

Evaluation Specifications for Certification Purposes

Statement of the Competency

To provide formal service.

Elements Retained	Indicators	Evaluation Criteria	Mark
Prepare the dining area for service.	Planning the work	<ul style="list-style-type: none"> • Proper planning with the other team members 	10
Greet customers.	Appropriate customer approach	<ul style="list-style-type: none"> • Warm, professional greeting 	10
		<ul style="list-style-type: none"> • Appropriate customer approach in English or French 	10
Serve dishes and wines.	Application of American (plate), Russian (using a spoon and fork) and French (gueridon) service techniques	<ul style="list-style-type: none"> • Observance of plate service techniques 	15
		<ul style="list-style-type: none"> • Proper selection and handling of spoon and fork in accordance with dishes served 	10
		<ul style="list-style-type: none"> • Observance of method of tableside flambéing or carving (on a gueridon) 	10
		<ul style="list-style-type: none"> • Proper coordination with other members of dining room staff 	10
	Wine service	<ul style="list-style-type: none"> • Observance of service rules and rules of precedence 	10
Clear the tables.	Clearing of dishes and gueridon	<ul style="list-style-type: none"> • Correct use of dish-clearing techniques 	10
		<ul style="list-style-type: none"> • Correct use of gueridon-clearing techniques 	5

Minimum performance standard: 80 marks

Pass/Fail condition: Students must observe hygiene and safety regulations throughout the examination. If a student is deemed to have committed a serious breach of these regulations, the student will fail the examination.

Formal Service

Code: 904518

Competency 12

Description of the Examination

1. General Information

The purpose of the examination is to evaluate the students' ability to provide formal service.

Students will be asked to apply American (plate), Russian (using a spoon and fork) and French (gueridon) service techniques while they serve food and wine.

The suggested duration of this practical examination is 4 hours 30 minutes. It may be administered to three or more students at a time, depending on the resources available. These instructions are merely guidelines and other arrangements may be made.

2. Procedure

To demonstrate the required competency, students must provide American (plate), Russian (using a spoon and a fork) and French (gueridon) service for six diners seated at two different tables (a table for two and a table for four), using an à la carte or gourmet menu.

Before the examination, the examiner will clearly indicate which dishes require plate, spoon and fork or gueridon service, and the tables requiring such service.

Before beginning table service, students must help plan and divide up the responsibility for tasks with the other members of the staff, in accordance with instructions from the examiner.

When serving, students must greet customers in accordance with rules of courtesy. To demonstrate their ability to serve dishes using a spoon and fork, students will individually select and use the type of serving utensils appropriate for each of the dishes served.

For plate service, students must observe the necessary techniques in accordance with accepted practices.

For French service (gueridon), students must ensure that they have all the equipment needed to prepare the dishes before entering the dining room; they must also apply the appropriate technique (flambéing or carving) in accordance with accepted practices.

Throughout the meal, students must communicate with the other staff members to coordinate their work with that of others and follow chronological steps and rules for food and wine service.

3. Materials

It is recommended that the examination be held in a dining room.

Students must be provided with a sufficient quantity of the equipment and supplies needed for service (gueridons, rechauds, cutting boards, chef's knives, service cutlery, etc.), in addition to menus and wine lists.

Every student should have a pad of order slips.

There must also be various scenarios for each menu served.

Sample scenarios: put together two main dishes at the table for four and prepare a flambéed dessert for the table for two, or flambé two pepper steaks at the table for four and serve dessert with a spoon and a fork at the table for two.

4. Special Instructions

Before the examination, the examiner must ensure that students clearly understand that they are to observe hygiene and safety regulations throughout the examination. If a student is deemed to have committed a serious breach of these regulations, the student will fail the examination.

Formal Service

Code: 904518

Competency 12

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____

Result

Pass

Fail

Date: _____

Teacher's signature: _____

Observations

	Yes	No	Result
1. Planning the work			
1.1 Proper planning with the other team members:			0 or 10
• pre-service meeting	<input type="checkbox"/>	<input type="checkbox"/>	
• task planning	<input type="checkbox"/>	<input type="checkbox"/>	
2. Appropriate customer approach			
2.1 Warm, professional greeting:			0 or 10
• anticipation of customer needs	<input type="checkbox"/>	<input type="checkbox"/>	
• special attention to customer needs	<input type="checkbox"/>	<input type="checkbox"/>	
• demonstration of consideration and attention	<input type="checkbox"/>	<input type="checkbox"/>	
2.2 Appropriate customer approach in English or French			0 or 10
3. Application of American (plate), Russian (using a spoon and fork) and French (gueridon) service techniques			
3.1 Observance of plate service techniques			0 or 15
3.2 Proper selection and handling of spoon and fork in accordance with dishes served:			0 or 10
• correct posture	<input type="checkbox"/>	<input type="checkbox"/>	
• good manual dexterity	<input type="checkbox"/>	<input type="checkbox"/>	
• proper presentation of dishes	<input type="checkbox"/>	<input type="checkbox"/>	
• rules regarding serving from the left	<input type="checkbox"/>	<input type="checkbox"/>	

Observations

- 3.3 Observance of method of tableside flambéing or carving (on a gueridon): 0 or 10
- complete mise en place of gueridon
 - proper presentation of dishes
- 3.4 Proper coordination with other members of dining room staff: 0 or 10
- coordination before removing dishes from the kitchen
 - observance of chronological steps
4. Wine service
- 4.1 Observance of service rules and rules of precedence: 0 or 10
- pace of service appropriate to customer needs
 - appropriate quantity of wine in the glasses
5. Clearing of dishes and gueridon
- 5.1 Correct use of dish-clearing techniques: 0 or 10
- proper arrangement of cutlery
 - careful handling of cutlery and waste
 - rapid execution
- 5.2 Correct use of gueridon-clearing techniques 0 or 5

Total: ____ /100

Minimum performance standard: 80 marks

Pass/Fail condition: Observance of hygiene and safety regulations

Comments

Competency 13

Evaluation Specifications for Certification Purposes**Statement of the Competency**

To integrate into the workplace.

Situations Retained	Indicators	Evaluation Criteria	
Looking for a practicum position.	Preparation of a résumé and a cover letter	• Produces a résumé.	<input type="checkbox"/>
		• Produces a cover letter.	<input checked="" type="checkbox"/>
	Steps taken to obtain a practicum position	• Meets with the employer.	<input type="checkbox"/>
		• Prepares an account of the interview with the employer.	<input type="checkbox"/>
Performing work-related activities.	Application of the establishment's instructions regarding activities, work schedules and rules of professional conduct	• Performs the tasks assigned in a professional manner in accordance with the agreement established.	<input checked="" type="checkbox"/>
		• Arrives for work on time and is attentive.	<input checked="" type="checkbox"/>
	Production of a practicum report in accordance with the activities carried out	• Produces a brief report on the main tasks performed and the innovations observed.	<input checked="" type="checkbox"/>
Evaluating the practicum and the training received.	Participation in group discussions of the practicum experience and practicum-related tasks and operations	• Actively participates in discussions.	<input type="checkbox"/>
	Comparison of the training received with the requirements of the workplace	• Shares personal views on training and how it will help him/her competently exercise the occupation in the future.	<input type="checkbox"/>

Minimum performance standard: 7 out of 9 evaluation criteria, including the criteria indicated by an "X"

Description of Participation

1. General Information

The purpose of the evaluation is to assess the students' participation in activities designed to develop the competency *To integrate into the workplace*. The teacher evaluates participation using a participation evaluation form, collecting information at specific times during the course of learning activities. A participation element should only be evaluated at the end of the corresponding phase in the learning context, not during learning itself.

Evaluation is based on the students' actual participation in various activities throughout the competency and not on their performance. During the Synthesis Phase, students are not evaluated on the accuracy of their views and opinions, but on the fact that they support their views and opinions using arguments or examples.

2. Procedure

The evaluation of participation includes three phases which take place during the time allotted to acquiring the competency.

Each phase is accompanied by special instructions.

Information Phase

During this phase, it is important that students clearly understand the type of information they must define and collect in order to select a practicum position. Regardless of the form or media used to record this information, students must not be evaluated on the accuracy, quality or presentation of the data, but rather on the fact that they took the time to write their résumé and cover letter in accordance with the samples provided. To justify their search for and choice of practicum position, students must produce an account of the steps they took to find a practicum and their meeting with the practicum coordinator.

Participation Phase

During this phase, it is important that students are advised, in writing, of the type of information they should note in their logbook. This information should include details on the tasks performed and the innovations observed in the workplace that are needed for the report on the practicum experience. This report must be written in accordance with the sample report supplied by the teacher.

Students must clearly understand the nature of their participation in the practicum and be made aware of the importance of getting involved in the establishment's activities, performing the tasks assigned in a professional manner and being punctual and attentive.

Synthesis Phase

During this phase, students must evaluate the practicum and the training received by participating in group discussions. Students are expected to share their practicum experience and discuss the tasks and operations performed in the workplace. Students will be asked to relate the workplace tasks performed to the competencies acquired during the training process.

Evaluation is not based on the quality of the answers, but on the pertinence of the examples.

The group discussion should be organized and conducted in such a way that all participants have a chance to share their thoughts.

Workplace Integration

Code: 904527

Competency 13

Evaluation Form

Student's name: _____

School: _____

Permanent code: _____

Result

Pass

Fail

Date: _____

Teacher's signature: _____

Participation Elements

	Yes	No
1. Preparation of a résumé and a cover letter		
1.1 Produces a résumé.	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Produces a cover letter.	<input type="checkbox"/>	<input type="checkbox"/>
2. Steps taken to obtain a practicum position		
2.1 Meets with the employer.	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Prepares an account of the interview with the employer.	<input type="checkbox"/>	<input type="checkbox"/>
3. Application of the establishment's instructions regarding activities, work schedules and rules of professional conduct		
3.1 Performs the tasks assigned in a professional manner in accordance with the agreement established.	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Arrives for work on time and is attentive.	<input type="checkbox"/>	<input type="checkbox"/>
4. Production of a practicum report in accordance with the activities carried out		
4.1 Produces a brief report on the main tasks performed and the innovations observed.	<input type="checkbox"/>	<input type="checkbox"/>

Participation Elements

- | | Yes | No |
|---|--------------------------|--------------------------|
| 5. Participation in group discussions of the practicum experience and practicum-related tasks and operations | | |
| 5.1 Actively participates in discussions. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Comparison of the training received with the requirements of the workplace | | |
| 6.1 Shares personal views on training and how it will help him/her competently exercise the occupation in the future. | <input type="checkbox"/> | <input type="checkbox"/> |

Minimum performance standard: 7 out of 9 evaluation criteria, including criteria 1.2, 3.1, 3.2, and 4.1

Comments
