

WORK-BASED LEARNING AGREEMENT

FOOD & BEVERAGE SERVICE TRAINING PROGRAMME

Student's Name: _____

Course: _____

Property/Company Name: _____

Department: _____

ITS Mentor's Name: _____

Manager's Name: _____

DATE COMPLETED BY	PROPOSED PRACTICAL COMPETENCIES	STUDENT'S INITIALS	MANAGER'S INITIALS
	Mise-en-place of sideboard		
	Mise-en-place of pantry area		
	Table set up in the correct procedure: Breakfast		
	Table set up in the correct procedure: Lunch		
	Table set up in the correct procedure: Dinner		
	Table set up in the correct procedure: Banqueting Event		
	Set up of equipment on buffets (if applicable)		
	Polishing of all restaurant equipment		
	Greeting and seating customers to high standards		
	Serving the menu / wine list in the correct procedure		
	Good product knowledge on menu and wine list		
	Taking food and beverage orders using excellent customer care		
	Service of bread and butter		
	Preparation of all beverages and cocktails in the bar		
	Serving beverage orders in the correct manner		
	Presenting, opening and serving wine in the correct procedure		
	Carrying out good plated service skills		
	Clearing of plates using the correct clearing procedures		
	Preparation of coffee for espresso, cappuccino and tea		
	Service of coffee		
	Organisation of the back of house area		

DATE COMPLETED BY	PROPOSED PRACTICAL COMPETENCIES	STUDENT'S INITIALS	MANAGER'S INITIALS
	Operating the POS terminal: the ability to open bills		
	(Take out/Delivery) Taking food and beverage orders by telephone using good communication skills		
	Uniform is clean		
	High standard of grooming and personal cleanliness		
	Good standards of customer care and social skills		
	Presenting the bill to customers		
	Closing bills in the POS terminal		

ITS Mentor's Comments: _____

Student's Comments: _____

ITS Mentor's Signature: _____

Student's Signature: _____

Date: _____

OVERALL ASSESSMENT MARK
(to be given by ITS/Mentor):
_____ / 50