



## RESTAURANT SERVICE



SkillsUSA Championships Technical Standards

### PURPOSE

To evaluate each competitor's preparation for employment and to recognize outstanding students for excellence and professionalism in food and beverage hospitality service. This service will range from bistro and banquet service to fine dining.

First, download and review the General Regulations at: <http://updates.skillsusa.org>.

### ELIGIBILITY

Open to active SkillsUSA members enrolled in programs that include food and beverage service as a part of their instruction and occupational objective.

### CLOTHING REQUIREMENTS

#### **Class H: Competition Specific – Restaurant Service**

- Official SkillsUSA white long-sleeved dress shirt, or long-sleeved plain white collared shirt
- Black dress slacks or black dress skirt (knee-length minimum)
- Plain black tie with no pattern or SkillsUSA black tie
- Official SkillsUSA bistro apron
- Shined black leather work shoes or black flat heels

*Note:* Wearing socks or hose is no longer required. If worn, socks must be black dress socks and hose must be either black or skin-tone and seamless/nonpattern.

*Note:* Waiter's jackets, bow ties, vests, cummerbunds or half aprons are not permitted.

These regulations refer to clothing items that are pictured and described at [www.skillsusastore.org](http://www.skillsusastore.org). If you have questions about clothing or other logo items, call 1-888-501-2183.

*Note:* Competitors must wear their official competition clothing to the competition orientation meeting.

## EQUIPMENT AND MATERIALS

1. Supplied by the technical committee:
  - a. All equipment, “food,” beverages, chairs, tables, flatware, trays, table settings, cloths, napkins and tax charts. Guest checks, check presentation folders, competition materials, menus and description of the daily chef’s featured dishes will be provided.
2. Supplied by the competitor:
  - a. One ink pen (blue or black)
  - b. No. 2 pencil for written test
  - c. Calculator for tax rate
  - d. Table crumbers
  - e. College/postsecondary competitors: wine tool
  - f. All competitors must create a one-page resume. See “Resume Requirement” below for guidelines.

### RESUME REQUIREMENT

Competitors must create a one-page resume to submit online. SkillsUSA national competitors should submit their resume by June 1. The link for resume submission will be published on <http://updates.skillsusa.org> on May 1. Failure to submit a resume will result in a 10-point penalty.

**Your resume must be saved as a PDF file type using file name format of “Last Name\_First Name.”** For example, “Amanda Smith” would save her resume as **Smith\_Amanda**. If you need assistance with saving your file as a PDF, visit [the Adobe website](#) for more information.

**Note:** Check the Competition Guidelines and/or the updates page on the SkillsUSA website at <http://updates.skillsusa.org>.

### PROHIBITED DEVICES

Cell phones or other electronic devices not approved by a competition’s national technical committee are **NOT** allowed in the competition area. Please follow the guidelines in each technical standard for approved exceptions. Technical committee members may also approve exceptions onsite during the SkillsUSA Championships if deemed appropriate.

#### Penalties for Prohibited Devices

If a competitor’s electronic device makes noise or if the competitor is seen using it at any time during the competition, an official report will be documented for review by the SkillsUSA Championships director. If confirmed that the competitor used the device in a manner which compromised the integrity of the competition, the competitor’s scores may be canceled.

## SCOPE OF THE COMPETITION

### KNOWLEDGE PERFORMANCE

The competition includes a written knowledge test assessing food safety and sanitation, service styles, techniques and limited wine knowledge. The test will be given at orientation.

## **SKILL PERFORMANCE**

The competition will focus on guest service and guest relations in the dining room and “front of the house” skills of guest hospitality and food and beverage services.

## **COMPETITION GUIDELINES**

1. Competitors should be prepared to perform the duties of a dining room server as well as seating host/hostess.
2. Actual food from a kitchen may or may not be used, depending on the facility. Mock plates will be used. Beverages will be served.
3. Competitors will be judged on personal appearance, tableside manner, professionalism, ease with guests, courtesy, general knowledge and technical and verbal skills.
4. Presentations will be made to actual “guests” who will not rate competitors.
5. A minimum of one table-side service will be demonstrated, which may include any of the following (Demos will be done in front of customers and/or judges):
  - a. Caesar salad for two
  - b. Guacamole for two
  - c. Wine presentation (college/postsecondary only)
  - d. Fruit tray for two
  - e. Cappuccino for two
6. Judging will be in separate increments: grooming/uniform, napkin folds, table setup and service, host and greeting, tableside service, check calculations and presentation.
7. Eight (8) unique napkin folds with name card for each fold.
8. One tableside presentation will occur during the competition. Can be held as part of the service or stand-alone competition station.
9. For college/postsecondary, a basic wine knowledge to include proper glass and wine service will be included.
10. Menu knowledge and possible chef’s special will also be evaluated.

## **STANDARDS AND COMPETENCIES**

### **RS 1.0 – Set up various table arrangements per standards outlined by the technical committee**

- 1.1. The formal table setup to be used will be posted on updates and again during orientation
- 1.2. Sanitation during the table setup will be judged, e.g., glasses clear of smudges and spotless silverware, proper handling of all items used for setup
- 1.3. Any napkin fold may be used

### **RS 2.0 – Perform the role of host to guests per standards outlined by the technical committee**

- 2.1. Greet and welcome guests to the restaurant
- 2.2. Make small conversation during seating
- 2.3. Escort guests to tables and provide the name of their server
- 2.4. Proper presentation of food menu
- 2.5. Proper presentation of wine menu

### **RS 3.0 — Perform the role of dining room server/waiter/waitress per standards outlined by the technical committee**

Each competitor will have 60 minutes (20 minutes for table setup and 40 minutes from introducing themselves to guest check presentation.

- 3.1. Answer food selection questions on the menu
  - 3.1.1. Explain the chef's special
  - 3.1.2. Ask if there are any food allergies the chef should be aware of
- 3.2. Perform basic upselling techniques such as appetizer, wine by the glass and dessert with coffee or aperitif
- 3.3. Take guests' orders accurately and efficiently
- 3.4. Bring beverages to guests including water, iced tea, coffee and wine, cordial, and aperitif in proper glassware
- 3.5. Serve the appetizer
- 3.6. Serve the soup or salad
- 3.7. Present guests with bread and butter. Served with the first course after the appetizer – Silver Service
- 3.8. Serve the entree
- 3.9. Serve dessert and coffee or aperitif
- 3.10. Clear the table after each course
- 3.11. Prepare and properly present the check
- 3.12. Pick up the check
- 3.13. Return the form of payment and conclude service
- 3.14. Eight (8) unique napkin folds — must include name card for each fold
- 3.15. Tableside component(s) may be included as part of service or held as a stand-alone station

### **RS 4.0 — Display appropriate grooming and uniform per guidelines of the competition technical committee**

- 4.1. Restrain hair if it extends below the collar
- 4.2. Nails should be trimmed, clean and unpolished (ServSafe)
- 4.3. Exhibit good hygiene and cleanliness
- 4.4. Keep jewelry to a professional minimum (ServSafe)

### **RS 5.0 — SkillsUSA Framework**

The SkillsUSA Framework is used to pinpoint the Essential Elements found in Personal Skills, Workplace Skills, and Technical Skills Grounded in Academics. Students will be expected to display or explain how they used some of these Essential Elements. Please reference the graphic above, as you may be scored on specific elements applied to your project. For more, visit:

[www.skillsusa.org/about/skillsusa-framework/](http://www.skillsusa.org/about/skillsusa-framework/).



## **COMMITTEE IDENTIFIED ACADEMIC SKILLS**

The technical committee has identified that the following academic skills are embedded in this competition.

### **Math Skills**

- Solve practical problems involving percentages
- Construct three-dimensional models
- Use basic addition, multiplication, division and subtraction

### **Science Skills**

None Identified

### **Language Arts Skills**

- Provide information in conversations and in group discussions
- Provide information in oral presentations
- Demonstrate use of such verbal communication skills as word choice, pitch, feeling, tone and voice
- Demonstrate use of such nonverbal communication skills as eye contact, posture and gestures using interviewing techniques to gain information
- Use text structures to aid comprehension

## **CONNECTIONS TO NATIONAL STANDARDS**

State-level academic curriculum specialists identified the following connections to national academic standards.

### **Math Standards**

- Numbers and operations
- Geometry
- Measurement
- Problem solving
- Communication
- Connections
- Representation

*Source: NCTM Principles and Standards for School Mathematics. For more information, visit: [www.nctm.org](http://www.nctm.org).*

### **Science Standards**

Understands the nature of scientific inquiry

*Source: McREL compendium of national science standards. To view and search the compendium, visit: [www2.mcrel.org/compendium/browse.asp](http://www2.mcrel.org/compendium/browse.asp).*

## **Language Arts Standards**

- Students adjust their use of spoken, written and visual language (e.g., conventions, style, vocabulary) to communicate effectively with a variety of audiences and for different purposes
- Students use spoken, written and visual language to accomplish their own purposes (e.g., for learning, enjoyment, persuasion and the exchange of information)

*Source: IRA/NCTE Standards for the English Language Arts. To view the standards, visit: [www.ncte.org/standards](http://www.ncte.org/standards).*