

*Standards and
Assessment Guide*
Restaurant Service

Introduction

Welcome to the Standards and Assessment Guide (SAG), a comprehensive resource designed to support excellence in assessment practices for all skills competitions hosted at the WorldSkills Competition. A key component of the SAG is the commitment to continuous improvement through ongoing review, ensuring that these guides consistently reflect the latest industry innovations and high standards of assessment in an open and transparent manner.

Purpose

The primary purpose of this guide is to provide a structured framework for the consistent and fair assessment of each skill competition. It aims to ensure that all assessments are conducted with a high degree of accuracy, reliability, and validity, and reflect global industry standards. By adhering to these guidelines, assessors can maintain the integrity of the competition and uphold the high standards associated with WorldSkills.

Note: this guide is not a replacement for the Marking Scheme and should only be used as a reference when required during the assessment process. Competitors are not allowed to have a copy of this SAG in the workshop in either digital or paper form.

Scope

This document covers general assessment practices applicable to a diverse range of industry sectors including:

- Manufacturing and Engineering Technology
- Information and Communication Technology
- Construction and Building Technology
- Transportation and Logistics
- Social and Personal Services
- Creative Arts and Fashion

Each skill competition has its unique requirements and benchmarks, which are detailed within sections of this guide. The consistency of assessment across each skill is the overarching principle, ensuring a unified approach to evaluating Competitor performance to the highest standards.

Key Components

The guide is structured into several key components, each addressing critical aspects of the assessment process:

1. Assessment Principles and Objectives

- Emphasis on fairness, transparency, and objectivity in assessments.
- Alignment with global industry standards and best practices.

2. Assessment Methods and Tools

- Description of various assessment methods in Measurement and Judgement
- Guidance on the application of appropriate assessment tools and equipment (if applicable).

3. Criteria and Benchmarks

- Examples of assessment criteria and aspects for each skill, outlining the expected competencies and performance standards.
- Benchmarks for different levels of proficiency i.e. Judgement award range 0, 1, 2, 3 or Yes/No criteria alongside clear measurable descriptors.

4. Expert assessment requirements

- Completion of the Access Programme
- Approved Curriculum Vitae (CV)
- Reaching 100% Expert preparedness
- Full participation of online and in-person Mandatory Assessment Training (MAT)
- Completion of practical assessment testing at the Competition

5. Quality Assurance and Improvement

- Mechanisms for monitoring and evaluating the assessment process.
- Strategies for continuous improvement and feedback incorporation.
- Ongoing periodic review of the assessment process

Implementation

For effective implementation, this guide should be used for guidance purposes only and in parallel with the Technical Description for each skill. Experts are encouraged to familiarize themselves thoroughly with both the general guidelines and the particular requirements of their respective skill areas. Collaborative efforts between the Skill Management Team, Experts, and Competitors are vital for achieving the ultimate goal of global skills development.

Conclusion

The Standards and Assessment Guide embody the commitment of the WorldSkills movement to nurturing talent and promoting the highest standards of vocational education and training worldwide. By providing clear and comprehensive guidance, we aim to empower Experts to conduct marking and assessment practices that are not only rigorous and equitable but also inspiring and transformative for all participants.

Thank you for your dedication to upholding these standards and contributing to the success of the WorldSkills Competition. Together, we can continue to champion skills excellence and celebrate the achievements of talented individuals from around the globe.

Skill 35 – Restaurant Service

This document provides the standards for the assessment Aspects of skill 35, which are identified as either Measurement or Judgement

WorldSkills Occupational Standards (WSOS) sections per the Technical Description for skill 35.

1. Work organization and (Self)-Management
2. Communication and Interpersonal Skills
3. Food hygiene and health, safety, and environment
4. Preparation for service (mise en place)
5. Food service
6. Cocktail and Beverage service
7. Wine service
8. Hot beverage service

Contents

- Service of hot beverages
- Mise en place and preparation of Irish/Liquor Coffee
- Presenting, opening and service of white wine.
- Decanting a red wine
- Cocktail making
- Greeting guests and explanations
- Bistro service – main course
- Tableside Service: Crepes Suzette
- Tableside Service: Soup Tureen

Measurement

Measurement is used to assess accuracy, precision, and other performance that can be measured objectively. It is used where ambiguity must be avoided. The total marks allocated to measurement marking may vary from competition to competition depending on the Test Project.

The assessment group comprise three (3) Experts + one (1) Expert. It is forbidden for Experts to assess their own compatriot Competitor.

Service of Hot Beverages

- Introduction to Barista
- Espresso
- Double espresso
- Cappuccino
- Americano
- Latte Macchiato
- Flat white
- Iced Coffee

Mise en place and preparation of Irish/Liquor Coffee

Presenting, opening and service of white wine.

Decanting a red wine

Cocktail making

Mai-Tai cocktail

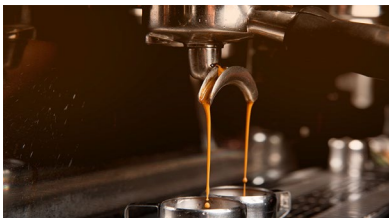
Service of Hot Beverages

This section defines Measurement and Judgement assessment aspects for the preparation and service of the following beverages: Espresso, Double Espresso, Americano, Flat White, Cappuccino, Latte Macchiato, Iced Coffee

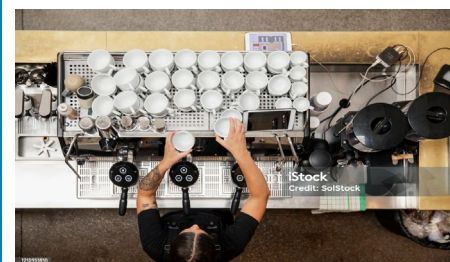
Aspect	Definition	Score	Descriptor	Resource
	Equipment		Machine calibration (grind and dose) should be set and checked by each Competitor as part of their setup to ensure consistency. As a guide 18g of coffee should result in 35ml approx. espresso. All beverages are made using a double espresso base. Other variations of espresso-based beverages may also be evaluated – e.g. Espresso Macchiato	
	Espresso Definition: Espresso is a beverage of around 1 fl. oz./30 ml, extracted from ground coffee, brewed from one side of a double portafilter, in one continuous extraction.		Extraction Requirements: - Extraction time for all espresso-based beverages must be 20–30seconds. - Extraction times between two pairs of espresso extractions must be within a 3.0 second variance: otherwise "Extraction Time" = No in measurement marking Typical Cup Size: 25–35 ml	 Espresso

Aspect	Definition	Score	Descriptor	Resource
	Double Espresso Definition: Same as espresso but brewed using both sides of the double portafilter simultaneously. A double shot must extract continuously; timing variance must be ≤ 3.0 seconds between drinks		Extraction Requirements: Extraction time for all espresso-based beverages must be 20–30 seconds. Extraction times between two pairs of espresso extractions must be within a 3.0 second variance: otherwise “Extraction Time” = No in measurement marking Typical Cup Size: 90–120 ml – Demitasse	 Double Espresso
	Americano (Double Espresso Base) Definition: Double Espresso diluted with hot water to create a lighter-bodied coffee similar to drip coffee.		Ratio: 1 part espresso + 2–3 parts hot water Typical Cup Size: 240–300 ml	 Americano
	Cappuccino (Double Espresso Base) Definition: A beverage consisting of espresso, steamed milk, and milk foam, creating a balanced flavour and velvety texture.		Ratio: 1/3 espresso, 1/3 steamed milk, and 1/3 milk foam, creating a balanced flavour and velvety texture. Powder chocolate is required to finish a cappuccino Typical Cup Size: 150–180 ml	 Cappuccino

Aspect	Definition	Score	Descriptor	Resource
	Latte Macchiato (Double Espresso Base) Definition: A beverage consisting of steamed milk combined with a double espresso and topped with a thin layer of foam. (Milk-led with espresso marked into it.)		Ratio: 1 part espresso + 3–5 parts steamed milk Typical Glass Size: 240–360 ml	 Latte Macchiato
	Flat White (Double Espresso Base) Definition: Similar to a latte but with a higher coffee-to-milk ratio and a thin layer of micro foam (not thick foam).		Ratio: 1 part espresso + 2–3 parts steamed micro foam milk Typical Cup Size: 160–200 ml	 Flat White
	Iced Coffee (Double Espresso Base) Definition: A refreshing cold beverage consisting of a double espresso combined with cold water and served over ice. The drink maintains the clarity of an Americano but is chilled to provide a crisp, clean coffee profile.		Ratio: 1 part espresso + 2–3 parts cold water (poured over ice). Typical Glass Size: 240–360 ml	 Iced Coffee

Aspect	Definition	Score	Descriptor	Resource
M	4. Mise en Place Workstation Readiness	Yes/No	Grinder dialled in; portafilters clean, dry, hot; group heads flushed before extractions; 3 clean, dedicated cloths (steam wand/baskets/bench).	 
M	8. Hot beverage service Dosing and tamp routine	Yes/No	Consistent, effective distribution and level tamp used throughout service.	 
M	8. Hot beverage service Insert and immediate brew	Yes/No	Shot started immediately after locking in. Smooth, continuous motion — no pause.	
M	8. Hot beverage service Extraction time variance	Yes/No	Within 3.0 s variance within each beverage category.	

Aspect	Definition	Score	Descriptor	Resource
M	1.Work Organization and Self-Management Coffee waste	Yes/No	≤ 5 g unused coffee per category acceptable. ≤ 1 g excellent. > 5 g fail.	
M	8. Hot beverage service Milk workflow	Yes/No	Empty, clean pitcher; purge before steaming; wipe and purge after; ≤ 90 ml leftover milk total across milk beverages.	
M	3. Food hygiene and health, safety, and the environment Steam wand hygiene	Yes/No	Dedicated cloth for wand; no cross-use; cleaned and purged each cycle.	

Aspect	Definition	Score	Descriptor	Resource
M	1.Work organization Station management	Yes/No	Clean spouts; do not place spouts in dosing chamber; clean bench/machine top at end; no liquids on top of machine.	
M	8.Hot beverage service Service ware and set down	Yes/No	Correct pre-warmed cups/glasses; clean rims; handles at 3 o'clock; napkin/spoon/water as applicable; even fills across duplicates.	
M	8.Hot Beverage Service Dose: Yield and volume	Yes/No	Approx. 1:2 brew ratio and 25–35 ml in cup	 Espresso
M	8 Hot Beverage Service Crema	Yes/No	Full, unbroken crema on service; no large bubbles.	

Aspect	Definition	Score	Descriptor	Resource
M	8 Hot Beverage Service Cup and temperature	Yes/No	Pre-warmed demitasse; served immediately.	
M	8 Hot Beverage Service Basket and dosing	Yes/No	Double basket; dosing per house recipe; consistent distribution and level tamp.	 Double Espresso
M	8 Hot Beverage Service Yield and symmetry	Yes/No	Paired pours show even, continuous flow; extraction times within 3.0 s; final yield per house recipe ($\approx 2\times$ single).	
M	8 Hot Beverage Service Crema and visual	Yes/No	Persistent crema; no channelling artefacts.	
M	8 Hot Beverage Service Composition and volume	Yes/No	Double espresso + 2–3 parts hot water; total $\approx 240\text{--}300$ ml.	 Americano

Aspect	Definition	Score	Descriptor	Resource
M	8 Hot Beverage Service Sequence	Yes/No	Consistent method (espresso-first or water-first) with crema management.	
M	8 Hot Beverage Service Service temperature	Yes/No	Served hot and immediately consumable.	
M	8 Hot Beverage Service Composition and volume	Yes/No	Double espresso + 2–3 parts steamed milk; total $\approx$ 160–200 ml.	 Flat White
M	8 Hot Beverage Service Milk texture	Yes/No	Micro foam; thin, glossy surface; no large bubbles.	
M	8 Hot Beverage Service Integration	Yes/No	Coffee flavour present; uniform texture to last sip.	
M	8 Hot Beverage Service Composition and volume	Yes/No	1/3 espresso, 1/3 steamed milk, 1/3 foam: total $\approx$ 150–180 ml.	 Cappuccino

Aspect	Definition	Score	Descriptor	Resource
M	8 Hot Beverage Service Foam quality	Yes/No	Thick, fine micro foam cap; glossy; integrated.	
M	8 Hot Beverage Service Milk temperature	Yes/No	Target $\approx 55\text{--}65\text{ }^{\circ}\text{C}$; $\leq 70\text{ }^{\circ}\text{C}$ max.	
M	8 Hot Beverage Service Composition and sequence	Yes/No	Steamed milk first, then espresso to mark; layered look as specified.	 Latte Macchiato
M	8 Hot Beverage Service Milk texture	Yes/No	Silky milk with thin foam layer; clean separation when served in tall glass.	
M	8 Hot Beverage Service Glass and handling	Yes/No	Heatproof tall glass; pre-warmed; safe handling (napkin/handle).	
M	8 Hot Beverage Service Milk temperature	Yes/No	Target $\approx 55\text{--}65\text{ }^{\circ}\text{C}$; $\leq 70\text{ }^{\circ}\text{C}$ max. Temperature subject to the milk type used.	

Aspect	Definition	Score	Descriptor	Resource
J	8 Hot Beverage Service Standard not reached Beverage cannot be served	0	Severe faults (harsh sourness or bitterness/astringency; thin body; crema collapses). Not suitable for service.	
J	8 Hot Beverage Service Acceptable standard Product can be served	1	Drinkable yet unbalanced; limited sweetness; one taste dominates; acceptable crema/body; inconsistencies across a double.	
J	8 Hot Beverage Service Very good product	2	Balanced flavour with clear sweetness; integrated acidity; pleasing finish; persistent crema and good body; twins consistent.	
J	8 Hot Beverage Service Excellent product	3	Outstanding clarity and balance; tactile appropriate (syrupy/velvety); persistent crema; high symmetry across time, volume, and taste for a double.	
J	8 Hot Beverage Service Standard not reached Beverage cannot be served	0	Milk scalded or too cool; big bubbles; separation; messy finish; temperature outside $\approx 55\text{--}65\text{ }^{\circ}\text{C}$ ($\leq 70\text{ }^{\circ}\text{C}$).	

Aspect	Definition	Score	Descriptor	Resource
J	8 Hot Beverage Service Acceptable standard Product can be served	1	Basic micro foam but uneven sheen; minor texture/temperature mismatch; acceptable balance; average presentation.	
J	8 Hot Beverage Service Very good product	2	Fine micro foam with glossy sheen; on-target temperature; smooth, uniform integration; neat surface or layering.	
J	8 Hot Beverage Service Excellent product	3	Exemplary texture, temperature, and flavour synergy; precise surface pattern/layering; immaculate finish.	
J	8 Hot Beverage Service Unacceptable standard	0	Disorganized mise en place; hygiene lapses (e.g., dirty wand); wrong cups; spills; weak guest interaction; takes too long to make the coffee.	
J	8 Hot Beverage Service Acceptable standard	1	Functional flow; acceptable hygiene; mostly correct ware; minor drips; limited engagement; meets minimum timing.	
J	8 Hot Beverage Service Very good skills highlighted	2	Efficient, calm workflow; clean station; correct ware and neat tray service; courteous, clear communication; punctual delivery.	

Aspect	Definition	Score	Descriptor	Resource
J	8 Hot Beverage Service Excellent skills highlighted	3	Highly professional flow; proactive hygiene (purge/wipe cadence evident); pristine set-down; confident, warm engagement; excellent timing.	

Penalties and Critical (apply to all beverages)

- Coffee waste: >5 g unused per category → fail that item; ≤1 g targets excellence.
- Milk waste: total leftovers >90 ml across milk beverages → No in Measurement
- Dirty steam wand or improper cloth use at any point → No in Measurement
- Liquids/ingredients on top of the espresso machine at any time → Lower mark in station management/overall procedure
- Temperature errors: milk <50 °C (under-heated) or >70 °C (scorched) → No in Measurement.

Irish Coffee

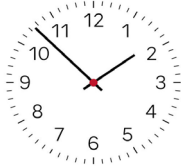
It was created in the 1940s in Foynes, Ireland, and later popularized in the United States at the Buena Vista Cafe.

Traditionally served in a clear, stemmed glass. The cream is carefully layered so you drink the hot coffee through the cool cream.

Example of similar coffee:

- **Highland Coffee** made using Scotch Whisky, very similar to Irish Coffee but with a smokier flavour from Scotch.
- **Seville Coffee** using Cointreau and has a warm orange flavour.
- **Café Amaretto** using Amaretto, nutty, sweet, dessert-like.
- **Baileys Coffee** using Baily's cream, Creamy, sweeter, and smoother — less strong alcohol taste.
- **Café Royale** using Brandy instead of Irish Whiskey.

Mise en Place and preparation of Irish Coffee

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	4. Mise en place	Yes/No	Correct Glasses Prescribed glass suitable for Irish coffee Standard glass used is usually 24cl.	
M	4. Mise en place	Yes/No	Correct Ingredients Prescribed spirit, dark sugar, coffee, double cream	
M	1.Management and Organization	Yes/No	Timing Task to be completed within the allowed time	 15 Minutes

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	3. Food hygiene and health, safety, and the environment	Yes/No	Hygiene All equipment cleaned and polished	
M	8. Hot beverage service	Yes/no	Final presentation mise en place All equipment present: Small plate, napkin, Teaspoon, Glass, hot water, coffee, spirit measure The teaspoon is used for sugar and stirring during the making process only.	
M	8. Hot beverage service	Yes/No	Irish Coffee - Heat glass	T-spoon in glass to prevent breakage
M	8. Hot beverage service	Yes/No	Irish Coffee - add sugar	To desired quantity - 2 heaped Teaspoons

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	8. Hot beverage service	Yes/No	Irish Coffee - add coffee Pour to two thirds to allow for whiskey and cream	
M	8. Hot beverage service	Yes/No	Irish Coffee - add whiskey Add a measure of Irish Whiskey (35.5ml) This measure is to balance the taste of the whiskey with the rest of the ingredients.	
M	8. Hot beverage service	Yes/No	Irish Coffee - dissolve sugar Stir in sugar	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	8. Hot beverage service	Yes/No	Irish Coffee - Top with cream Cream must float on top	
M	8. Hot beverage service	Yes/No	Irish Coffee - Final presentation Black and white product	
M	3. Food hygiene and health, safety, and the environment	Yes/No	Irish Coffee - Hygiene and Safety No spills, clean work area	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	1. Work organization and (Self) Management	Yes/No	Wine Preparation Preparation of workspace (Gueridon) Prepared in an ice bucket on a stand and accompanied by a linen cloth Check that the wine is clear and chilled	 
M	2. Mise en place	Yes/No	For opening at the gueridon. Bottle facing guests. Corkscrew, small plate/coaster for the cork, napkin	  
M	7. Wine Service	Yes/No	Remove the wine from the ice bucket, wipe the bottle dry to prevent drips, and place it on a napkin before presenting to the guest/host.	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
	7.Wine Service	Yes/No	Present the bottle to the host with the label facing forward, accompanied by a brief audible description.	
M	7.Wine Service Opening Procedure 1	Yes/No	Cut the foil neatly above or below the bottle rim and wipe the cork clean. (Position the worm of the wine opener in the centre of the cork and twist clockwise, ensuring it is placed as centrally as possible to prevent the cork from breaking and contaminating the wine.)	 
M	7.Wine Service Opening Procedure 2	Yes/No	Open the wine. Place the first step of the corkscrew onto the lip of the bottle, then lift the handle until the cork is pulled halfway out of the bottle. Do not continue lifting or pulling at this point. Place the second step of the corkscrew onto the lip of the bottle and repeat the same motion. Lift and pull the handle until the cork is almost—but not entirely—out. The cork is then gently levered out of the bottle without causing a pop. <i>Tip: Be careful not to go too far through the cork with the screw to avoid breaking through to the wine.</i>	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	7.Wine Service	Yes/No	Hold the bottle for pouring so the label can be seen. (Use the service cloth in the other hand to avoid any drips during service.)	
M	7.Wine Service	Yes/No	Pour a taste of the wine for the host with the label facing them and allow them to smell and taste the wine. (Wait for their approval before continuing to pour.)	
M	7.Wine Service	Yes/No	Serve ladies first, then gentlemen and the host last.	

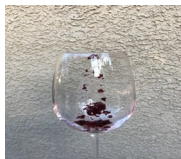
Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	7.Wine Service	Yes/No	All glasses even/level to within 2cl. (Fill to two thirds or to the widest part of the bowl, whichever is the lowest. Approx 50ml, professional judgement)	
M	7.Wine Service	Yes/No	Top up is given. (Return the wine to the wine bucket and refill as necessary.)	
M	8. Food hygiene and health, safety, and environment	Yes/No	No spills/drips Note: with white wine, water drips may occur and should not be considered as part of this procedure.	

Wine Decanting

Aspect	WSOS section as per TD	Score	Descriptor	Resource
	Decanting Understanding the process	Yes/No	Decanting wine means slowly pouring the wine from its bottle into a different container, without disturbing the sediment at the bottom. Wine is often decanted into a glass vessel with an easy-pour neck. Examples include the swan, cornett, duck, and standard decanters, which come in small, medium, and large sizes	
M	9. Mise en Place	Yes/No	Wine decanter, wine opener, candle in candle holder, underplate, glass, napkin, matches. (wine cradle optional)	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	7.Wine Service	Yes/No	Presentation: The wine is presented with the label showing to the guest and once approved returned to the gueridon for opening. The label should be faced towards to guest. <i>Tip: The bottle of wine should be carried gently to the gueridon/table, of wines with sediment, to avoid stirring the sediment.</i>	
M	7.Wine Service	Yes/No	Foil removal: Remove all the foil from the neck of the bottle. Wipe the cork. This procedure is undertaken on the gueridon or side table in front of the guest/Experts	
M	7.Wine Service	Yes/No	Opening procedure: Place the first step of the corkscrew onto the lip of the bottle, then lift the handle until the cork is pulled halfway out of the bottle. Do not continue lifting or pulling at this point. Place the second step of the corkscrew onto the lip of the bottle and repeat the same motion. Lift and pull the handle until the cork is almost—but not entirely—out. The cork is then gently levered out of the bottle without causing a pop. Wipe the neck of the bottle. Light the candle.	 <i>Tip: Be careful not to go too far through the cork with the screw to avoid breaking through to the wine.</i>

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	7.Wine Service	Yes/No	Wine check: Pour a very small amount of wine out into the wine glass and check for colour, viscosity and then nose to ensure that the wine is in good condition. <i>(Tasting not required. Once checked, return the wine to the decanter and gently swirl around to aromatise the decanter. Return to the glass and set aside.)</i>	 
M	7.Wine Service	Yes/No	Transfer technique: Hold the bottle of wine in your right/left hand and decanter in your left/right hand and transfer the wine from the bottle to the decanter. <i>(Keeping the neck of the bottle over the candle, pour the wine slowly from the bottle into the decanter so that it flows down along the inside of the decanter and so it does not splash in the bottom of the decanter. Look carefully at the neck of the bottle against the light and stop pouring before the sediment reaches the neck of the bottle.)</i>	 <i>Note: Right hand pour</i>
M	7.Wine Service	Yes/No	Clean pour: No break in the pour during decantation. The wine must be poured in one complete flow. <i>Note: Left hand pour</i>	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	3.Food hygiene and health, safety, and environment	Yes/No	Spillage: No spills/drips	
M	7.Wine Service	Yes/No	Sediment/waste: No sediment in the decanted wine, no excess wine left in bottle	
M	3.Food hygiene and health, safety, and environment	Yes/No	Clean handling and hygienic practices during the procedure.	

Cocktail Making

Aspect	WSOS section as per TD	Score	Descriptor	Resource
	Understanding Cocktails Requirements for mise en place		The equipment required to set up a cocktail bar for cocktail making are varied depending on the type of cocktail been made; shaken, stirred, blended, built. Most setups include some or all of the following: <i>Cocktail shaker, strainer, measure, straws, ice bucket, mixing glass, fruit knife, chopping board, ice tongs, selection of cocktail glasses, muddler, bar spoon, swizzle sticks, bar mat, small jugs, cocktail sticks/umbrella, pourers, cleaning cloth.</i> <i>Other equipment may include tweezers, citrus zester, peeler, citrus squeeze.</i>	
M	4.Mise en place	Yes/No	Mai-Tai Cocktail Mise en place complete with all equipment required to make the cocktail	Ice bucket, strainer, High ball glass, shaker, ice tongs, pourers, measures, 2 small jugs for juice/syrup. • 30 ml Amber Jamaican Rum • 30 ml Martinique Molasses Rhum • 15 ml Orange Curacao • 15 ml Orgeat Syrup (Almond) • 30 ml Fresh Squeezed Lime Juice • 7.5 ml Simple Syrup

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	6.Cocktail and Beverage service	Yes/No	Both Highball glasses chilled Highball glass or similar may be used. Average 240 to 350 ml	
M	6.Cocktail and Beverage service Method/Technique	Yes/No	Chill the shaker, remove ice and add fresh ice. Add all ingredients into a shaker with the ice. Shake and pour into a double rocks glass or highball glass	 
M	6.Cocktail and Beverage service Garnish	Yes/No	Correct garnish used: Pineapple (spear), mint leaves and lime (peel).	Allow for creativity 
M	3. Food hygiene and health, safety, and the environment Spillage	Yes/No	No spills or obvious drips	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	6.Cocktail and Beverage service Service to guest	Yes/No	Transfer of Cocktails from bar - Use of tray	
M	6.Cocktail and Beverage service Levels	Yes/No	Both cocktails level. (When using the correct measures, both cocktails will be the same level when divided correctly. A tolerance of 1 cl is acceptable.)	
M	1.Work organization and (Self)-Management Timing	Yes/No	Task completed within the time allowed. Usually, a max of 15 min are allowed in the making of two cocktails.	
M	3. Food hygiene and health, safety, and the environment	Yes/No	Clean handling and hygienic practices during the procedure.	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
J	6.Cocktail and Beverage service Final presentation/technique	0	Not confident with the task, presentation skills lacking, hygiene issues, slow making procedure, complete lack of flair, final product not suitable for service.	
J	6.Cocktail and Beverage service Final presentation/technique	1	Shows a limited knowledge of bar skills, presentation skills average, limited flair evident with poor timing, acceptable hygiene standard, the product servable.	
J	6.Cocktail and Beverage service Final presentation/technique	2	Demonstrates confident with task, strong knowledge of bar skills evident, presentation in line with recipe, high level of hygiene, shows some flair with consistent guest interaction.	
J	6.Cocktail and Beverage service Final presentation/technique	3	Demonstrates strong confidence in all tasks, maintains excellent eye contact with guests, and showcases exceptional bar skill knowledge and technique. Displays excellent hygiene and a high level of skill and flair, with great guest interaction throughout service.	

Reference: International Bartenders Association (IBA)

Judgement

Judgement is used to assess the quality of performance about which there may be small differences of view when applying the external benchmarks.

The Resources column in the table below may include all kinds/formats of resources such as a link to a YouTube video, a website link, an illustration, a photo, a reference to a book, and so on. It needs to be as detailed as possible to show the differentiation between 0, 1, 2, 3.

Generic rules:

The assessment group comprises three Experts plus one Expert who acts as the supervisor. The supervising Expert will replace an Expert in the marking group to prevent compatriot marking.

The difference of the three Experts' scores may not exceed 1. If this is the situation the Experts must re-score until there is a maximum difference of 1. As long as the three Experts judge within 1, the result can be entered into the CIS.

The total marks allocated to judgement marking may vary from competition to competition depending on the Test Project.

- Greeting guests and explanations
- Bistro service – main course
- Tableside service: Crepes Suzette
- Tableside service: Soup Tureen

References:

- Restaurant Service – Skills Training Book, Martin Erlacher et al.
- Food and Beverage Service, 9th Edition, Cousins, Lillicrap and Weekes

Aspect – Greeting of guests and explanations

Aspect	WSOS section as per TD	Score	Descriptor	Resource
J.	2. Communication and Interpersonal Skills Unacceptable Service Standard not reached	0	There was no interaction with guests and eye contact was lacking. Customers were left to seat themselves. Menus were neither presented nor explained. Napkins were not opened. Bread was placed on the table without proper service, and no water was offered. Overall, the standard of service was not acceptable.	
J	2. Communication and Interpersonal skills Acceptable service Guest is served	1	Guests were greeted with appropriate eye contact and shown to their table; however, assistance with seating was not provided. Menus were presented without explanation. Napkins were presented correctly. Bread was offered but not served using silver service. Water was poured in a timely manner. Overall, the service met an adequate standard.	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
J	2. Communication and Interpersonal Skills Good Service Guests' expectations reached	2	Guests were promptly greeted with appropriate eye contact and escorted to their table. Seating was handled smoothly, and menus were presented with clear explanations where needed. Napkins were properly opened, water was poured, and bread was served in a timely manner. Overall, the service met industry standards and exceeded expectations in several areas.	
J	2. Communication and Interpersonal Skills Excellent Service Guests' expectations are reached and exceeded	3	Guests received a warm and sincere greeting with consistent eye contact. They were escorted to the table with friendly interaction, assisted with chairs, and seated comfortably. Napkins were properly opened, and menus were presented with helpful explanations. Water was offered and poured, with ice and lemon options provided. Butter was placed and bread service was executed correctly using proper silver service technique. Overall, the greeting and initial service were excellent and exceeded industry standards.	

Tablesider service: main course bistro

Recommendation

Check with your chef as to how they would like the dish placed to the guest. The main item on the plate should be in front of the guest and the plate should be centred and not hanging over the edge of the table.

Aspect	WSOS section as per TD	Score	Descriptor	Resource
J	5.Food Service Unacceptable Service Standard not reached	0	The service provided was well below acceptable standards. The Competitor demonstrated poor carrying technique and failed to observe basic hygiene practices, including the use of a hand cloth or gloves. An incorrect dish was served and it was not placed properly in front of the guest. There was no interaction or engagement with the guest throughout the service. Overall, the level of service was very poor and unacceptable.	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
J	5.Food Service Acceptable service Guest is served	1	The dish was carried to the table using a hand cloth; however, it was placed incorrectly in front of the guest. There was limited interaction and no check with the guest. Service was very slow. Hygiene concerns were observed, and the final placement of the dish was below expected standards. The guest was served.	
J	5.Food Service Good Service Guests' expectations reached	2	The dish was carried with care and attention, with some interaction to confirm the order. It was placed correctly facing the guest. No further interaction occurred after placement. Hygiene practices were good, and the overall standard of service was high.	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
J	5.Food Service Excellent Service Guests' expectations are reached and exceeded	3	The dish was carried with due care and attention to hygienic practices, including appropriate handling and use of a cloth or gloves. Interaction with the guests was warm and courteous. The dish was confirmed and placed correctly in front of the appropriate guest, with correct final placement and a check before leaving the table. Accompaniments were checked and offered.	

Tableside Dining: Crepes Suzette

Aspect	WSOS section as per TD	Score	Descriptor	Resource
	Crepes Suzette Equipment and produce required		Gueridon trolley, copper pan, Flambe Lamp Warm serving plates, 2 sets service cutlery, Cutlery plate, service cloth. 25g butter, 25g castor sugar, 4 crepes, lemon cut in half, 8 cl orange juice. 2 cl Grand Marnier (in a glass) 2 cl Cognac (in a Glass)	
J	5.Food Service Unacceptable Service Standard not reached	0	Mise en place was clearly incomplete, and there was limited interaction with guests. A lack of understanding of the task was evident, along with insufficient awareness of health and safety when working with the equipment. During the cooking process, no flame was present and smoke was visible. As a result, the dish could not be enjoyed.	
J	5.Food Service Acceptable service Guest is served	1	Mise en place was reasonable. There was a lack of confidence and limited interaction with guests. Health and safety practices were adequate, and the presentation was acceptable. The dish was suitable for service and met an acceptable standard.	

Aspect	WSOS section as per TD	Score	Descriptor	Resource	
J	5.Food Service Good Service Guests' expectations reached	2	Mise en place was well prepared, with good interaction with the guest. The creation process demonstrated some flair and sound product knowledge. Health and safety practices were good. The flambé was executed well, and the presentation was attractive, supported by good service skills.	 	
j	5.Food Service Excellent Service Guests' expectations are reached and exceeded	3	Mise en place was exceptionally well organized. The service was delivered with great confidence and engaging interaction with the guest. The dish was explained clearly, demonstrating excellent flair, timing, and a strong understanding of the task. Health and safety standards were consistently upheld. The flambé was executed with precision, and the final presentation was of a high standard. The dish was expertly prepared and thoroughly enjoyable.	 	

Tableside Service: Soup Tureen

Aspect	WSOS section as per TD	Score	Descriptor	Resource
	Service of Soup from Tureen Equipment and produce required		Gueridon trolley Soup cup/plate, underplate, soup ladle. Soup in Tureen from the kitchen	
J	5.Food Service Unacceptable Service Standard not reached	0	Mise en place was clearly incomplete, and there was limited interaction with guests. A lack of understanding of the task was evident, along with insufficient awareness of health and safety when working with the equipment. During the cooking process, no flame was present and smoke was visible. As a result, the dish could not be enjoyed.	
J	5.Food Service Acceptable service Guest is served	1	Mise en place was reasonable. There was a lack of confidence and limited interaction with guests. Health and safety practices were adequate, and the presentation was acceptable. The dish was suitable for service and met an acceptable standard.	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
J	5.Food Service Good Service Guests' expectations reached	2	Mise en place was well prepared, with good interaction with the guest. The creation process demonstrated some flair and sound product knowledge. Health and safety practices were good. The flambé was executed well, and the presentation was attractive, supported by good service skills.	 
J	5.Food Service Excellent Service Guests' expectations are reached and exceeded	3	Mise en place was exceptionally well organized. The service was delivered with great confidence and engaging interaction with the guest. The dish was explained clearly, demonstrating excellent flair, timing, and a strong understanding of the task. Health and safety standards were consistently upheld. The flambé was executed with precision, and the final presentation was of a high standard. The dish was expertly prepared and thoroughly enjoyable.	 

Aspect	WSOS section as per TD	Score	Descriptor	Resource
	Spaghetti Fruit du Mer Equipment and produce required		Produce: 200g spaghetti, 2 tbsp olive oil, 2 cloves garlic (thinly sliced), 200g crushed tomatoes, Salt to taste, freshly cracked black pepper, Fresh basil leaves, Grated Parmesan (for garnish), large dish with the pasta Gueridon Trolley, Flambe pan, flambé lamp, Service cutlery, deep warm plates and underplates.	  
M	2.Mise en place	Yes/No	Prepare all required equipment at the Gueridon.	
M	2.Communications and Interpersonal Skills	Yes/No	Present and explain the dish to guest's	Explaining the dish
M	4.Food Service	Yes/No	Heat olive oil in pan over medium heat.	Begin the cooking process
M	4.Food Service	Yes/No	Add sliced garlic and gently sauté until fragrant (do not brown). Add crushed tomatoes.	Technique
M	4.Food Service	Yes/No	Season with salt, pepper, Simmer until slightly thickened. (1 – 2 min)	Technique
M	4.Food Service	Yes/No	Add spaghetti directly into the pan and toss well to coat. Turn off the heat.	Technique

Aspect	WSOS section as per TD	Score	Descriptor	Resource
M	4.Food Service	Yes/No	Add fresh torn basil and toss once more.	Technique
M	4.Food Service	Yes/No	Twirl pasta neatly with service cutlery and transfer to the deep bowls.	Transfer technique
M	4.Food Service	Yes/No	Garnish with a little grated Parmesan and a basil leaf, serve immediately. Offer cracked black pepper and more parmesan if desired.	Final Presentation
J	5.Food Service Unacceptable Service Standard not reached	0	Mise en place was clearly incomplete, with minimal interaction with guests. A lack of understanding of the task was evident, along with insufficient awareness of health and safety during the transfer. Spills occurred, service was slow, and no accompaniments were offered. Overall, there was a clear lack of attention to detail.	
J	5.Food Service Acceptable service Guest is served	1	Mise en place was reasonable. There was a lack of confidence and limited interaction with guests. Health and safety practices were adequate; however, the dish was not presented or explained. Presentation was acceptable, and the dish was suitable for service, meeting an acceptable standard.	

Aspect	WSOS section as per TD	Score	Descriptor	Resource
J	5.Food Service Good Service Guests' expectations reached	2	Mise en place was well prepared, with good interaction with the guest. The preparation process demonstrated elements of flair and clear explanation. Health and safety practices were good. Workflow was neat and organized, and the presentation was well executed, supported by good service skills.	
J	5.Food Service Excellent Service Guests' expectations are reached and exceeded	3	The mise en place was well laid out, with great confidence and strong interaction with the guest. The dish was explained clearly, demonstrating excellent knowledge of the task and good timing. Health and safety practices were consistently evident. Service technique was polished, the final presentation was of a high standard, and accompaniments were offered appropriately	