

Outcomes Based Audit

Certificate II in Hospitality – Food and Beverage



Name of student: _____

Certificate details: _____

RTO: _____ Certificate issue date ____ / ____ / ____

Employer name: _____ Contact: _____

Y	N	Tasks	Comment
<input type="checkbox"/>	<input type="checkbox"/>	Able to carry out basic opening and closing procedures as specified by house procedure	
<input type="checkbox"/>	<input type="checkbox"/>	Answer phone and take a booking to Industry and house standards recording all key information and ensuring it is recorded in the appropriate manner	
<input type="checkbox"/>	<input type="checkbox"/>	Able to deal with basic questions from the customer regarding the venue eg menu operating times	
<input type="checkbox"/>	<input type="checkbox"/>	Setting up room ensuring all tableware is appropriate and clean	
<input type="checkbox"/>	<input type="checkbox"/>	Able to polish and handle cutlery in the correct manner	
<input type="checkbox"/>	<input type="checkbox"/>	Able to identify types of cutlery and its use	
<input type="checkbox"/>	<input type="checkbox"/>	Able to polish glassware in the correct manner	
<input type="checkbox"/>	<input type="checkbox"/>	Understand basic glass / wine relationships	
<input type="checkbox"/>	<input type="checkbox"/>	Able to do at least two basic napkin folds	
<input type="checkbox"/>	<input type="checkbox"/>	Able to handle cutlery and glassware in the appropriate manner	
<input type="checkbox"/>	<input type="checkbox"/>	Able to prepare a dining room for service including waiters stations	
<input type="checkbox"/>	<input type="checkbox"/>	Able to service a table in an appropriate manner, present menus and be able to inform the customer of house and daily specials	
<input type="checkbox"/>	<input type="checkbox"/>	Able to manually take a food order and make appropriate changes to table - cutlery, glassware	
<input type="checkbox"/>	<input type="checkbox"/>	Able to take pre dinner drink order and deliver to the table	
<input type="checkbox"/>	<input type="checkbox"/>	Able to take wine order and present and serve wine to the table ensuring the host tastes the wine	
<input type="checkbox"/>	<input type="checkbox"/>	Able to carry three plates with food at once and deliver to the table in a professional manner	
<input type="checkbox"/>	<input type="checkbox"/>	Able to carry three cups at once and deliver to the table in a professional manner	
<input type="checkbox"/>	<input type="checkbox"/>	Able to clear a table of four including side plates and cutlery	
<input type="checkbox"/>	<input type="checkbox"/>	Have a good understanding of the service cycle especially coordination between the kitchen and FOH including calling down and dealing with customer requests	
<input type="checkbox"/>	<input type="checkbox"/>	Able to set up for functions	
<input type="checkbox"/>	<input type="checkbox"/>	OHS awareness - emergency situations, inert gases, chemicals, venue security	
<input type="checkbox"/>	<input type="checkbox"/>	OHS - comply with policies and procedures and actively participate in company OHS program	
<input type="checkbox"/>	<input type="checkbox"/>	Environmental - use energy, water and other resources efficiently, recycling containers and safe disposal of all waste, especially hazardous substances	

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Y	N	Tasks	Comment
<input type="checkbox"/>	<input type="checkbox"/>	Beers – be able to identify a range of domestic beers including stouts, ales and lagers	
<input type="checkbox"/>	<input type="checkbox"/>	Liquors - knowledge of the commercial liquors	
<input type="checkbox"/>	<input type="checkbox"/>	Wine - basic understanding on wine, temperature to be served at, recognise basic wine faults	
<input type="checkbox"/>	<input type="checkbox"/>	Be aware of different wine styles including sparkling (difference between sparkling and champagne), red, white and dessert wines	
<input type="checkbox"/>	<input type="checkbox"/>	Coffee - understand the basic Do's and Don'ts of coffee and know how to make the basic coffees	
<input type="checkbox"/>	<input type="checkbox"/>	An understanding of the basic general cooking methods and be able to describe them	
<input type="checkbox"/>	<input type="checkbox"/>	Understand basic food product at the level of a Hotel dining room, Café or bistro	
<input type="checkbox"/>	<input type="checkbox"/>	Know the basic cuts for Chicken, Beef, Lamb, Pork and Fish and Seafood	
<input type="checkbox"/>	<input type="checkbox"/>	Know the basic terms and dishes	
<input type="checkbox"/>	<input type="checkbox"/>	Know basic sauces and condiments	
<input type="checkbox"/>	<input type="checkbox"/>	Strong customer awareness	
<input type="checkbox"/>	<input type="checkbox"/>	Good presentation and hygiene practices	

Comments: _____

Auditor name: _____ Signature: _____

Date ____ / ____ / ____

Outcomes Based Audit

Certificate III in Hospitality – Food and Beverage



Name of student: _____

Certificate details: _____

RTO: _____ Certificate issue date ____ / ____ / ____

Employer name: _____ Contact: _____

Y	N	Tasks (In addition to cert 2)	Comment
<input type="checkbox"/>	<input type="checkbox"/>	Be aware of and able to ensure the dining room ambience	
<input type="checkbox"/>	<input type="checkbox"/>	Able to modify opening and closing procedures so they are efficient and timely	
<input type="checkbox"/>	<input type="checkbox"/>	Able to handle booking and structure the arrivals to assist the kitchen and service overall	
<input type="checkbox"/>	<input type="checkbox"/>	Able to construct an arrival sheet	
<input type="checkbox"/>	<input type="checkbox"/>	Able to allocate sections	
<input type="checkbox"/>	<input type="checkbox"/>	Able to oversee sections and assist where necessary	
<input type="checkbox"/>	<input type="checkbox"/>	Able to deal with enquiries in terms of the dining room	
<input type="checkbox"/>	<input type="checkbox"/>	Able to coordinate special events in the dining room	
<input type="checkbox"/>	<input type="checkbox"/>	Aware of general promotions and be able to promote them to the customer	
<input type="checkbox"/>	<input type="checkbox"/>	Able to meet and greet guests	
<input type="checkbox"/>	<input type="checkbox"/>	Able to take a food order on a POS system	
<input type="checkbox"/>	<input type="checkbox"/>	Able to deal with complicated food orders in terms of timing and requests	
<input type="checkbox"/>	<input type="checkbox"/>	Able to call away at the pass and help the BOH coordinate food service	
<input type="checkbox"/>	<input type="checkbox"/>	Have a strong understanding of the service cycle	
<input type="checkbox"/>	<input type="checkbox"/>	Able to supervise other dining room staff to ensure the service cycle is adhered to	
<input type="checkbox"/>	<input type="checkbox"/>	Able to modify the service cycle to ensure improved customer service and efficiency of the staff	
<input type="checkbox"/>	<input type="checkbox"/>	Beers - be able to identify a full range of domestic imported and boutique beers and an understanding of how beer is made	
<input type="checkbox"/>	<input type="checkbox"/>	Liquors - strong knowledge of the commercial and some of the boutique liquors and how they can be combined	
<input type="checkbox"/>	<input type="checkbox"/>	Spirits - strong knowledge of the basic and premium spirits and some knowledge of boutique spirits	
<input type="checkbox"/>	<input type="checkbox"/>	Cocktails - have at least four to five cocktails including some classics, some shaken, stirred, blended and layered	
<input type="checkbox"/>	<input type="checkbox"/>	Wine - good understanding of wine varieties, temperature to be served at, recognise wine faults	
<input type="checkbox"/>	<input type="checkbox"/>	Be aware of different wine styles including sparkling (difference between sparkling and champagne), red, white and dessert wines	
<input type="checkbox"/>	<input type="checkbox"/>	Know the key terms to describe sweetness or dryness	
<input type="checkbox"/>	<input type="checkbox"/>	Know the difference between Vintage and Non Vintage sparkling wines	
<input type="checkbox"/>	<input type="checkbox"/>	Red - know the key wine varieties (Shiraz, Cabernet, Merlot and Malbec at least) and some of the regions and wineries	

Outcomes Based Audit

Certificate III in Hospitality – Food and Beverage



Y	N	Tasks (In addition to cert 2)	Comment
<input type="checkbox"/>	<input type="checkbox"/>	White - know the key wine varieties (Riesling, Chardonnay, Sauvignon Blanc, Semillon at least) and some of the regions and wineries	
<input type="checkbox"/>	<input type="checkbox"/>	Dessert wines - know about Botrytis and Cordon Cut and give examples	
<input type="checkbox"/>	<input type="checkbox"/>	Have a knowledge of Fortified wines (Port, Muscat and Tokay) and their individual characters	
<input type="checkbox"/>	<input type="checkbox"/>	Have a basic understanding of the principles of food and wine matching	
<input type="checkbox"/>	<input type="checkbox"/>	Some knowledge of wine precincts and key wines from that precinct	
<input type="checkbox"/>	<input type="checkbox"/>	Some basic knowledge on some imported wines	
<input type="checkbox"/>	<input type="checkbox"/>	Able to offer alternatives to customers	
<input type="checkbox"/>	<input type="checkbox"/>	Able to manage a function including preparation, coordination of FOH staff and set up	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure the coordination and delivery of the function	
<input type="checkbox"/>	<input type="checkbox"/>	Able to contribute to the timing and coordination of the function	
<input type="checkbox"/>	<input type="checkbox"/>	Good understanding of general cooking methods and be able to describe them	
<input type="checkbox"/>	<input type="checkbox"/>	Know venue menus very well and have a good understanding of products, sauces and cooking methods	
<input type="checkbox"/>	<input type="checkbox"/>	Good understanding of the commercial sauces and how they are traditionally made	
<input type="checkbox"/>	<input type="checkbox"/>	Able to offer recommendations on food and beverage combinations and be able to explain the reasoning of your choice	
<input type="checkbox"/>	<input type="checkbox"/>	Provide a high level of customer service	
<input type="checkbox"/>	<input type="checkbox"/>	Strong grasp on the concept of selling and up selling	
<input type="checkbox"/>	<input type="checkbox"/>	Ability to supervise and show leadership skills	
<input type="checkbox"/>	<input type="checkbox"/>	Have developed an efficiency to service routines	
<input type="checkbox"/>	<input type="checkbox"/>	An understanding of costs and cost controls	
<input type="checkbox"/>	<input type="checkbox"/>	Basic understanding of rostering and cost controls	
<input type="checkbox"/>	<input type="checkbox"/>	Begin to work within budgets and start to develop an understanding of budgets	
<input type="checkbox"/>	<input type="checkbox"/>	Able to deal with customer complaints and resolve in the businesses best interests	
<input type="checkbox"/>	<input type="checkbox"/>	Coffee - be able to consistently make good coffee	

Comments: _____

Auditor name: _____ Signature: _____

Date ____ / ____ / ____

Outcomes Based Audit Certificate IV in Hospitality – Food and Beverage



Name of student: _____

Certificate details: _____

RTO: _____ Certificate issue date ____ / ____ / ____

Employer name: _____ Contact: _____

Y	N	Tasks (In addition to cert 2 & 3)	Comment
<input type="checkbox"/>	<input type="checkbox"/>	Develop and improve customer service	
<input type="checkbox"/>	<input type="checkbox"/>	Develop and implement plans to improve customer service	
<input type="checkbox"/>	<input type="checkbox"/>	Able to develop customer service to an Industry high standard	
<input type="checkbox"/>	<input type="checkbox"/>	Work towards building a team that is customer focused	
<input type="checkbox"/>	<input type="checkbox"/>	Manage pre-service briefing to prepare other team members	
<input type="checkbox"/>	<input type="checkbox"/>	Able to work towards financial goals and budgets	
<input type="checkbox"/>	<input type="checkbox"/>	Work within budgets and help to develop KPI'S	
<input type="checkbox"/>	<input type="checkbox"/>	Understanding of all equipment in the dining room and able to do basic maintenance	
<input type="checkbox"/>	<input type="checkbox"/>	Develop team skills and goals	
<input type="checkbox"/>	<input type="checkbox"/>	Develop individual skills and improve performance and productivity of team and individual	
<input type="checkbox"/>	<input type="checkbox"/>	Able to deal with customer complaints and resolve them in both the customers and businesses best interests	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure the booking book is maintained and that bookings are coordinated to ensure a successful outcome in terms of the customer experience	
<input type="checkbox"/>	<input type="checkbox"/>	Coordinate with both the FOH and BOH teams to ensure events meet the customers' expectations and requirements	
<input type="checkbox"/>	<input type="checkbox"/>	Able to organise a roster taking into consideration skill sets, costs and timing of the service period	
<input type="checkbox"/>	<input type="checkbox"/>	Liaise with the BOH to ensure a positive dining experience for the customer	
<input type="checkbox"/>	<input type="checkbox"/>	Assist BOH with timing and ensure they are aware of requirements with plenty of lead time	
<input type="checkbox"/>	<input type="checkbox"/>	Able to develop and manage general promotions	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure staff can deal with customer enquiries re food and beverage	
<input type="checkbox"/>	<input type="checkbox"/>	Have an extensive range of product knowledge	
<input type="checkbox"/>	<input type="checkbox"/>	Able to decant wine	
<input type="checkbox"/>	<input type="checkbox"/>	Able to deal with aged wine	
<input type="checkbox"/>	<input type="checkbox"/>	Able to recommend food and wine combinations	
<input type="checkbox"/>	<input type="checkbox"/>	Able to construct a degustation menu with the BOH and do beverage combinations for the menu	
<input type="checkbox"/>	<input type="checkbox"/>	Able to supervise the dining room and begin to develop these skills in others	
<input type="checkbox"/>	<input type="checkbox"/>	Able to write and coordinate the service cycle taking into account customer wants and needs effectiveness of staff meeting budgets and KPI'S	
<input type="checkbox"/>	<input type="checkbox"/>	Supervise staff	
<input type="checkbox"/>	<input type="checkbox"/>	Induct staff within company policy and guidelines	

Outcomes Based Audit

Certificate IV in Hospitality – Food and Beverage



Y	N	Tasks (In addition to cert 2 & 3)	Comment
<input type="checkbox"/>	<input type="checkbox"/>	Monitor and coach staff with performance issues	
<input type="checkbox"/>	<input type="checkbox"/>	Discipline staff appropriately within company policy and report any disciplinary actions to management	
<input type="checkbox"/>	<input type="checkbox"/>	Monitor, assess and adjust staffing levels for safety and cost effectiveness, ensuring adequate customer service levels are maintained at all times	
<input type="checkbox"/>	<input type="checkbox"/>	Roster staff taking into account seasonal demands, leave requests, sickness and illness	
<input type="checkbox"/>	<input type="checkbox"/>	Monitor compliance with legislation eg signage	
<input type="checkbox"/>	<input type="checkbox"/>	Monitor and adhere to company Occupational Health and Safety policy in relation to the health and safety of employees and third parties who may be on the premises	
<input type="checkbox"/>	<input type="checkbox"/>	Report maintenance problems promptly and record all accidents and injuries to management	
<input type="checkbox"/>	<input type="checkbox"/>	Beers - comprehensive knowledge of domestic, imported and boutique beers as well as where they are from and the individual characteristics	
<input type="checkbox"/>	<input type="checkbox"/>	A strong understanding of the production of beer and how it develops individual character	
<input type="checkbox"/>	<input type="checkbox"/>	Spirits - strong knowledge of spirits and ability to offer alternatives and explain some of the subtle differences in the option	
<input type="checkbox"/>	<input type="checkbox"/>	Have an understanding on aperitifs and how they might be used	
<input type="checkbox"/>	<input type="checkbox"/>	Understand key differences between some of the premium products (eg Whiskey and Malt whiskey from Scotland)	
<input type="checkbox"/>	<input type="checkbox"/>	Able to discuss some of the finer points in terms of boutique or premium spirits	
<input type="checkbox"/>	<input type="checkbox"/>	Liquors - strong knowledge of the commercial and boutique liquors, their flavours and how they can be mixed	
<input type="checkbox"/>	<input type="checkbox"/>	Wine - know at least six wine varieties for both red and white wine, characteristics, regions and wineries	
<input type="checkbox"/>	<input type="checkbox"/>	Able to identify key fortified wines and their appropriate uses including Vintage port	
<input type="checkbox"/>	<input type="checkbox"/>	Able to identify some key wineries from the (Barossa, Clare, McLaren Vale, Coonawarra and Adelaide Hills) wine districts within SA	
<input type="checkbox"/>	<input type="checkbox"/>	Able to discuss and identify other key wine districts from around Australia	
<input type="checkbox"/>	<input type="checkbox"/>	Stronger knowledge on imported wines, their character and key differences to the Australian product	
<input type="checkbox"/>	<input type="checkbox"/>	Able to mix cocktails and offer alternative products	
<input type="checkbox"/>	<input type="checkbox"/>	Able to coordinate and manage functions from the development of the function pack all the way through to the delivery of the function	
<input type="checkbox"/>	<input type="checkbox"/>	Able to supervise and ensure the timing and coordination of the function	
<input type="checkbox"/>	<input type="checkbox"/>	Able to deal with unforeseen issues and resolve them	
<input type="checkbox"/>	<input type="checkbox"/>	A strong knowledge of cooking methods and be able to describe them	
<input type="checkbox"/>	<input type="checkbox"/>	Coffee - Understand and be able to identify and then trouble shoot problems with coffee such as the grind, texturing milk, the temperature and the consistent process	
<input type="checkbox"/>	<input type="checkbox"/>	Be able to back flush the espresso machine and clean the machine down to industry standards	

Comments: _____

Auditor name: _____ Signature: _____

Date ____ / ____ / ____