



Restaurant Service

Scope of Contest: Contestants are tested on skills required in the "front of the house" of a fine restaurant. The focus is on guest service and guest relations in the dining room including: table set up; greeting guests; reservations procedures; presentation of menus; description of food, drinks, soups and specials of the day; taking orders; serving each course and clearing the table after each course; and preparation and presentation of the check and closing remarks.

Contestants are judged on personal appearance, standard SkillsUSA uniform, tableside manner, professionalism, ease with guests, courtesy, general knowledge and technical and verbal skills.

Contest Description: The contest will have 2 technical components: Napkin Folds and Service. Actual food from the kitchen will not be used. Plates will be used in the competition. Beverages can be served if available. Presentations will be to guests who may or may not rate contestants, as well as the judges who will be rating the students.

1. All contestants will make 6 unique napkin folds upon the beginning of the contest.
 - All contestants will have their uniforms inspected at this time.
2. The tables will be set for 3 guests. Each round should take approximately 1 hour and will include the following components:
 - Set Table – Formal Set – follow diagram in SkillsUSA Book
 - Guest Greeting
 - Guest Seating
 - Menu Presentation
 - Beverage Order and Delivery
 - Food Order and Delivery (all courses) prepare to answer questions from the “guests”
 - Bussing and Pre-bussing
 - Calculate Guest Check – including 18% gratuity and tax rate of 8%
 - Present Check
3. Bistro Aprons are REQUIRED

Service Equipment Provided by El Centro College:

- Tables
- Flatware, and all table settings
- Guest Checks
- Mock Menu
- Space to store small coolers. Bring on competition day.
- Linen for competition tables

Service Equipment to be provided by CONTESTANT

- Crumber
- Calculator
- Other items necessary to complete the scope of the competition. i.e, pens, polishing cloths, etc...

Scorecards: The adapted National score sheets will be used to evaluate competitors

		Contestant Number				
Items Evaluated	Possible Points	1	2	3	4	5
Phase I - Hosting / Uniform / Appearance						
Clean Uniform	15					
Personal Appearance	15					
Warm & Friendly Greeting	10					
Question of Reservation & Number in Party	10					
Small Conversation While Seating	10					
Proper Menu Presentation open & Handed	10					
Name of Their Server	10					
Cheerful Departure	10					
Phase II - Sanitation						
Tray Used for Setup	5					
Table & Chair Wiped	5					
Linen Seam (hem) Side Down	10					
Center Pieces, Salt & Pepper, Caddies Filled & Clean	10					
Proper Handling of Flatware by Handle, Spot Free	15					
Proper Handling of Glassware by Stem, Spot Free	15					
Phase III - Proper Table Setting						
Proper Placement for B&B Plate	10					
Proper Placement for Forks meal & salad	10					
Proper Placement for Spoons	10					
Proper Placement for Knives butter, meal & salad	10					
Proper Placement of wine & water Glassware	15					
Napkin fold (More than one may be used)	5					
Phase IV - Service Introduction						
Waitress/Waiter Introduction & uses first name only	20					
Speaks Clearly & Concisely to all guests	20					
Conveyed Warm & Friendly Tone	20					
Appropriate Volume Used	20					

Smiles	20					
Extra Settings Removed	20					
Drink Order Taken	20					
Phase V - Service						
Proper use of trays & tray jacks	10					
Order taken in proper sequence	30					
Upselling (Appetizer, Salad, etc.)	20					
Repeated Order to Verify	15					
Delivery Food in Order appetizer,soup,salad, etc.	25					
Serve from Left to Right & Take from the Right	15					
Each Course Removed Before Next is Served	10					
Check With Customer - Refill Beverages	20					
Crumb Table With Napkin & Crumber	15					
Removal of unnecessary items	10					
Phase VI - Check Presentation and Calculations						
Present Check Promptly & Correct	15					
Legible writing, name & table number	10					
Thank Customer as Returning Paid Check	20					
Calculations are correct: Correctly Added Gratuity and Tax	20					
Phase VI - Napkin Folds						
Clean & fresh folds	20					
Standing Straight (no leaning)	10					
Four different folds - Folded Correctly - Correct Utilization	40					
Resume Penalty	0 or -10					
Clothing Penalty	0 to -50					
Total Possible Points	655					