



Technical, Entrepreneurship and Vocational Education and Training Authority (TEVETA)

FOOD AND BEVERAGE SERVICES TRADE TEST LEVEL 2

Record of Practical Assessment

Learner`s name: _____

Learner`s NRC no.: _____

Learner`s TEVETA No.: _____

Institution Name: _____

Institution TVA No.: _____

Assessment Period: _____

PREFACE

The Technical Education, Vocational and Entrepreneurship Training Authority (TEVETA) is an institution created under the Technical Education, Vocational and Entrepreneurship Training Act Number 13 of 1998, as amended by the Technical Education, Vocational and Entrepreneurship Training (Amendment) Act Number 11 of 2005.

The Act among other things provides that TEVETA shall:

- (a) regulate and conduct national examinations and assessments relating to technical education, vocational and entrepreneurship training;
- (b) charge and collect fees in respect of examinations, assessments and other services provided by the Authority;
- (c) award certificates to persons who succeed in examinations and assessments undertaken under this Act
- (d) do all such things connected with or incidental to the functions of the Authority under this Act.

Through this mandate, the Assessment and Qualifications Division of TEVETA has developed Practical Assessment Tool Kits to enable learners achieve the competences that are congruent with the demand of the workplace tasks. These tool kits in part are also intended to ensure that similar conditions under which all students in TEVET are assessed and examined apply wherever the course is undertaken in Zambia. The Trainers shall work with the Learners to collect evidence of competence, using the benchmarks provided by the unit standards. During the year, the Learners shall be required to undertake a series of practical assessment tasks. It is the sum of all these assessments tasks that deems a Learner to be competent (or not).

This approach to assessment is not a one-off event but one that gives learners many opportunities to demonstrate skill and allow for the capturing and recording of these demonstrations.

For the Learner to be deemed competent, they must demonstrate competency in every aspect of the practical tasks being undertaken. It must however be understood by the Trainer that Competency does not mean expert. It means that the candidate has attained sufficient skill and knowledge to perform the activity or service to a degree and quality that is acceptable to the industry and the customer in a time within which a competent person at the level could reasonably be expected to perform the task.

While this will be undertaken at institutional level, it is therefore envisaged that the Assessment principles of VALIDITY, RELIABILITY, FAIRENESS and FLEXIBILITY shall at all times be adhered to.

Pre-Assessment

Assessment process explained to the Trainee (✓ if Yes).	☐
Any appeal relating to the outcome of the assessment or the way in which the assessment was conducted shall be made through the TEVETA <u>fair treatment policy</u> as explained to the Trainee (✓ if Yes).	☐

Learner/Trainee Learner/Trainee name: (Print) Learner/Trainee comments:	Assessor/Examiner Assessor/Examiner name: (Print) Assessor/Examiner comments:
I fully understand the assessment and appeals process.	Theory assessment sighted and checked as satisfactory. ☐
Signature: Date:	Signature: Date:

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TASK 1: SAFETY

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can;						
a).Adhere to Safety rules This should include: • Put on uniform and flat closed shoes • Check electrical equipment if they are in good use • Do not overload electrical appliances • Keep sharp articles from service areas • Check the alarm • Check fire extinguisher	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 2: CLEANING THE ENVIRONMENT

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can environment;						
Clean the environment This should include: • Dusting the sideboard • Placing clean linen • Cleaning the Dispense bar • Cleaning the stillroom • Cleaning the bud vases • Cleaning counters •	☐	☐	☐	☐	☐	☐

Examiner' comments

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 3: PERSONAL GROOMING

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities, the candidate demonstrated that they can;	☐	☐	☐	☐	☐	☐
a).Practice personal hygiene These should include: • Wearing a clean uniform • Wearing the correct uniform • Avoiding excessive jewellery • Putting on flat closed shoes • Wearing mild makeup and perfume • Maintaining good posture • Keeping eye contact with the guest						

Examiner`s comments

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 4: CLEANING RESTAURANT EQUIPMENT AND UTENSILS

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can;						
Clean Tableware This should include; a). Flatware • Soup spoons • Sweet spoons • Teaspoons • Sweet forks • Fish forks • Joint forks • Serving flats • Table service spoons	☐	☐	☐	☐	☐	☐
b). Cutlery Knives and other cutting equipment • Joint knives • Fish knives • Side knives	☐	☐	☐	☐	☐	☐
C).Hollowware • Tea pots • Coffee pots • Milk jug • Sugar basin • Serving dishes • Cereal bowls • Soup bowls	☐	☐	☐	☐	☐	☐

d). Crockery • Tea pots • Milk jug • Sugar basin	☐	☐	☐	☐	☐	☐
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Examiner`s comments:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 5: SIDE BOARD

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	1	3
During observation of work activities students demonstrated that they can a).Clean and stack the sideboard This should include ; • Dust and clean the side board • Stack the flatware in the correct drawer • Stack cutlery in the correct drawer • Stack hollowware in the correct drawer • Stack glassware in the correct shelf • Stack crockery in the correct shelf • Stack spare cruets/ condiments in the correct shelf	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 6: TABLE SETTING

ACTIVITY During observation of work activities the candidate demonstrated that they can	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
a).Set Table d' hote cover correctly This includes the following ; • Identify utensils to be used for Table d'hôtel set up • Place table linens • Place soup spoon, fish knife, joint knife right hand side. • Place fish fork, joint fork on the left hand side • Place side knife on a quarter plate on the left side • Place red/white wine and high ball glasses on the right • Place dessert spoons and dessert fork on top of the cover • Place napkin Fold • Place cruets sets • Ash tray and condiments.	☐	☐	☐	☐	☐	☐
b). Set Ala'carte cover correctly This includes the following; • Place table linen • Place fish plate/napkin fold in the centre • Place fish knife (right hand side) • Place fish fork (right hand side) • Place on a quarter plate and placed on the left side • Place white wine glass (right hand side) • Place cruets (salt/pepper) • Place table accompaniments	☐	☐	☐	☐	☐	☐

c).Set for breakfast cover • Place linen • Place Joint knife • Place joint fork • Place teacup/saucer/ teaspoon(right hand side) • Place side plate/ butter knife • Place sugar bowl • Place table accompaniments in the centre	☐	☐	☐	☐	☐	☐
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Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 7: GUERIDON SERVICE

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During work activities, the candidate demonstrated that they can						
Provide Gueridon services This could include; • Prepare the Gueridon trolley • Set the Gueridon trolley • Display all cooked foods on the Gueridon trolley • Push the Gueridon trolley close to the guest table • Flambé (finishing a partially cooked food in the presence of the guest) , carving, filleting and portion unto the guest plate • Serve the guest to the right hand side.	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

TASK 8: SILVER SERVICE

Activity	Satisfactory			Not Satisfactory		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Provide silver service This should include; • Set for silver service • Take orders • Serve food from the left hand side of the guest • Present the bill • Receipt payment • Clear the table	☐	☐	☐	☐	☐	☐

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 9: PLATE SERVICE

ACTIVITY	SATISFACTOR Y			NOT SATISFACTOR Y		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Provide plate service This should include; • Set for plate service • Take orders • Serve food from the right hand side of the guest • Present the bill • Receipt payment • Clear the table	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 10: BUFFET SERVICE

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Provide buffet service This should include; • Set for buffet service • Take orders • Stand behind the buffet and serve food • Present the bill • Receipt payment • Clear the table	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 11: COUNTER/BAR SERVICE

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Provide counter/bar service This should include; • Set for counter/bar service • Sort out utensils (glassware) • Display cooked food • Take orders • Stand behind the counter and serve beverages • Present the bill • Receipt payment • Clear the table	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 12: SERVING BREAKFAST

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Serve breakfast This should include; a). Full English Breakfast • Set for table'd'hote cover(full English breakfast) • Present the menu • Take orders • Stand behind the buffet and serve food • Serve beverages • Present the bill • Receipt payment • Clear the table • Bid farewell to the guest	☐	☐	☐	☐	☐	☐
b).Continental Breakfast This should include; • Set for Ala'carte cover • Present the menu • Take orders • Serve the guest • Present the bill • Receipt payment • Clear the table • Bid farewell to the guest	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date

TASK 13: SERVING LUNCHEON

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Serve Luncheon This should include; • Set buffet table for luncheon • Present the menu • Take orders • Stand behind the buffet and serve food to the guest • Serve beverages • Present the bill • Receipt payment • Clear the table • Bid farewell to the guest	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 14: SERVING DINNER

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Serve Dinner This should include; • Set for Ala'carte cover • Present the menu • Take orders • Serve food to the guest • Serve beverages • Present the bill • Receipt payment • Clear the table • Bid farewell to the guest	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

TASK 15: ROOM/FLOOR SERVICE

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Provide Room/floor service This should include; • Set tray/trolley for room service • Receive orders from guests in the room • Place the food on the tray/trolley • Take food to the guest • Serve beverages • Present the bill • Receipt payment • Remove the tray from the room	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 16: BISHOP MITRE, ELEPHANT HEAD NAPKIN FOLDS

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Make different napkin folds This should include; • Collect pressed napkins from the laundry • Place them on the table • Make folds (bishop mitre, elephant folds and fan)	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 17: CONE. CANDLE AND PYRAMID NAPKIN FOLDS

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Make different napkin folds This should include; • Collect pressed napkins from the laundry • Place them on the table • Make folds (candle, cone and pyramid)	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 18: CLASSIFIATION OF NON- ALCOHOLIC BEVERAGES

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Serve non-alcoholic beverages This should include; a).Refreshing beverages • Coke cola • Sprite • Fanta • Aerated waters	☐	☐	☐	☐	☐	☐
b). Nourishing beverages • Fruit juices • Milk shakes	☐	☐	☐	☐	☐	☐
c).Stimulating beverages • Tea • Coffee • Milo • Cocoa	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 19: CLASSIFIATION OF ALCOHOLIC BEVERAGES

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Serve alcoholic beverages This should include; a).Brewed beverages • Ales • Lagers • Beer	☐	☐	☐	☐	☐	☐
b). Fermented beverages • Wines • Ciders • Liqueurs	☐	☐	☐	☐	☐	☐
c).Distilled beverages • Vodka • Whisky • Gin • Brandy • Rum	☐	☐	☐	☐	☐	☐

Examiner`s comments:

Signed:

Examiner Name/Sign:

Learner`s Name/sign:

Date:

Date:

TASK 20: SEQUENCE OF SERVICE

ACTIVITY	SATISFACTORY			NOT SATISFACTORY		
	1	2	3	1	2	3
During observation of work activities the candidate demonstrated that they can						
Follow the procedure of service This should include; • Receive the guest • Sit the guest • Present the menu • Take orders for (food/beverages) • Serve food • Serve beverages • Crumb down • Serve dessert • Present the bill • Receipt payments • Clear • Bid farewell	☐	☐	☐	☐	☐	☐

Examiner's comments:

Signed:

Examiner Name/Sign:

Learner's Name/sign:

Date:

Date:

FINAL PRACTICAL ASSESSMENT SUMMARY

Practical assessment summary	Satisfactory	Not Satisfactory
1.SAFETY	☐	☐
2.CLEANING THE ENVIRONMENT	☐	☐
3.PERSONAL GROOMING	☐	☐
4. RESTAURANT EQUIPMENT	☐	☐
5. SIDEBORD	☐	☐
6. TABLE SETTING	☐	☐
7. GUERIDON SERVICE	☐	☐
8. SILVER SERVICE	☐	☐
9. PLATE SERVICE	☐	☐
10. BUFFET SERVICE	☐	☐
11. COUNTER/BAR SERVICE	☐	☐
12. SERVING BREAKFAST	☐	☐
13. SERVING LUNCHEON	☐	☐
14. SERVING DINNER	☐	☐
15. ROOM/ FLOOR SERVICE	☐	☐
16.BISHOPMITRE//ELEPHANT HEAD NAPKIN FOLDS	☐	☐
17. CONE/CANDLE/PYRAMID NAPKIN FOLDS	☐	☐
18. CLASSIFICATION OF NON ALCOHOLIC BEVERAGES	☐	☐

ASSESSMENT OUTCOME

Competent ☒
Not Competent ☐

Learner/Trainee	Assessor/Examiner
Learner/Trainee name: _____ (Print)	Assessor/Examiner name: _____ (Print)
Learner/Trainee comments:	Assessor/Examiner comments:
Signature: _____ Date: _____	Signature: _____ Date: _____

VALIDATION OF THE ASSESSMENT

NAME:.....

DATE:.....

POSITION: PRINCIPAL/HEAD OF INSTITUTION

SIGNATURE:.....

NAME INSTITUTION:.....

STAMP:

