

RESTAURANT SERVICE (VIRTUAL)



PURPOSE

To evaluate each contestant'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

- Official SkillsUSA white long-sleeved dress shirt, or long-sleeved plain white collared shirt.
- Black dress slacks (accompanied by black dress socks or black or skin-tone seamless hose) or black dress skirt (knee-length) (accompanied by black or skin-tone seamless hose).
- Plain black tie with no pattern or SkillsUSA black tie.
- Black socks.
- Shined black leather work shoes or black flat heels.

Contest Clothing Notes (Apply ONLY to Virtual Competitions):

- Official SkillsUSA Competition Clothing recommended but NOT required.
- Contestant clothing options include the following:
 - Official Competition Clothing.
 - Trade Appropriate Clothing.
 - Professional Dress.
 - Business Casual.
- Clothing must meet industry safety standards.

- No identification of the contestant, school or state is allowed on clothing.
- No offensive, vulgar or inappropriate images or text are allowed on contestants clothing.
- No shorts or sleeveless shirts are allowed.
- Skirts must be at least knee-length.
- Proper Personal Protective Equipment (PPE) must be worn by contestant to meet all state, local and school requirements due to COVID-19.
- Scoring deductions may only be given and/or disqualification of contestant if clothing safety standards are not met.

Note: Bistro aprons are the official apron for Restaurant Service and are required. 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. If you have questions about clothing or other logo items, call 1-888-501-2183.

EQUIPMENT AND MATERIALS

Supplied by the contestant:

1. One ink pen (blue or black)
2. No. 2 pencil for written test
3. Calculator for tax rate
4. Table crumbers are part of a waiter's uniform (wine tool for college/postsecondary)
5. Computer with high-speed internet capability and camera to use applications such as Zoom, Teams, etc. The minimum recommended internet bandwidth speeds for joining Zoom meetings, accessing on-demand curriculum and other online operations is 2.0 Mbps up and down. You can test your current internet speeds by following this link: www.speedtest.net. Allow the page to load and click on GO.
6. A secondary camera(s) may be required to provide judges with the ability to view contestants from different angles. Additional camera requirements will be located on the SkillsUSA website at <http://updates.skillsusa.org>.
7. A contest Proctor will be required to be on site to assist judges. A local industry expert is preferred to serve as the Proctor and

shall not be an individual that has been involved with the training of the contestant(s). The Proctor will serve as the onsite “hands and eyes” for the judges. Proctor will follow instructions from the judges for safety and operations related to the competition. Proctor may be asked by judges to perform several tasks such as operating a portable camera to show specific components or steps, measure parts, or any task that will provide judges with information needed to assist in accurate scoring of the contestant’s work or presentation. However, the Proctor shall not serve as a judge nor have any influence on contestant scores.

8. The contestant’s instructor or advisor shall be on site to observe all competition activities to ensure a safe and healthy competition experience for all participants. That instructor or advisor will not be allowed to interact or interfere with the competitor unless a safety issue arises that requires interaction. Any other support or interaction between the contestant and the instructor/advisor will result in disqualification.
9. All competitors must create a one-page résumé and submit an electronic copy to the technical committee chair at least seven (7) days in advance of the competition. Failure to do so will result in a 10-point penalty. Instructions for submission of the electronic résumé copy will be provided on the SkillsUSA website at <http://updates.skillsusa.org>.

SCOPE OF THE CONTEST

Knowledge Performance

The contest includes a written knowledge test consisting of approximately 30 true/false and multiple-choice questions assessing food safety and sanitation, service styles, techniques and limited wine knowledge. The test will be given at orientation.

Skill Performance

The contest 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.

Contest Guidelines

1. Contestants 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. Contestants 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 contestants.
5. A minimum of one table-side service will be demonstrated, which could 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

Note for Virtual Competitions: Contestants may not be required to perform all the standards and competencies listed in this section. However, contestants should be prepared to perform components in all areas. Prior to the competition, the technical committee may determine which standards and competencies contestants will be perform for the virtual contests. The technical committee

will determine if additional information is needed for contestants prior to the competition. These changes will be posted on the SkillsUSA Championships contest update website at: <http://updates.skillsusa.org>.

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 contestant 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 contest 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)

Committee Identified Academic Skills

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

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:
<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:
<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.