



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, hospitality, general knowledge, technical and verbal skills.

Contest Description:

The contest will have 3 technical components: Napkin Folds, Table Side Omelet, and Food Service. Actual food from the kitchen will not be used – photographs of food may be used. Plates will be used in the competition. Menus will be distributed at orientation. 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.

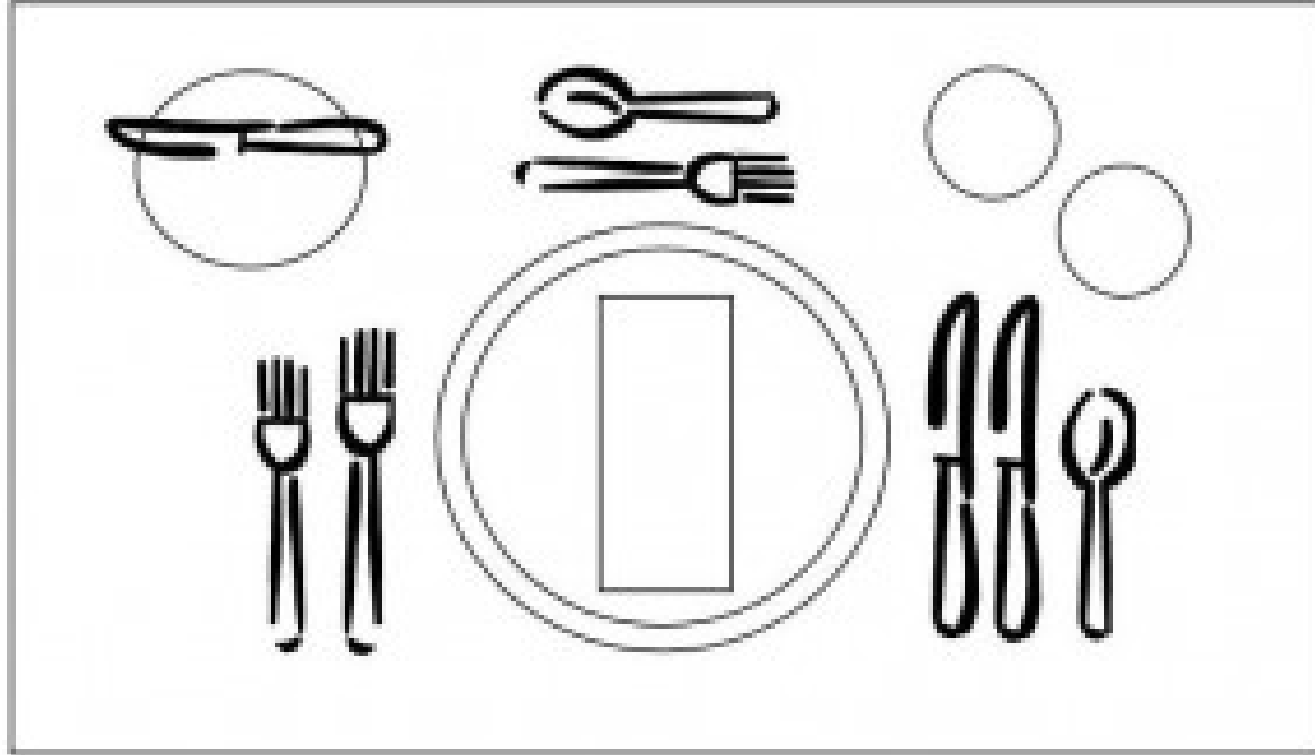
1. All contestants will make 4 unique napkin folds upon the beginning of the contest.
 - All contestants will have their uniforms inspected at this time. Bistro Aprons are REQUIRED!
2. Each competitor will set 1 table for 3 guests - guideline attached. Table must look like this picture.
3. The competitors will begin to compete simultaneously during this portion of the competition (provided we have enough "guests" & "judges") each round should take approximately 1 hour and will include the following components:
 - Set Table – Formal Set – see attached diagram (15 minutes)
 - 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



- Tablecloth, silverware and all ingredients for a cheese omelet will be provided by Cypress Park. Contestants will bring their own napkins and butane burner and necessary equipment to make omelet.

Scorecards:

The National score sheets will be used to evaluate competitors. These can be downloaded at www.skillsusa.org



Restaurant Services Scorecard

Items Evaluated	Possible Points	Contestant Number			
		1	2	3	4
Phase 1 - 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				