



TECHNOLOGICAL SKILLS CHALLENGES

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YOUR INTERESTS.

DISCOVER
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DSBN REGIONAL RESTAURANT SERVICE SKILLS CHALLENGE 2024 SECONDARY LEVEL SCOPE

CHAIRS:

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PURPOSE OF THE CONTEST:

Participation in the Restaurant Services Skills Challenge provides students with the opportunity to demonstrate, through practical and theoretical application, their skills and task knowledge in the industry relevant to restaurant services skills and employment. Evaluating professional serving skills of competitors by having them uphold fine dining etiquette in accordance with established trade rules, providing their guests with the most professional service possible. Present and promote to students an introduction to the world of fine dining service and etiquette.

EVENT DETAILS:

Date: Wednesday, March 6, 2024

Time: 8:00 am

Location: St. Catharines Collegiate, Taste Restaurant

ENTRY: Students must register online at [DSBN Technological Skills Challenges 2024 Registration](#) with all the required information completed to be eligible to participate.

SKILLS AND KNOWLEDGE TO BE TESTED: Competitors will be judged on Preparing for Service, Non-Alcoholic Beverages Preparation and Menu Courses and Recipes knowledge, Service Standards, and Table Service.

Competitor Specific Information Competitors will prepare:

- Non-Alcoholic Beverages, South Pacific Sipper, Pomegranate Mojito, Primavera Caesar and The Glitz Mocktail. Recipes for the test project are supplied by the Skills Ontario.

SECONDARY RESTAURANT SERVICE COMPETITION 1. Non-Alcoholic Beverages 1.

South Pacific Sipper 2. Pomegranate Mojito 3. Primavera Caesar 4. The Glitz Mocktail

1.1 South Pacific Sipper • 2 tbsp fresh blueberries • ¼ ounce of lime juice • 5 oz ginger beer • Lime wheel In a tall glass, muddle blueberries. Fill the glass with ice. Add the lime

juice and ginger beer, give it a light stir. Garnish with lime wheel. 1.2 Pomegranate

Mojito • 2 tsp fine sugar • 6 mint leaves, torn • 2 lime wedges • 2 oz pomegranate juice •

Club soda to finish • Lime wheel to garnish • Fresh mint to garnish In the bottom of a

highball glass, muddle together sugar, mint and lime wedges until sugar is fully

dissolved. Fill glass with ice. Add pomegranate juice and finish with soda and give a

light stir. Garnish with lime wheel and a sprig of mint. 1.3 Primavera Caesar • ¼ cup

peeled and chopped cucumber • ¼ cup chopped celery • 1 tsp prepared horseradish • ¼

ounce of lime juice • Dash each, Tabasco® and Worcestershire sauces • 4 oz Clamato

juice • Pinch each salt and pepper

To a cocktail shaker, add cucumber, celery, horseradish, lime juice, and Tabasco® and

Worcestershire sauces. Muddle. Fill shaker with ice. Shake sharply and strain into an

ice-filled highball glass. Top with clamato juice, salt and pepper. Garnish with cilantro,

and cherry tomato skewered on a toothpick. 1.4 The Glitz Mocktail • 1 whole kiwi fruit,

peeled and chopped • ¼ cup diced honeydew melon • 2 oz white cranberry juice • ¼ oz

lemon juice • ¼ oz Simple Syrup • Ice cubes

In a cocktail shaker, add 1 whole kiwi fruit, peeled and chopped, and ¼ cup diced

honeydew melon. Muddle. Fill the shaker with ice and add 2 oz white cranberry juice, ¼

oz lemon juice and ¼ oz Simple Syrup. Shake for 20 seconds and strain into a Martini

glass rimmed with sugar and serve straight up.

- Menu courses will be known with appropriate terminology and descriptors of the cooking methods and the ingredients used. Students will submit a typed description of all menu items along with steps of preparation.

Menu Courses and Recipes 2.1 Appetizer Beef Carpaccio with Shaved Parmesan and

Extra Virgin Olive Oil a. Carpaccio, parmesan shavings, arugula, sea salt prepared on

toasted crostini by kitchen b. Competitor to drizzle olive oil tableside using service cart

2.2 Main Herb Crusted Chicken with Pommes Fondant, Asparagus & Hollandaise Meal prepared by kitchen Competitor to serve plates at table by hand 2.3 Dessert Affogato Café

Competitor to place TWO (2) small scoops of vanilla ice cream in a glass coffee mug at service station Competitor pours 2 ounces of coffee (using beverage kit shot glass) and tops with shaved dark chocolate tableside using service cart

3. Service Standards 3.1 Professionalism 3.1.1 Uniform, Personal Presentation and Hygiene As listed in the scope in Equipment and Materials Section 3.1.2 Table Setting As listed in the scope in Skills and Knowledge to be Tested 3.1.3 Attitude • Natural Smile • Eye Contact • Acknowledges Guests • Enthusiasm • Communication/Rapport with Guests 3.1.4 Teamwork • Cooperates with Other Competitors • Communicates Effectively • Shows Respect for Others

4. STATION SETTING 4.1 Beverage Station • Non-Alcoholic Ingredients • Bar Kit • Ice • Glassware • Coffee/Tea Set-Ups • Coffee Machine + Kettle • Beverage Tray • Water Pitcher 4.2 Food Preparation • Butter Curls on Ice • Service Spoons + Forks • Serving Tongs (Bread) • Knives • Cutting Boards • Dishes + Smallwares • Olive Oil • Salt +Pepper • Condiments as Needed

4.3 Cleanliness • Table Crumber • Cloths/Towels • Extra Napkins • Sanitizer Spray • Bus Bin

5. TABLE SERVICE 1. Welcome Guests 2. Seat Guests a. Pull Chairs Out 3. Introduce Yourself 4. Offer + Deliver Water a. Glasses Lifted at Base to Pour 5. Deliver Bread + Butter a. Butter Curls Prepared at Service Station b. Bread + Butter Curls Served Tableside Using Service Cart c. Bread Delivered to Guest Using Tongs d. Butter Curls Set on Table 6. Describe Non-Alcoholic Beverages 7. Prepare + Deliver Non-Alcoholic Beverages 8. Describe ALL THREE (3) Courses + Answer Guest Questions 9. Deliver Appetizer Course on Service Cart a. See Menu Courses + Recipes 10. Deliver Main Course a. See Menu Courses + Recipes 11. Offer Coffee/Tea + Prepare 12. Prepare Dessert a. See Menu Courses + Recipes

5.1 ADDITIONAL SERVICE STANDARDS 1. Hold Glassware and Cutlery at Base 2. Serve Dishes LEFT of Guest

3. Clear Dishes RIGHT of Guest 4. Beverages Delivered on Tray 5. Dishes Delivered by Hand 6. Service Cart used Tableside 7. Dishes Delivered Accurately + Timely 8.

Complete Quality Checks 9. Respond to Guest Questions 10. Table Maintenance and De-Crumbing When Needed (In-Between Courses) 11. Refill Water When Needed 12.

Service Recovery – Respond to Complaint Using AAA (The Disney Institute) a.

<https://www.disneyinstitute.com/blog/customer-service-101-three-tips-forempowering-speedy-service-recovery/>

b. Achievable: Your recovery must be realistic and able to be carried through. You are fulfilling a genuine promise to the customer; so be sure to only offer products or services that can realistically be delivered. c. Accessible: Service recovery solutions must be readily obtainable. For example, if you have determined that a meal voucher is a reasonable solution for a less-than-perfect dining experience, be sure the vouchers are available to employees when needed—not just when the one person with the key to the "voucher drawer" is present. d. Appropriate: In any situation when a service failure occurs, it is important to make up for the failure with a suitable or fitting resolution. Many customers will already feel a level of reassurance from knowing that the first person they encounter can actually help them, so listen closely and focus on a solution that is tailored to each customer's unique situation. 13. Thank Guests 14. Closing Duties a. Clears and Cleans Table + Section

GENERAL CONTEST INFORMATION

Purpose of the Contest

- Evaluate competitors' skills and knowledge in the performance of a Front of House (FoH) Service Personnel for guest and restaurant service duties.
- Evaluate competitors' knowledge and use of applicable health and safety regulations within the Food Premises Act, Smart Serve (post-secondary only) and WHMIS.
- Expose the competitor to the demands of both the dining room and the kitchen of a formal restaurant.
- Stress the importance of the position within the industry.
- Allow the competitor an opportunity to develop a true appreciation for the skills required to be a professional server.

* The National Occupational Standard for Food and Beverage Manager – Front of the House

Service Personnel as defined by the Canadian Tourism Human Resource Council (CTHRC) and

the Ontario Education Tourism Corporation (OETC) will be used as the judges' benchmarks for evaluating competitors.

- This contest is offered as an official contest
- This contest is not offered at the Skills Canada National Competition (SCNC)

SECONDARY : Wednesday March 6, 2024

9:15am – 9:45am Sign-in at the contest site*

9:45am – 10:45 Orientation, review of appendix and questions

Assignment of Stations

10:45am – 12:00pm Contest* with one break

Individual Station Set-Up – individual work area for each competitor-
personal belongings / work materials

12:00pm – 12:30pm Lunch (competitor)

12:30pm Guests arrive to be seated

12:30 – 3:30pm Contest (with guests to serve) with one break

3:30 – 4:00pm Closing duties

Additional Information

- Information regarding rules, regulations, and conflict disputes:

<https://www.skillsontario.com/skills-ontario-competition#CompetitorRules>

- Visitor information such as parking, busses, and hotels:

<https://www.skillsontario.com/competition-visitors>

SKILLS AND KNOWLEDGE TO BE TESTED

Specific Requirements

The competition requirements focus mainly on practical application of food, beverage and

guest service. The theoretical knowledge is limited to only that which is necessary to fulfill the

practical application. The day of competition is an action-packed day. Visitors are welcome to

take photos, but there is to be no communication with the competitors. Any attempt in communication with competitors during the event could result in point deductions or Disqualification.

SECONDARY

1. NON-ALCOHOLIC BEVERAGE PREPARATION: two (2) non-alcoholic beverages.

Two (2) of each, selected by the technical chairs from the list below on the day of competition.

2. MEAL SERVICE: Service of a three (3) course lunch to four (4) guests with formal tableside service. Bread, water, and coffee service included (break down and clean-up will also be evaluated).

Preparation (mise-en-place) for Service

- Arranging the designated work area in an orderly fashion (a front and back station will be assigned on the morning of the competition). Judges will be evaluating how efficient, neat and sanitary station work is both at the front station and the back station.

- Checking location and availability of materials/condiments – assessing the common Area.

Table Setting

Setting a table for four (4) guests in preparation for formal lunch service, according to applied menu (see photo below for one of many accepted methods).

It is expected that the competitor will adjust the setting based on the applied menu.

Image: <https://www.realsimple.com/holidays-entertaining/entertaining/how-to-set-a-table>

Beverage Preparation

SECONDARY

Non-Alcoholic Beverage Preparation:

- Competitors are to learn and practice the four (4) drinks below. On the day of the competition, competitors will be notified which two (2) they will be serving.
- Each competitor will be required to prepare in total four (4) non-alcoholic beverages. This consists of two (2) each of the chosen two (2) above that competitors will be notified on the day of competition. After the bread/ butter is served, competitors will create the non-alcoholic beverages while their guests eat.

1. South Pacific Sipper
2. Pomegranate Mojito
3. Primavera Caesar
4. The Glitz Mocktail

*Please see Appendix A for recipes and preparation instructions

Competitors when serving drinks will notify guests that these are the two (2) drinks being served, and only two (2) of each. These will be served to the table and the guests may choose which drink they prefer. A competitor is only being judged on their ability to follow the cocktail recipe. Therefore, if a guest does not want or like the drink served, this is not affecting the judging.

Meal Service & Sequence of Service

SECONDARY

The competitor will be evaluated on their ability to perform the following steps of service to four (4) Guests:

- Greeting + Seating of Guests
- Water and Bread Service
- Non-Alcoholic Beverage Preparation
- Describe Prepared Meal + Answer Guest Questions
- Appetizer Course Service
- Main Course Service
- Service Recovery Complaint
- Prepare, Garnish and Serve Dessert

- Coffee/Tea Service

*Please see Appendix A for menu items, recipes and steps of service

JUDGING CRITERIA

SECONDARY

Criteria Possible Score

Professionalism + Personal Presentation /15

Table Setting /5

Non-Alcoholic Beverage 1 Preparation /5

Non-Alcoholic Beverage 2 Preparation /5

Water + Bread Service /5

Appetizer Course Service /10

Main Course Service /10

Dessert + Coffee Service /10

Guest Service /20

Service Recovery - Complaint /15

Mark out of 100 /100

EQUIPMENT AND MATERIALS

Supplied by Competitor:

Uniform :

- Black Flat Closed-Toe Shoes (Non-Slip). No heels above 5cm.
- Black Socks or Nylons
- Black Dress Pants (yoga pants or sweat/sport pants are not permitted) or Black Skirt (mini skirts or shorts are not permitted)
- Black dress shirt or black blouse (long sleeves)
- Black server apron
- Can wear school uniform or school provided attire (example: apron), but no NO logos are allowed to be visible other than school name and/or school board.

Personal Presentation and Hygiene :

- Long hair must be pulled back
- Clean and trimmed fingernails (false nails are not permitted, as they can easily fall off into the food).
- Clean and trimmed facial hair
- Clean and pressed Uniform
- No hand jewelry
- Hands to be kept away from face and/ or mouth
- Proper posture

Equipment & Tools

- Bar kit: cocktail shaker, mixing glass, shot glass, steel bar strainer, stirring spoon, ice scoop
- Lighter
- Table crumber
- Order pad
- Pens
- Cutting board
- Chef's knife
- Paring knife
- Butter curler
- Salt and pepper mills
- Scissors
- Service spoons and forks
- Black service apron
- Kitchen towels
- Professional wine opener (Post-secondary only)

Other:

- Refillable water bottle
- Additional snacks (recommended peanut-free)
- Competitors must be dressed in a clean and appropriate manner with no logos other than that of their school/school board.
- Any PPE required as noted in the safety section of this scope

*Books, notes, materials and assisting devices are not permitted unless listed above.

*Media devices, such as cell phones, smart phones, mp3 players or PDAs are not permitted on the contest site. Use of these devices during the competition are grounds for disqualification.

Supplied by Skills Ontario:

- See Appendix A (Secondary) and Appendix B (Post-Secondary) for more detail. These are posted on the Skill Ontario website with this document.
- Raw materials for the preparation of hot and cold beverages
- Raw materials for the preparation of tableside service
- Prepared dishes to serve
- Basic condiments and garnishes
- Table linens and napkins
- Limited small wares: items such as ramekins, platters, and service bowls are on hand. (Should you wish to bring your own small wares, you may, at the discretion of the technical chairs. This must be sent at least two weeks prior to the contest date to be guaranteed a response.)
- Fridge and freezer

- Washing stations
 - Napkins/ linens
 - Hot water kettle
 - China
 - Soup tureen
 - Silverware
 - Crystal
 - Water pitchers
 - Coffee thermoses
 - Bus bins
 - Oval trays/ tray stands
 - Tea pots, milk and creamer
 - Service carts
 - Burners; Ikea portable induction cooktop (post-secondary only)
- Please Note: Tools and materials may change based on availability.

SAFETY

Safety is a priority at the Skills Ontario Competition. At the discretion of Technical Committee,

any competitor can be removed from the competition site for not having the proper safety

equipment and/or not acting in a safe manner.

1. It is mandatory for all competitors to wear non-slip footwear. Black Flat (No heels above 5

cm) Closed-Toe Shoes (Non-Slip).*

2. Jewelry such as rings, bracelets and necklaces, or any items deemed unsafe by competition judges, shall be removed*. Watches are permitted, but can not be a smart watch; example Apple.

3. Black uniform. Top must be long sleeves. Mini skirts or shorts are not permitted. See equipment and materials section for further detail.*

4. Long hair must be tied back*

*Competitors will not be permitted to compete until they have the needed safety equipment.

Competition judges will have final authority on matters of safety.

Competitors must show competence in the use of tools and/or equipment outlined in this

scope and can be removed at the discretion of the judges and technical chairs if he/she does

not display tool and/or equipment competency.