

## 35 Restaurant Service

### WorldSkills Standards Specification

Section	WSSS Marks
1	Work organization and management
2	Customer service skills and communications
3	Preparation for service (mise en place)
4	Food service
5	Beverage service
6	Alcoholic and non-alcoholic drinks service
7	Wine service

### Criteria

ID	Name
A	Module Fine Dining
B	Module Casual Dining

C	Module Banquet
D	Module Bar
E	Module Barista
F	
G	
H	
I	

Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
A1	Wine knowledge		M M M J	Wine 1 (def. On C-4) Wine 2 (def. On C-4) Wine 3 (def. On C-4) Wine (def. On C-4)	0 1 2 3
			J	Communication (def. On C-4)	0 1 2 3
A2	Mise en Place		M M M M	MEP - Tablecloth MEP - Napkin folds MEP - Crockery, cutlery and glassware polished & correct placen MEP - Symmetry	

		M	MEP - Correct final mise en place	
		J	MEP - Overall presentation	
A3	Wine and Beverages Service			0
				1
				2
				3
		M	Apertitif - Presentation to guests	0
		M	Apertitif - Correct glass	
		M	Apertitif - Correct measure/free pouring-equal level	
		M	Apertitif - Service from right	
		M	Apertitif - Correct Order served	
		M	Apertitif - Glasses removed	
		M	White Wine - Presentation to guests an correct opening procedur	
		M	White Wine - top up as required	
		M	White Wine - Service from right and no spillage	
		M	White Wine - Wine cooler used	
		M	Red Wine decanting - wine presentation and correct opening pro	
		M	Red Wine decanting - Transfer technique and no spillage	
		M	Red Wine - Service from right and no spillage	
		J	Red Wine decanting service - technique, timing, confidence	
				1
				2
				3
		J	Sweet/Port Wine Service - technique, timing, confidence	0
				1
				2
				3
A4	Food Service_M	J	Water/Drinks Service - technique, timing, confidence	0
				1
				2
				3
		M	Starter - equal portion size	
		M	Starter - clean plate	
		M	Starter - correct ingredients	

A5	Food Service_J	M	Soup - portion	
		M	Soup - plate	
		M	Soup - safety technique	
		M	Flambée -portion	
		M	Flambée - plate	
		M	Flambée - safety technique	
		M	Cheese - correct carving technique	
		M	Cheese - recognized portion size	
		M	Cheese - plate	
		J	Cocktail or Salade Service	0 1 2 3
A6	Social Skills	J	Soup Service	0 1 2 3
		J	Main course procedure	0 1 2 3
		J	Cheese Service	0 1 2 3
		J	Greeting of Guests and explanations	0 1 2 3
		J	Social Skills/Fine Dining Service Procedures	0 1

A7	Overall Presentation		J	UNIFORM - good posture/stance THROUGOUT THE DAY	2 3  0 1 2 3
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
B1	Table boxing/Napkin folding		M M M J	Napkin Folding - Timing Boxing a table - Not touching the floor Boxing a table - All four tablecloths used. Napkin Folding- Final presentation	0 1 2 3
			J	Boxing a table - Final presentation	0 1 2 3
B2	Mise en Place		M M M M J	MEP - Tablecloth MEP - Napkin folds crisp & consistent MEP - Symmetry of all cutlery and glassware MEP - Correct equipment on service table for service incl Guerid MEP - Overall presentation	0 1 2 3

B3	Service 1. Seating	M	Drinks - correct order served	0
		M	Drinks - Beverages (glasses) served with tray	1
		M	Drinks- compliance with the service rules/consistency	2
		M	Food - correct order served	3
		M	Food - maximum two courses served	
		M	Food - additional cruets served	
		M	Food - set up correct order	
		M	Food - compliance with the service rules	
		J	Service Procedures - all tables	
B4	Service 2. Seating	J	Greeting of Guests and explanations	0
				1
				2
				3
		M	Drinks - correct order served	
		M	Drinks - Beverages (glasses) served with tray	
		M	Drinks- compliance with the service rules	
		M	Food - correct order served	
		M	Food - maximum two courses served	
B5	Overall Presentation	M	Food - additional cruets served	0
		M	Food - set up	1
		M	Food - compliance with the service rules	2
		J	Service Procedures - all tables	3
		J	Greeting of Guests and explanations	0
				1
				2
				3

			J	UNIFORM - good posture/stance THROUGOUT THE DAY	0 1 2 3
			J	Social Skills	0 1 2 3
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
C1	Signature Flambée		M M M M M J	Flambée - no food waste Flambée - portion Flambée - plate Flambée - flame Flambée - Ingredients Flambée - Mise en place/preparation	0 1 2 3
			J	Signature Flambée	0 1 2 3
C2	Mise en Place		M M M M J	MEP - Tablecloth MEP - Napkin folds MEP - Crockery, glassware and cutlery MEP - Symmetry MEP - Overall presentation	

C3	Wine/Beverages Service				0
					1
					2
					3
		M	Water - correct served as ordered		
		M	Wine glasses (white)		
		M	Wine/Beverages- compliance with the service rules/consistency		
		M	Coffee accompaniments		
		M	Water glasses		
		J	White Wine/ Red Wine - presentation/opening/pouring		
					0
					1
					2
C4	Food Service				3
		J	Red Wine - presentation/opening/pouring		
					0
					1
					2
					3
		J	Water/Coffee - Service		
					0
					1
					2
					3
		M	Bred and Butter service		
		M	Entrée-service procedure		
		M	Entrée-equal service technique/consistency		
		M	Main-silver-service		
		M	Main-service is hygiene and safe		
		M	Main-service is quickly as possible		
		M	Main-equal arrangement of the plates		
		M	Dessert-table cleaned		
		M	Dessert- plate		
		M	Dessert- portion		
		J	Entrée Plated		
					0
					1

					2
					3
		J	Main Course Service		0
					1
					2
					3
		J	Gueridon Dessert Service		0
					1
					2
					3
C5	Social Skills				
		J	Greeting of Guests and explanations		0
					1
					2
					3
		J	Social Skills		0
					1
					2
					3
C6	Overall Presentation				
		J	UNIFORM - good posture/stance THROUGHOUT THE DAY		0
					1
					2
					3
		J	Banquet Service Procedures		0
					1
					2
					3

Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
D1	Mocktail		M	Mocktail - Mise en Place	0 1 2 3
			M	Mocktail A - correct method	
			M	Mocktail A - correct ingredients including garnish	
			M	Mocktail A - correct levels	
			M	Mocktail A - timing	
			M	Mocktail A - no spills	
			J	Mocktail - Method, Presentation, Technique	
			J	Service Mocktail	0 1 2 3
					0 1 2 3
					0 1 2 3
					0 1 2 3
					0 1 2 3
					0 1 2 3
					0 1 2 3
					0 1 2 3
D2	Sparkling Wine		M	Bar set up/Service	0 1 2 3
			M	correct glasses/polished	
			M	correct opening procedure	
			M	no spillage	
			M	equal level	
			M	top up as required	
			J	Service of canapés	
D3	Classic Cocktails		M	Cocktails - Mise en Place - Classic/Mocktail	0 1 2 3
			M	Cocktail timing	
			M	Cocktail A-C - no wastage	
			M	Cocktail A - correct method	



D5	Social Skills		J	Greeting of Guests and explanations	3
					0 1 2 3
D6	Overall Presentation		J	Social Skills	0 1 2 3
			J	UNIFORM - good posture/stance THROUGHOUT THE DAY	0 1 2 3
			J	Bar Service Procedures	0 1 2 3
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
E1	Classic Coffee Service		M	Coffee - Technical - Flushes group head	
			M	Coffee - Technical - acceptable waste of coffee	
			M	Coffee - Technical - work clean, use different clean towels	
			M	Coffee - Technical - cleans/flushes portafilter before insert	
			M	Coffee - Technical - Extraction time within 2 secs	
			M	Coffee- equal portion/clean cup/identical presentation	
			M	Coffee/Milk - equal portions/clean cup/identical presentation	
			M	Coffee - Technical - acceptable waste of coffee	

E2	Coffee Speciality	J	Coffee (Espresso/Americano)	0
				1
				2
				3
		J	Coffee/milk (Cappuccino/Latte/flate)	0
				1
				2
				3
		J	Classic Coffee - Service	0
				1
E3	Signature Coffee			2
				3
		M	Speciality Coffee - Correct mise en place/Ingredients	
		M	Speciality Coffee - Heat glass	
		M	Speciality Coffee - correct use of ingredients	
		M	Speciality Coffee - Cream	
		M	Speciality Coffee - waste of coffee	
		J	Speciality Coffee - Service	0
				1
				2
				3
		J	Speciality Coffee - Final presentation	0
				1
				2
				3
		M	Signature Coffee - container/glass	
		M	Signature Coffee - level	
		M	Signature Coffee - no wastage	
		M	Signature Coffee - Workflow	
		M	Signature Coffee - Ingredients	
		J	Signature Coffee - Service	
				0

E4	Overall Presentation		J	Signature Coffee procedure	1 2 3
					0 1 2 3
			J	Signature Coffee Taste	0 1 2 3
					0 1 2 3
			M	Uniform - uniform clean, ironed & well fitted, conforms to industry	
			M	Uniform - shoes polished and conform to industry standard	
			M	Uniform - high standard of personal hygiene, no excessive perfume	
			J	UNIFORM - good posture/stance THROUGHOUT THE DAY	
					0 1 2 3
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score

Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score
Sub Criterion ID	Sub Criterion Name or Description	Day of Marking	Aspect Type M = Meas J = Judg	Aspect - Description	Judg Score

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ification			
	WSSS Marks	Aspect Marks	Variation
	5.00	5.00	0.00
	15.00	15.00	0.00
	10.00	10.00	0.00
	35.00	35.00	0.00
	12.50	12.50	0.00
	12.50	12.50	0.00
	10.00	10.00	0.00
Total Variation			0.00

	Mark
	20.00
	20.00

	20.00
	20.00
	20.00

Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
Question 1		7		0.30
Question 2		7		0.30
Question 3		7		0.30
		7		0.80
lacks knowledge of task, not confident with task, minimal c shows basic skill, basic confidence, some basic communic good knowledge of task, good level of confidence, good C very high knowledge of task, great level of confidence, gre				
		2		0.30
Competitors shows no social skills or guest interaction Competitor shows some interaction with guests and an ad Competitor shows a high level of confidence, good guest i Competitor shows excellent interpersonal skills, natural fla				
correct/folds/length		3		0.10
crisp & consistent		3		0.10
(cutlery for cheese can be setup from the beginning or afte		3		0.30
of all crockery and glassware		3		0.10

Criterion A      Total Mark      20.00

ready for first Service	3	0.15
	3	0.75
cloth not consistent, napkins not appropriate, table not prepared		
cloth has inconsistencies, napkins not really appropriate, expectat		
cloth set almost consistent, napkins appropriate, expectat		
cloth consistent, table looks impressive, napkins appropriate		
explain the guest the drinks	1	0.20
use per drink the right glasses	2	0.10
equal level or as guest request	5	0.10
use tray and served from the right	5	0.10
guest get what they order	1	0.10
before soup are served at least	1	0.10
type of wine, short description about aroma, suitability to d	7	0.30
half full but max.two thirds full	7	0.10
no drops on the table	7	0.20
wine cooler used also with underplate and napkin	7	0.10
type of wine, short description about aroma whole foil rem	7	0.30
One steady pour, no spill accepted	7	0.20
no drops on the table	7	0.10
	7	1.25
lacks knowledge of task, not confident with task, lacks tec		
shows basic skill, basic confidence, some technique		
good knowledge of task, good level of confidence, good te		
very high knowledge of task, great level of confidence, gre		
	7	0.75
lacks knowledge of task, not confident with task, minimal c		
shows basic skill, basic confidence, some basic communic		
good knowledge of task, good level of confidence, good C		
very high knowledge of task, great level of confidence, gre		
	1	0.50
lacks knowledge of task, not confident with task, minimal c		
shows basic skill, basic confidence, some basic communic		
good knowledge of task, good level of confidence, good C		
very high knowledge of task, great level of confidence, gre		
plate are arrange similar	4	0.20
no spillage or drops on the plate	3	0.10
follow the recipe	4	0.10

equal size	4	0.20
clean	4	0.10
distance safety for guests/working safely	4	0.20
equal size	4	0.20
clean	3	0.10
no surprise / flames size	4	0.30
also what's left is still usable	4	0.20
guest order	4	0.20
clean	3	0.10
	4	1.75
No presentation to guests, inconsistent service, slow service		
Presented to guests, adequate consistent service, timing adequate		
Good guest interaction, consistent service, accompanied		
Excellent guest interaction and explanation, high level of skill	4	1.50
No presentation to guests, inconsistent service, slow service		
Presented to guests, adequate consistent service, timing adequate		
Good guest interaction, consistent service, accompanied		
Excellent guest interaction and explanation, high level of skill	4	2.00
poor service technique, not consistent, served from wrong side		
average service, almost consistent in service and clearing		
good service, consistently served from right (may be some plates)		
excellent service, consistently served from right, all plates cleared	4	1.75
No interaction with guest, poor skill technique, clear lack of skill		
Limited interaction with guests, technique adequate, some skill		
Good explanation, good technique, some flare and creativity		
Excellent guest interaction and explanation, excellent technique	2	1.00
No interaction with guests, customers left to fend for themselves		
Some interaction, menu presented, service adequate		
Good interaction with guests, customers seated, menu presented		
Warm and sincere greeting, assisted with chairs, napkin brought	2	1.00
Competitors shows no social skills or guest interaction		
Competitor shows some interaction with guests and an adequate		

Competitor shows a high level of confidence, good guest interaction  
Competitor shows excellent interpersonal skills, natural flair

2

1.00

low standard of posture throughout all tasks, posture illustrates  
average standard of posture throughout all tasks, shows basic  
good standard of posture throughout all tasks, looks professional  
excellent standard of posture throughout all tasks, looks very

Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
task completed within time		3		0.50
Between 1 cm to 3 cm from floor level		3		0.50
used in a comprehensible way		3		0.50
		3		1.00
napkins not presentable for service at all expectation of 3 star setup, basic level of difficulty, basic presentation expectation of 4 star setup, good level of difficulty, good presentation expectation of 5 star setup, high level of difficulty, great presentation		3		1.00
table not presentable for service at all expectation of 3 star setup expectation of 4 star setup expectation of 5 star setup				
correct/folds/length		1		0.10
simple napkin fold for casual		1		0.10
no sideplate needed		1		0.10
Correct equipment for service on Gueridon/Mise en place		1		0.20
		1		0.50
cloth not consistent, napkins not appropriate, table not prepared cloth has inconsistencies, napkins not really appropriate, setting cloth set almost consistent, napkins appropriate, set up with cloth consistent, table and napkins appropriate to task, right				

Criterion B      Total Mark      20.00

guests get their order	6	0.50
no wine bottle on the tray	7	0.20
consistency	7	0.50
guests get their order	4	0.50
handle of available amount of dishes	4	0.20
if necessary	4	0.20
correct order	4	0.40
consistency	4	0.50
	4	1.75
Competitor shows little flare or consistency throughout service		
Competitor consistent throughout with adequate service and clearing		
Competitor shows a good level of consistent service and clearing		
Excellent service and clearance procedures throughout service	4	2.00
No interaction with guests, customers left to fend for themselves		
Some interaction, menu presented, service adequate		
Good interaction with guests, customers seated, menu presented		
Warm and sincere greeting, assisted with chairs, menu and		
guests get their order	6	0.50
no wine bottle on the tray	7	0.20
consistency	7	0.50
guests get their order	4	0.50
handle of available amount of dishes	4	0.20
if necessary	4	0.20
correct order	4	0.40
consistency	4	0.50
	4	1.75
Competitor shows little flare or consistency throughout service		
Competitor consistent throughout with adequate service and clearing		
Competitor shows a good level of consistent service and clearing		
Excellent service and clearance procedures throughout service	4	2.00
No interaction with guests, customers left to fend for themselves		
Some interaction, menu presented, service adequate		
Good interaction with guests, customers seated, menu presented		
Warm and sincere greeting, assisted with chairs, menu and		

low standard of posture throughout the tasks, posture illus		2		1.00
average standard of posture throughout the tasks, shows				
good standard of posture throughout the tasks, looks prof				
excellent standard of posture throughout the tasks, looks v		2		1.00
Competitors shows no social skills or guest interaction				
Competitor shows some interaction with guests and an ad				
Competitor shows a high level of confidence, good guest i				
Competitor shows excellent interpersonal skills, natural fla				
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
main ingredients		4		0.40
equal size		4		0.50
clean		3		0.20
visible		4		0.40
used as ordered		4		0.50
		4		1.50
unprepared/wrong equipment for preparation, unsafe prac				
has required mise en place, average knowledge of task/pr				
well prepared, good knowledge of task/product, good safe				
very well prepared/organised gueridon, excellent safe wor		4		1.50
inedible, presenation poor, cannot be served				
shows some knowledge, average presentation, could be s				
good final presentation, very similar plates, taste balance,				
Identical plates, excellent presentation, beautiful well balan				
correct/folds/length		3		0.20
crisp & consistent		3		0.30
polished		3		0.30
all crockery and glassware		3		0.20
		3		1.00

Criterion C      Total Mark      20.00

cloth not consistent, napkins not appropriate, table not prepared		
cloth has inconsistencies, napkins not really appropriate, etc.		
cloth set almost consistent, napkins appropriate, expectations		
cloth consistent, table looks impressive, napkins appropriate		
Sparkling or still	5	0.30
removed before main course/accept other wishes of guests	7	0.30
(wine are tasted by the Guest)	7	0.80
placement useful for all guests	1	0.30
stay until the end of dinner	5	0.30
	7	1.00
minimal knowledge of task, lacking a presentation of wine		
little knowledge of task, presentation of wine, wine opened		
reasonable knowledge of task, average presentation of wine		
excellent knowledge of task, excellent presentation of wine		
	7	1.00
minimal knowledge of task, lacking a presentation of wine		
little knowledge of task, presentation of wine, wine opened		
reasonable knowledge of task, average presentation of wine		
excellent knowledge of task, excellent presentation of wine		
	5	1.00
minimal knowledge of task, lacking service of Water/Coffee		
little knowledge of task, basic service of water/Coffee, minor		
reasonable knowledge of task, average service of water/Coffee		
excellent knowledge of task, excellent service of Water/Coffee		
adapted to the situation/Service (bread) and on table (butler)	3	0.20
proceed rationally	4	0.20
no host or lady's first rule/but consistency service procedure	4	0.20
from left	4	0.20
distance safety for guests/working safely	4	0.20
no long waiting times, works speedily	4	0.20
equal size/Attention except other wishes of the guests	4	0.20
before set up cutlery	4	0.20
clean	4	0.10
equal size	4	0.30
	4	1.00
Inconsistent service procedures, poor carrying technique		
Consistent service technique with guest interaction, limited		

Good consistent service, some flare and good guest interaction Excellent service style, good guest interaction, high level of	4	1.50
Inconsistent service procedures, poor carrying technique, Consistent service technique with guest interaction, limited	4	1.50
Good consistent service, some flare and good guest interaction Excellent service style, good guest interaction, high level of	4	1.50
No interaction with guest, poor cutting technique, uneven Limited interaction with guests, cutting technique adequate	2	0.50
Good explanation, very good technique, even portions, cre Excellent guest interaction and explanation, excellent cutting	2	0.50
No interaction with guests, customers left to fend for them Some interaction, menu presented, service adequate	2	0.50
Good interaction with guests, customers seated, menu presented Warm and sincere greeting, assisted with chairs, menu and	2	0.50
Competitor shows no social skills or guest interaction Competitor shows some interaction with guests and an adequate	2	0.50
Competitor shows a high level of confidence, good guest interaction Competitor shows excellent interpersonal skills, natural flare	2	0.50
low standard of posture throughout all tasks, posture illustrates average standard of posture throughout all tasks, shows basic	2	0.50
good standard of posture throughout all tasks, looks professional excellent standard of posture throughout all tasks, looks very	2	0.50
Competitor shows little flare or consistency throughout service Competitor consistent throughout with adequate service and		
Competitor shows a good level of consistent service and clear Excellent service and clearance procedures throughout service		

Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
All required equipment available and clean		1		0.20
as per Recipe described		6		0.20
as per Recipe described		6		0.40
all cocktails level to within a ml		3		0.10
task completed within the time		6		0.30
glasses are clean		1		0.20
		6		1.00
Not confident with bar task, presentation skills lacking, final shows some knowledge of bar skills, presentation skills adequate confident with task, knowledge of bar skills increased, presentation very confident with task, great eye contact with guest, excellent				
		6		1.00
Competitors shows no interaction, no explanation and style Some interaction with guests, adequate service style Good level of confidence and flare in service, good interaction Excellent interaction with guests, clear explanation of the task				
equipment appropriate for task and in place		2		0.40
cleaned and polished		2		0.20
no sound		7		0.30
glasses are clean		7		0.20
first pouring		5		0.20
asks the guests		5		0.20
		4		1.70
Competitors shows no interaction, no explanation and style Some interaction with guests, adequate service style Good level of confidence and flare in service, good interaction Excellent interaction with guests, clear explanation of can				
All required equipment available and clean		1		0.20
task completed within the time		1		0.20
No left Cocktail in shaker plus the ice		6		0.20
as per recipe out of the book		6		0.20

Criterion D      Total Mark      20.00

as per recipe out of the book	3	0.20
Both cocktails equal level	6	0.20
as per recipe out of the book	6	0.20
as per recipe out of the book	3	0.20
Both cocktails equal level	6	0.20
as per recipe out of the book	6	0.20
as per recipe out of the book	3	0.20
Both cocktails equal level	6	0.20
	6	1.00
Not confident with bar task, presentation skills lacking, final shows some knowledge of bar skills, presentation skills average		
Not confident with task, knowledge of bar skills increased, presentation skills good		
very confident with task, great eye contact with guests, excellent presentation	6	1.00
Not confident with bar task, presentation skills lacking, final shows some knowledge of bar skills, presentation skills average		
Not confident with task, knowledge of bar skills increased, presentation skills good		
very confident with task, great eye contact with guests, excellent presentation	6	1.00
Not confident with bar task, presentation skills lacking, final shows some knowledge of bar skills, presentation skills average		
Not confident with task, knowledge of bar skills increased, presentation skills good		
very confident with task, great eye contact with guests, excellent presentation	6	1.00
Competitors shows no interaction, no explanation and style		
Some interaction with guests, adequate service style		
Good level of confidence and flare in service, good interaction		
Excellent interaction with guests, clear explanation of the competition		
Orange and Pineapple are mandatory	4	0.10
equal	4	0.20
clean	3	0.10
not whole peeled fruits back in the basket	4	0.20
nice pieces to eat	4	0.20
no usable fruits on waste plate	4	0.20
	4	2.00
Poor carving technique, poor hygiene, final presentation poor		
Carving technique consistent, some wastage, consistent with hygiene		
Carving technique consistent, some wastage, good hygiene		

Excellent carving skills, flare and creativity, excellent final		2		1.00
No interaction with guests, customers left to fend for them				
Some interaction, Cocktails presented, service adequate				
Good interaction with guests, customers seated, Cocktails				
Warm and sincere greeting, assisted, Cocktails well explained		2		1.00
Competitors shows no social skills or guest interaction				
Competitor shows some interaction with guests and an adequate				
Competitor shows a high level of confidence, good guest interaction				
Competitor shows excellent interpersonal skills, natural flare				
		2		1.00
low standard of posture throughout all tasks, posture illustrates				
average standard of posture throughout all tasks, shows basic				
good standard of posture throughout all tasks, looks professional				
excellent standard of posture throughout all tasks, looks very				
		2		1.00
Competitor shows little flare or consistency throughout service				
Competitor consistent throughout with adequate service and				
Competitor shows a good level of consistent service and				
Excellent service and clearance procedures throughout service				
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
consistent technique for both coffees		1		0.40
for all coffees		1		0.20
for all coffees		1		0.40
for all coffees		1		0.40
for all coffees		1		0.40
Espresso based		5		0.50
Milk based		5		0.50
Cappuccino (no waste of milk more than 5cl)		1		0.20

Criterion E      Total Mark      20.00

Poor preparation and inconsistent coffee making technique	5	1.00
Machine checked, reasonable attempt with adequate final		
Machine checked and cleaned, good product, froth, crème		
Machine checked and cleaned, excellent product with a hi	5	1.00
Poor preparation and inconsistent coffee making technique		
Machine checked, reasonable attempt with adequate final		
Machine checked and cleaned, good product, froth, crème		
Machine checked and cleaned, excellent product with a hi	2	1.00
Competitors shows no interaction, no explanation and styl		
Some interaction with guests, adequate service style		
Good level of confidence and flare in service, good interac		
Excellent interaction with guests, high level of flare and tec		
Glasses, underliners, napkins, measure	3	0.30
Spoon in glass	6	0.30
(Sugar - Whiskey -Coffee) in the end Cream	6	0.40
must float on top	6	0.30
(just coffee not cream)	6	0.20
	5	2.00
Competitors shows no interaction, no explanation and styl		
Some interaction with guests, adequate service style		
Good level of confidence and flare in service, good interac		
Excellent interaction with guests, clear explanation of coffe	6	2.00
cream doesn't float, not confident with task, inconsistent le		
inconsistency in coffee and cream (mixed), lacks confiden		
slight imperfection with coffee and cream, confident with ta		
perfectly split coffee and cream, highly confident with task		
clean	3	0.40
equal	5	0.60
main ingredients	5	0.20
hygiene and safe	3	0.20
used as ordered	3	0.60
	5	1.00
Competitors shows no interaction, no explanation and styl		

Some interaction with guests, adequate service style Good level of confidence and flare in service, good interaction with guests Excellent interaction with guests, clear explanation of coffee		5		1.75
Very poor effort, clear lack of creativity, flare and consistency Reasonable effort to create a coffee product, some flare with presentation Competitor shows a good level of consistency, some flare with presentation Competitor showing great creativity. Excellent hygiene practices		5		1.75
inedible, presentation poor, cannot be served shows some knowledge, average presentation, could be served good final presentation, taste balance, would be enjoyed excellent presentation, beautiful well balanced taste, would be enjoyed				
Suitable and appropriate for the Barista area. (National uniform required) app. footwear no open shoe (safety issue) stud earrings accepted, hair above collar line, clean shaved		2 2 2 2		0.50 0.20 0.30 1.00
low standard of posture throughout the tasks, posture illustrates poor posture average standard of posture throughout the tasks, shows some posture good standard of posture throughout the tasks, looks professional excellent standard of posture throughout the tasks, looks very professional				
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark

Criterion F      Total Mark      0.00

Criterion G      Total Mark      0.00

Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark
Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only)	Requirement (Measurement Only)	WSSS Section	Calculation Row (Export only)	Max Mark

Criterion H      Total Mark      0.00

Criterion I      Total Mark      0.00

Competition      Total Mark      100.00