

# Dining Room Attendant

## Revised 07/04

### Description of Event

Participant will demonstrate knowledge and skill in table bussing, maintaining dining area and service items, sanitation, safety and guest relations and services. This event supports the following ITACs and the Family and Consumer Sciences National Standards:

- ITAC 31.1: Demonstrate knowledge of sanitation and health codes
- ITAC 31.2: Perform cleaning and sanitation duties in accordance with sanitation and health codes
- ITAC 31.3: Control conditions to prevent insect and pest infestations
- ITAC 31.4: Prevent food contamination
- ITAC 31.6: Maintain safe work environment
- ITAC: 28.3 Provide the services required by special situations
- ITAC: 28.4 Maintain tables
- ITAC: 28.2 Provide table service
- ITAC: 30.1 Maintain dining room
- ITAC: 30.3 Maintain service items
- FCS 8.2: Demonstrate food safety and sanitation procedures
- FCS 8.7: Demonstrate the concept of internal and external customer service
- FCS 10.3: Apply concepts of service to meet customer expectations
- FCS 10.4: Demonstrate practices and skills involved in lodging occupations

### Eligibility

1. Participant is an affiliated member of the state and national FCCLA organizations.
2. The participant must be receiving training in a Culinary Arts and Food Service Management program, or Hospitality and Tourism program.

### Purpose

1. To demonstrate appropriate appearance and attitude for a dining room attendant including appropriate attire; each participant will control hair, have clean hands, wear a clean uniform and shoes acceptable to commercial food service standards.
2. Demonstrate knowledge and skill in each of the following tasks:
  - a) Clear dirty table
  - b) Remove dirty table linen and replace with clean table linen (tablecloth and 4 folded napkins)
  - c) Reset table for dinner setting for next guests
  - d) Pour water for guests
3. Demonstrate knowledge and skill of efficient time and motion principles.

### **TIMING FOR EVENT**

Introduction and Demonstration	15 min.
Questions	5 min.
Judges Table Preparation	5 minutes
Total Time for event	25 min.

### **Procedure**

1. Participant will register and be assigned a designated time for the event.
2. Participant will report to the designated area five minutes before their assigned evaluation time to check-in with the chairperson.
3. Participant will begin with an introduction of self to the evaluators (guests) seated at the table.
4. Participant will place a tray jack and service tray near the table.
5. Participant will pre-bus flatware and dinnerware, from the right side of guests.
6. Judges (guests) will leave the table so participant can complete bussing.
7. Participant will remove soiled linen and place new tablecloth.
8. Participant will crumb and reposition chairs.
9. Participant will carry tray of dirty dishes to tray jack near side stand.\*
10. Participant will sanitize hands with dry hand sanitizer.
11. Participant will fold napkins, stock clean tray with clean tableware, and carry to tray jack at table.\*
12. Participant will place clean linen napkins and center items.
13. Participant will reset table with clean flatware, glassware, and dinnerware according to the diagram listed in this event.
14. Judges will be seated and act as guests.
15. Participant will fill water glasses from right side of guests.
16. Participant will answer judge's questions.
17. Participant will be notified periodically of the time remaining to finish the event.

\*Adjustments may be made per student's handicap.

### **Rules**

1. Participant will provide dry hand wash sanitizer to use during the event.
2. Participant will wear a clean food program uniform and shoes, have hair under control and have clean hands and nails (NRA Standards).
3. Participant will be given a maximum of 15 minutes to complete the task. At the end of the 15 minutes the participant will be stopped.
4. Evaluators will be allowed 5 minutes to interview each participant. Questions should be asked following the demonstration.

## **SUPPLIES AND EQUIPMENT**

### **PROVIDED BY PARTICIPANT**

1. Uniform
2. Hand sanitizer

### **PROVIDED BY THE RALLY SITE**

1. 2 tray jacks
2. 2 service trays
3. 2 water pitchers filled with water
4. 2 sets of table linen and 4 napkins
5. Container marked “dirty linen”
6. Cloth kitchen towel for crumbing
7. Square table and 4 chairs (table must be 42” square)
8. Dinnerware – 2 sets of four place settings (A “clean” place setting includes bread and butter plate, cup and saucer. A “dirty” place setting includes a dinner plate, bread and butter plate, cup and saucer.)
9. Flatware – 2 sets of four settings (A setting includes dinner fork, salad fork, teaspoon and dinner knife.)
10. 8 water glasses
11. Food items to “dirty” table (e.g. uncooked rice, oats, crackers)
12. Salt, pepper, cream and sugar
13. Side stand for clean supplies

**Note:** Event evaluators and chairperson will create as realistic setting as possible, including “dirty” dishes.

## **Possible Questions for Dining Room Attendant Event**

1. What do we call the space allotted to each guest?
2. What is the space range, in inches, allotted to each guest?
3. What is the set line?
4. Where is the water glass placed, in relation to the dinner knife?
5. Where is the bread and butter plate placed, in relation to the dinner fork?
6. How should a napkin be folded?
7. Why should you load a tray from the center to the outer edge?
8. Why should soiled dishes be removed from the dining room as quickly as possible?
9. How should you correctly lift a filled tray?
10. How should you correctly refill beverages?
11. Why should you pour to the table?

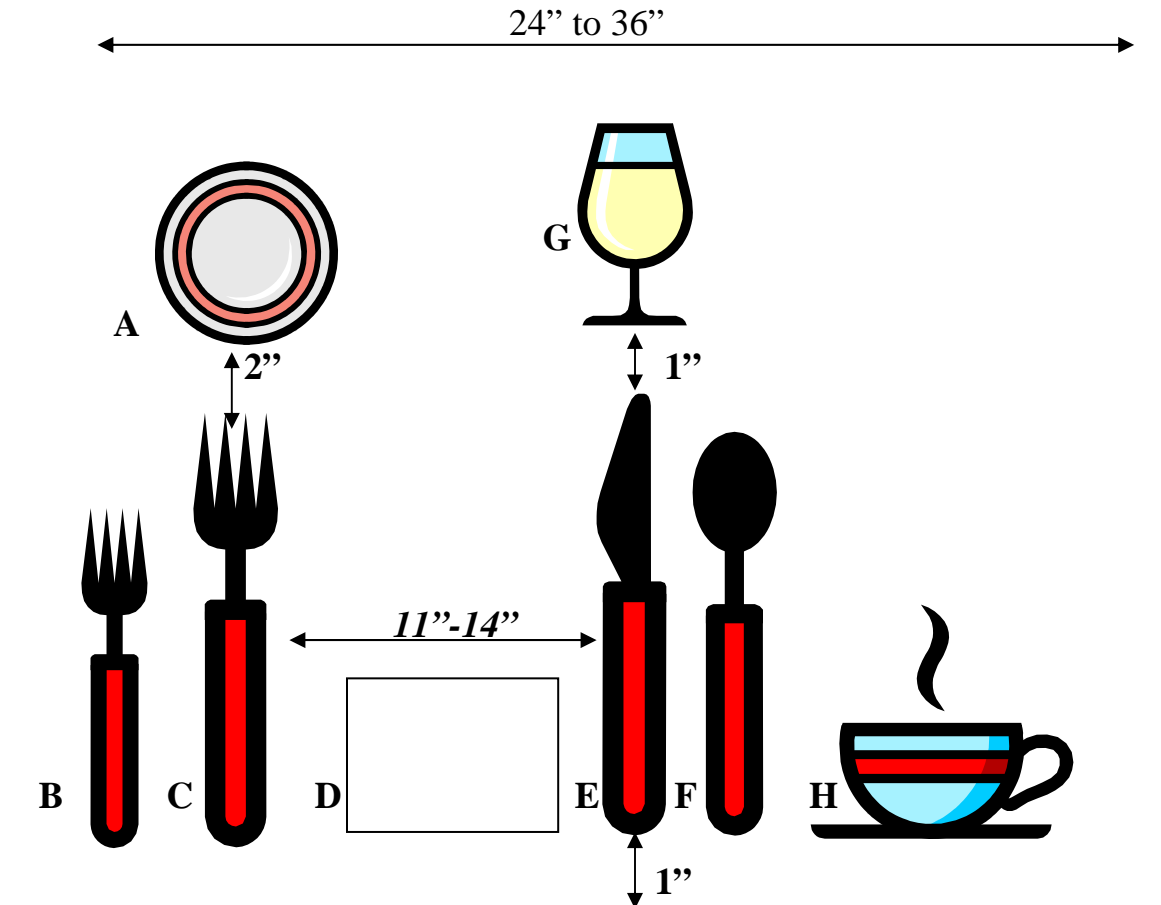
## **Answers for Questions for Dining Room Attendant**

1. *Cover*
2. *24-36 inches "wide" and 20 inches "deep"*
3. *One inch from the edge of the cloth*
4. *One inch above the dinner knife*
5. *Two inches above the tines of the dinner fork*
6. *The free or hem corner facing the left hand of the guest, depending on fold*
7. *For balance*
8. *Leftovers are offensive to both the eyes and the nose*
9. *Slide tray from stand with both hands. Put one hand under. Keep other hand on edge for balance*
10. *Pour to the table- a cup or glass should not be raised from the table once it has been positioned*
11. *It is safer- less handling; It is more efficient- one step, not three*

## **Suggested Reference**

Solomon, E, & Prueter, S. (1997). Serve 'em right: The Complete Guide to Hospitality Service. Greensboro, NC: Oakhill Press.

## Flatware, Glassware, and Dinnerware Placement Illustration for Dinner Setting



- A. Bread and Butter Plate**
- B. Salad Fork**
- C. Dinner Fork**
- D. Napkin \*Note: Napkin placement may vary depending on fold.**
- E. Dinner Knife**
- F. Spoon**
- G. Water Glass**
- H. Coffee Cup and Saucer**