

Restaurant Service 2017- IMPORTANT Please read all contest information!

The restaurant service competition will be the same format as in the past for greeting, table setup, and service. The only change this year will be the judging. All students will be judged by the same judges. There will be multiple students competing at one time, and the judges will circulate through the dining room, listening, and assessing (much like culinary and baking competition). This is the same protocol used at the National Competition.

The judges will be service professionals. However, we need **volunteers** to act as guests at the tables. Please contact Kristen Dogan dogank@branch-isd.org if you or someone in your group is willing to participate as a table guest. The guests will follow a script and won't be judging, so you can have a student in the event. You just won't be seated at your student's table. The judges may question a guest while assessing, but the guests won't have any influence in the judging.

Judges: If you know someone who would like to act as a judge for restaurant service, culinary arts, or commercial baking, please contact Kristen at the above email. Anyone acting as a judge may not have a student in the contest.

Remember: The High School competition does not include wine service

Box Lunches are available for anyone attending and competing for \$6.00 each, but must be **paid for in advance**. In the past, people ordered lunches and didn't pay, so Kristen and Julie covered the costs. See below to order lunches.

Box Lunches must be pre-paid. Money is due by March 15, 2017

Make Check Payable to: GRCC SICE

Send check to: Kristen Dogan

Branch Area Careers Center

366 Morse Street

Coldwater, Michigan

All students must attend orientation. Once the students are given their heat times, they may leave but must return at least 15 minutes prior to their scheduled prep time. Once they have completed the competition, they may leave but must return by 1:20 to reset the dining room and also to attend the judges debriefing session. If they don't return he or she will be disqualified.

**2017 SkillsUSA Michigan
HIGH SCHOOL CHAMPIONSHIPS
TASK AND MATERIALS LIST
SKILL OR LEADERSHIP AREA: RESTAURANT SERVICE**

HIGH SCHOOL CONTEST LOCATION:

Grand Rapids Community College in Grand Rapids

RECEPTION and COMPETITION:

- Friday, April 7, 2017 Optional reception
 - Location: ATC Banquet Rooms at GRCC
 - 5:00 – 5:30 p.m. Q and A
 - 5:30 – 6:30 p.m. Reception for Judges, Students, Teachers/Chef Instructors, Facilitators, and Advisors
 - 6:30 – 7:30 p.m. Tour the SICE kitchens and facilities
- Saturday, April 8, 2017 Competition day
 - Heritage Dining Room 7:30 – 8:00 a.m. Continental Breakfast
 - Judges orientation 8:00 – 8:30 a.m.
 - Student Check-in 8:00 – 8:30 a.m.
 - Orientation for students 8:30 – 9:00 a.m.
 - Table Guests Orientation 8:30-9:00 a.m.
 - Students staggered starts begin a 9:15

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Branch Area Careers Center

366 Morse Street

Coldwater, Michigan

Friday Reception Location:

Applied Technology Center (ATC)

151 Fountain NE

Grand Rapids, MI, US

(616) 234-GRCC

<http://www.grcc.edu/>

Contest Check-in and Location:

Secchia Institute for Culinary Education

Applied Technology Center (ATC)

151 Fountain NE

Grand Rapids, MI, US

PURPOSE

The purpose of the Skills USA contest is to evaluate each contestant's preparation for employment and to recognize outstanding students for excellence and professionalism in service and dining room management.

RESUME:

Each student must submit a one-page printed resume before the contest start at the contest site (present to contest coordinator, not judges). The resume is no longer submitted online. This is the only time that resumes can be turned in. Failure to do so will result in a 10 point penalty.

CLOTHING REQUIREMENTS:

- Long Sleeve Plain White Collared Shirt
- Black Dress Slacks with Belt or Knee Length Skirt
- Plain Black Tie with No Pattern
- Shined Black Leather Work Shoes for Men
- Shined Black Flat Heels for Women
- Black Socks or Hose
- Bistro Apron
- **Waiters jackets, bow ties, vests, cummerbunds or half aprons are not permitted.**

OTHER UNIFORM REQUIREMENTS:

- Tennis shoes, shorts, corduroy or denim slacks are not allowed.
- Each contestant is expected to be completely dressed. This includes socks, etc.
- The individual school uniform is considered appropriate dress (however, no personal name or school name should be shown). **No one outfit will receive value over another. No Formal attire such as coat, tails, etc. This is a luncheon menu. You may wear a cummerbund and tie.**
- Jewelry worn should be minimal and only be that which is acceptable to the standards of the industry. A good example would be the wearing of a wedding and/or engagement rings, and wristwatches. One does not wear necklaces or dangling earrings.
- No school logo, school name, contestant name or any other identifying marks of any kind on clothing. If you do have them, they must be covered up so that no part of the identification is visible.
- Notes regarding new SkillsUSA official black jacket:
 - First and foremost, the black jackets are NOT replacing the red jackets.
 - At the National level, the black jackets will be considered part of official dress, can be worn at competitions and will be allowed on stage.
 - At the State level, each state is allowed to determine if the black jacket is acceptable in their state.
 - Therefore, in Michigan, per the Advisor Council, the black jackets are NOT considered part of official dress, can NOT be worn at competitions and will NOT be allowed on stage.
 - Once inventory is depleted, the red windbreaker will no longer be carried by the SkillsUSA Store:

<http://www.skillsusastore.org/skillsusa/productenlarged.asp?peid=110&pid=1241650>

- The red windbreaker is grandfathered into the organization and will continue to be considered appropriate clothing in the same contests and events as it was before.

TASKS TO BE PERFORMED: The student must be prepared for any of these tasks.

- Written SkillsUSA professional development test
- Guest Relations
- Taking of an order/menu descriptions
- Serving and clearing (follow rules of service)
- Check writing and presentation
- Table setting
- Crumbing table
- Use of a large oval tray, beverage tray, tip tray, and tray jack.

EQUIPMENT AND MATERIALS:

STUDENTS MUST SUPPLY THE FOLLOWING:

- 1 page resume
- Ink pen (black or blue ink)
- Hair restraint (if men or women's hairstyle extends below the collar, the hair must be restrained with a hair tie, barrettes, or braids.) No extreme hair color is allowed.
- 2 (two) #2 pencils (No Calculators will be allowed)
- Table crumber
- Check presenter or check billfold – no school logo

MATERIALS SUPPLIED BY THE TECHNICAL COMMITTEE:

- All equipment, "food", beverages, chairs, tables, flatware, trays, table settings, cloths, and napkins. Guest checks, check presentation folders, contest materials, menus, and description of daily chef's feature dishes.
- Sales tax sheet
- SkillsUSA Grill Specials and Soup DuJour list
 - **(Sales tax sheet and all specials will be given to the contestant at time of contest.)**

Event Timing

ALL TIMES TENTATIVE AND SUBJECT TO CHANGE

Judges Orientation Start Time and Location	7:30 AM	118 Banquet room	
Student Check-in and Location	8:00 AM	SICE Library 115 ATC	
Student and Teacher Orientation Start Time and Location	8:30 AM	SICE Library 115 ATC	
Student Only Orientation Start Time and Location	8:45 AM	SICE Library 115 ATC, K113, Heritage Dining Room, ATC 118	
Staggered Start Times Begin	9:15 AM		
Competition Maximum Duration Allowed for items in each heat	Specials Menu Study	10	Minutes
	Table Set Up	10	Minutes
	Guest Relations (Host/Greet)	5	Minutes
	Order/Serve	25	Minutes
	Guest Check (Cash Out)	5	Minutes
	Reset Time Between Heats	10	Minutes
Heat One	(Contestants 1-4) 9:15 AM Prep/ 9:25 Service		
Heat Two	(Contestants 5-8) 10:10 Prep /10:20 Service		
Heat Three	(Contestants 9-12) 11:05 Prep/11:15 Service		
Judges Lunch Break	12:10-12:45		
Heat Four	(Contestants 13-18) 12:35 Prep/12:45 Service		
Competitors Reset Dining Room	1:30		
Judges Deliberation	1:30-2:00		
Competitors Debriefing w/Judges	2:00		

TASKS TO BE PERFORMED – RESTAURANT SERVICE

STAGES OF COMPETITION SUMMARY:

- **Orientation meeting:** Meet to discuss the contest format (approximate time 30 minutes)
- **Table Set-Up:** Arrange table cloth, set, polish, and align table settings for two (2) guests. Time allotted for set-up is 10 minutes.
- **Host and Guest Relations:** Greeting and seating two (2) guests. (5 minutes per contestant.)
- **Greeting and Guest Service:** For two (2) guests. (approximate time 25 minutes per contestant)
- **Guest Check:** Guest check completed properly and accurately. (5 minutes per contestant)

COMPETITION LOGISTICS: Step by step guide through the contest stages

1. Group Orientation (30 minutes)

General introduction and discussion of the contest format, timing, contestant sequence and basic guidelines. Any questions will be answered at this time. Also, the SkillsUSA Grill daily specials and soup of the day and vegetable du Jour will be distributed and discussed.

2. Table Set-Up (10 minutes total time allowed for set up)

Each contestant will be provided with a blank table, settings, and cloth. All contestants will then have ten (10) minutes to set-up the table including checking of table base, chair, cloth, and settings (including polishing). Table setting will accommodate two (2) guests for luncheon service (see attached sketch and revised SkillsUSA Leadership Handbook). Sketch is intended as a uniformity guide and is not as accurate as final set-up during competition will require. At the conclusion of the set-up, the contestant will stand behind their table, to be judged on appearance, grooming and uniform.

Contestants may not discuss any aspect of the competition with each other or advisors until the contest is completed. ADVISORS MAY NOT ENTER THE TEST AREA OR COMMUNICATE WITH THE CONTESTANTS.

Group critique of each server will follow final judging so that contestants can receive brief, informal suggestions by judges. Contestants are to be on hand for this portion. Competition results will be announced at the SkillsUSA Conference closing awards session.

3. Host/Guest Relations (5 minutes per contestant)

Each contestant (in sequence) will be directed to an area intended to serve as the entrance to the dining room. A table will be available to use to greet two guests. Contestants should inquire as to number in party, reservation or not, etc. and then escort “guests” to dining room, seating guests, presenting menus and making closing remarks. Judging will be based on technique, skill, polish, poise and student’s displayed knowledge of the role of host.

4. **Greeting and Service Techniques (25 minutes per contestant)**

The contestant will approach a table of two (2) guests introduce themselves, and serve water into glasses from a pitcher. The server will briefly discuss the menu highlighting the soup of the day, specials, and the vegetable du Jour. The server can offer a beverage such as coffee. The server may then proceed to take the guests' order.

(Note: There are two people at the table, both are given water and offered a beverage. Both guests order a beverage, however a food order is taken from only one guest.)

Having taken the order, the server begins with the first course (at the SkillsUSA Grill, bread and butter should accompany the first course and may be replenished with the entree).

The service sequence is:

1. serving and clearing the first course,
2. entree,
3. dessert,
4. coffee
5. and finally, the guest's check, following the rules of service. The check should be neatly written, totaled (6% tax will be added for competition) and presented in the center of the table in a guest check cover.
6. Closing remarks conclude service.
7. Once the service is completed the contestant is expected to clear the table.

Note: We will not be using actual food. Obviously, no hot food will be coming out of the kitchen, but should be treated as though this were the case. Make a motion towards the kitchen as if picking up the food before serving the courses. Beverage (coffee and water) will be used and poured but only water will be available as props for both.

5. **Tray Handling**

The contestant will demonstrate proper tray handling by lifting with the legs and not the back. They will center their hand under the tray and stabilize the tray with the opposite hand if needed. The tray may be held in either the right or left hand. The tray jack will be set near the table, yet not behind a guest nor any closer than an arm's length away.

Please note:

Servers should be aware of the criteria for judging: servers will be scored on appearance, table side manner, professionalism, ease with guests, courtesy and verbal skills. Technically, judges will score on correct handling of china, flatware and glassware, beverage service including wine service, merchandising, general knowledge, taking of the order, service sequence, clearing, and awareness of table, overall perception and poise. In short, all service skills are subject to evaluation.

Judges/Guests may ask questions about items on the menu. Judges may also ask server

general knowledge questions during service and may also make written notes and scoring notations during service. Server should not allow this to be a distraction. Contestants should also note that time will be required for judges to record scores following each contestant and that this may affect scheduled times of completion.

RULES OF SERVICE:

- Serve food from left with left hand.
- Clear from right with right hand
- Serve beverage from right with right hand

SET UP SPECIFICS:

Table Set Up Includes:

1. Salt, pepper, sugar and creamer
2. Two (2) Tablecloths
3. Two (2) chairs
4. Centerpiece

Each cover includes:

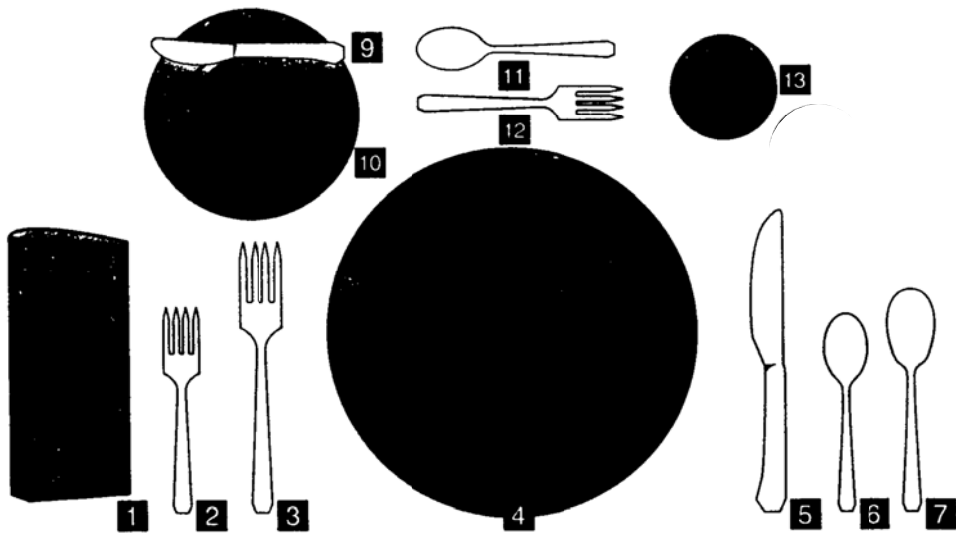
1. Water glass
2. Bread and butter plate
3. Napkin (folded, any napkin fold of your choice) Note: Napkins may be placed in two (2) acceptable positions: 1. center of cover, 2. Left of the fork.
4. Dinner knife and fork, salad fork, soup spoon, teaspoon, dessert spoon, dessert fork, butter knife.

Note: For judging purposes, standard setting will be (1") spacing from table edge. Covers should be centered on table, directly opposite one another. Salt and Pepper, Sugars will be pre-filled.

MENU SPECIFICS:

SkillsUSA Grill menu accompanies this packet. Soup, vegetable and daily specials list will be given the day of the contest.

**TABLE SETTING – HIGH SCHOOL Formal Table
Setting for Two Guests**



- | | | | | |
|----------------------|------------------------|-------------------------|------------------------|------------------------|
| 1 Napkin | 4 Service Plate | 7 Soup Spoon | 10 Bread Plate | 13 Water Goblet |
| 2 Salad Fork | 5 Dinner Knife | 11 Dessert Spoon | | |
| 3 Dinner Fork | 6 Teaspoon | 9 Butter Knife | 12 Dessert Fork | |

HIGH SCHOOL MENU



Welcome to the SkillsUSA Grill

APPETIZERS

Soup of the Day \$2.75

Grilled Prawns \$5.00

Fried Mozzarella Plate \$3.00

Tempura Vegetables \$2.75

Trio of Beef, Lamb and Pork Sliders \$4.50

SALADS

Heirloom Tomato Caprese \$5.00

Caesar Salad \$5.00

Michigan Cherry Salad \$6.00

MAIN COURSES

Today's Chef Special, Market Price

Whitefish en Paupillote, Rice Pilaf and Fresh Vegetable \$7.00

Beef Tenderloin Medallions served with Twice Baked Potato, and

Fresh Vegetable \$9.00

Veal Picatta, Rice Pilaf and Fresh Vegetable \$9.00

Classic Nicoise Salad with Seared Fresh Tuna \$11.00

DESSERTS - \$4.00

Trio of Chocolate: Chocolate torte with Chocolate Mousse topped with Chocolate

Ganache Cheesecake

Fresh Fruit Plate

BEVERAGES

Coffee, Tea & Soft Drinks \$.95



Grilled Prawns



Fried Mozzarella Plate



Heirloom Tomato Caprese



Tempura Vegetables



Trio of Sliders



Whitefish en Paupillote



Caesar Salad



Michigan Cherry Salad



Veal Picatta



Beef Tenderloin Medallions



Classic Nicoise Salad w/Seared Tuna



Trio of Chocolate:
torte, chocolate
mousse, ganache



Cheesecake



Fruit Plate

Restaurant Service Scoresheet

Skills USA 2016

Contestant Number		Fully Observed	Partially Observed	Not Observed
	Section I: Table Set Up & Personal Hygiene	2 Points	1 point	0 Points
	Clean and check table, base and chairs			
	Flatware is held by handles			
	Glassware is handled by base			
	Dishes are carried by rim			
	Equipment is polished and free of spots or streaks			
	Properly arranges table cloth- evenly centered/right side up			
	Flatware is placed correctly			
	Glassware is placed correctly			
	Napkin is placed correctly			
	B & B and Charger (service plate) are placed correctly			
	Salt/Pepper/Centerpiece is placed correctly			
	Uniform is pressed and fits appropriately			
	Appearance is neat			
		Section I Column Totals		
Section I Total	Points for Table Setup/Personal Hygiene- 26 points possible			
Judge Comments				

		Fully Observed	Partially Observed	Not Observed
	Section II: Guest Relations for Host	2 Points	1 point	0 Points
	First Impression- <i>Welcomed Guests to Skills USA Grill</i>			
	Reservation Inquiry and Appropriate Response (based on script) i.e. if no reservation - "we're glad you're here, we have immediate seating, please follow me"; Or other appropriate response.			
	Escorted guests to table- pulled out at least one chair			
	Presented menus to guests			
	Informed guest of server's name and arrival			
	Closing Remarks- " <i>enjoy your meal</i> " or other appropriate remark			
		Section II Column Totals		
Section II Total	Points for Host Relations - 12 points possible			
Judge Comments				

Restaurant Service Scoresheet

Skills USA 2016

Contestant Number		Fully Observed	Partially Observed	Not Observed
	Section III: Guest Relations for Server	2 points	1 point	0 Points
	Initial greeting- introduces self			
	Smiles and conveys warm and friendly tone			
	Describes specials			
	Offers beverages			
	Inquires if there are menu questions			
	Salesmanship of appetizer, soup or salad			
	Salesmanship of entree			
	Order taken in appropriate sequence			
	Speaks clearly, proper volume			
	Proper menu vocabulary, cooking techniques, accompaniments			
	Order repeated to verify accuracy			
	Menu knowledge in response to guest inquiries			
	Bread service with first course			
	Proper Tray Handling- large tray for main course			
	Clears dishes appropriately			
	Calls in order to kitchen			
	Checks back frequently for quality of food or beverage refills			
	Handling and Placement of China and Glassware			
	Follows Order of Service- appetizer, soup, salad, entrée, dessert			
	Follows the Rules of Service- serving/clearing from proper side			
	Crumbs table after clearing			
	Salesmanship of dessert			
	Offers coffee and cream			
	Pours coffee without spilling or uses splash guard			
	Offers to take check when guest is ready to pay			
	Neatly written Check			
	Subtotal correct			
	Tax correct			
	Grand total correct			
	Picked up guest check at end indicated payment was enclosed			
	Appropriate Closing Remarks			
		Section III Column Totals		
Section III	Total Points for Server Relations - 62 points possible			
Judge Comments				

SCORING TOTALS

		Column Totals		
Section I	Total Points for Table Setup and Personal Hygiene (26 Points Possible)			
Section II	Total Points for Guest Relations (Host) (12 Points Possible)			
Section III	Total Points for Guest Relations (Server) (62 Points Possible)			
Deductions	Contestant Needed Judges' Assistance (10 point deduction)			
	No Resume (10 point deduction)			
TOTALS	Total Points (100 points possible)			
	X 10 for 1000 point scale for Skills USA Score Sheet			

Restaurant Service Scoresheet

Skills USA 2016



Restaurant Service Scoresheet

Skills USA 2016