

# SkillsUSA Michigan State Competition

## Restaurant Service

April 19-20, 2021

### Orientation and Welcome Letter

Congratulations to all students for working so hard to prepare, train, and show your best work in this competition! This year has had many setbacks and complications, and you should all take pride in your amazing accomplishments.

Much like everything else, this year's Restaurant Competition will be one unlike any other. However we have worked to make your competition experience as authentic and close to our traditional state event as possible.

This event will be broken into 2 segments:

- Segment 1 – the student performs a demonstration of proper table set-up and napkin folding
- Segment 2 – the student interacts directly (via zoom) with a proctor, who will ask questions and interact as a “guest” at the table. Student will make “eye contact” with the camera throughout the service experience.

Once we have a total number of participants a Signup Document will be sent out for students with individual time slots. The time slots will be first-come-first-serve, ranging from April 19-20, and will be designed to create availability for a variety of student/school needs

Students will have 45 minutes to perform their 2-segment routine. See attached competition outline and scoring rubric for details! The student's event will take place on a zoom call, arranged by Diana Woodward. The zoom call will be recorded for judges to review and score.

One of the most significant changes for this year's competition is that because the judges will be watching a virtual recording, students are expected to explain/teach their demonstration. This performance will be a significant scoring factor.

If you have any questions or concerns please do not hesitate to contact Diana Woodward or Polly Brown.

[Diana.woodward@pccsk12.com](mailto:Diana.woodward@pccsk12.com) [Polly.brown@pccsk12.com](mailto:Polly.brown@pccsk12.com)

### Competition Details:

#### Important dates:

If for any reason the selected competition dates make competing impossible for your school, please reach out to coordinators for accommodation.

- Student/ instructor orientation: April 15
- Time slots released: April 9

- Resumes due: April 7

**Prior to competition- students will complete:**

- RESUME: Each student must submit a one-page printed resume PDF file. Resumes are to be emailed to [Diana.woodward@pccsk12.com](mailto:Diana.woodward@pccsk12.com) no later than April 7 . Failure to do so will result in a 10 point penalty.
- Written SkillsUSA professional development test – 4/7
- Written SkillsUSA professional service written exam - taking this exam is mandatory, a point deduction will be assessed if student does not take the exam. This exam will be used, along with resume, as a tie breaker. – more information TBA

**Restaurant Service 2021**

**Uniform REQUIREMENTS: Student/School must wear/provide**

- Button-down White Collared Shirt
- Black Dress Slacks with Belt or Knee Length Skirt
- Plain neck Tie with No Pattern
- Professional, closed-toed/heeled footwear (preferably black)
- Black Socks or Hose
- Professionally restrained hair
- Bistro Apron

**Face Mask! - as masks are an essential part of a standard server's uniform this year for safety and professional purposes, a properly worn face mask is mandatory during student performance!** (we recommend you practice recordings to assure student can be heard)

- **Waiters jackets, bow ties, vests, cummerbunds or half aprons are **not** permitted.**
  - Jewelry worn should be minimal. Acceptable examples: stud earrings, analog wristwatch, single, simple ring on each hand
    - Nails should be visibly clean, simple, trimmed. Long, decorated nails will give an unprofessional finish presentation appearance as a service professional.
  - 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)
  - No other items or notes are allowed in the holding/contest area.
- 
- 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.

### **Additional Supplies:**

\*\*\* Note: all supplies should be preset in the shot when the camera begins. Student may not leave the shot for any reason, and will step away from the table and announce they are “washing hands” when needed

1. Salt, pepper, and sugar caddie (no additional centerpiece, it gets in the way of the camera shot!)
2. 1 table
3. One (1) Tablecloth
4. Two (2) chairs
5. 2 water glasses – plus 1 available additional beverage glass
6. 2 Bread and butter plates
7. 2 Napkins - these 2 napkins will be used to teach napkin folds during table setting
8. 2 each: Dinner knife, dinner fork, salad fork, soup spoon, teaspoon, dessert spoon, dessert fork, butter knife.
9. Printed copy of Sales tax sheet (attached) for reference
10. Printed Food photographs - students might consider taping pictures to appropriate size plates ahead of time.
11. Assorted appropriate size plates, bowls, ... for menu items (students will not be penalized on the quality or exact size of the plate, the serving plate must be reasonable (ex: do not serve soup on a plate!, or side salad on a large entrée plate)
12. 2 b/b plates – for table presetting
13. 2 “charger” service plates – for table presetting
14. Coffee pot
15. 2 coffee cup/saucers
16. Large serving tray
17. Tray jack
18. Guest check – printable sheets available, attached – you may also provide your own
19. Check presentation folder
20. Sanitation bucket
21. Cloth towel
22. Server’s side towel/napkin
23. Guest menu (printable, attached)
24. Description of chef’s feature dishes (printable, attached)
25. theSkillsUSA Grill daily specials and soup of the day and vegetable du Jour will be distributed and discussed at student orientation

Note: For judging purposes, standard setting will be (1") spacing from table edge.

## **TASKS TO BE PERFORMED**

**Segment 1: TABLE SETTING DEMONSTRATION** . Time allotted is 15 minutes.

1. Greeting, introduction (EX: hello I am competitor #7, and today I will be giving you a demonstration on table setting
  - a. THIS INTRODUCTION SIGNIFIES THE BEGINNING OF YOUR 45 MIN TIME LIMIT!
2. Sanitation/ inspection of table/chair/legs
3. arrange table cloth
4. set, polish, and align flatware (use attached lunch service diagram as a basic guide)
5. Napkin Folding demonstration
  - a. Student will teach 2 different napkin folds and place them as the napkins in the table setting.
  - b. Napkin may be placed to the left side of place setting (see diagram sample) OR in the center of service/charger plate)

From this point, the students should indicate they have completed table setting, and are ready to greet their guests.

## **Segment 2: Dining Room Service**

Student will play the combination host and server (ex: "welcome to skillsusa grill, I am competitor 7 and I will be your server this evening.)

1. Greet guests, check for reservations, seat guests - sever does not move out of the camera shot, or significantly away from the table (discussion, mock-up is up to student discretion, but judges will know the "guest" is seated when the server indicates so)
  - a. Contestants should inquire as to number in party, reservation or not, etc. and then "escort guests" to dining room, seat guests, present menus and making closing (returning in a moment)
  - b. Judging will be based on technique, skill, polish, poise and student's displayed knowledge of the role of host.
2. Serve water into 2 guest glasses from a pitcher. The server will briefly discuss the menu highlighting the soup of the day, and specials. The server can offer a beverage (coffee, ...)
  - a. Server must use large serving tray when serving beverages
1. The server may then proceed to take the guests' order. Guest will indicate that there will be only one diner this evening. **Only one proctor/guest will order beverage or food of any kind**
  - a. Judging will be based on overall Guest Relations – excellent eye contact and overall communication skills / suggestive selling skills
  - b. Students can be creative in their dessert descriptions as these descriptions are up to his or her discretion. The photos are for reference only and used to facilitate proper table service.
  - c. Proctor ("guest") will ask a standard set of questions testing student's general familiarity of the menu and ability to describe it in a way enticing to the guests.

2. Presentation of food - Server is to serve each course to guest as a printed photograph of the menu item, taped to an appropriate size plate.
  - a. The proctor/guest will verbally indicate when they are done with each course.
  - b. The server must use tray jack and large serving tray when presenting courses
3. The student will demonstrate proper tray handling by lifting with the legs and not the back.
  - a. They will center their hand under the tray and stabilize the tray with the opposite hand if needed.
  - b. The tray may be held in either the right or left hand.
  - c. The tray jack will be set near the table, in an appropriate spot that both fits in the student's filming area, and does not get in the way of proper service. The tray jack will be preplaced at the beginning and never has to move. However **the server must properly demonstrate lifting, carrying, serving while carrying, and lowering the large serving tray throughout service.**
  - d. **Serving tray must be held while clearing plates, and during beverage service to show skill with tray use.**
  - e. A large tray should be used for setting the table and also demonstrate proper large tray service at some point (s) during service.
4. The service sequence is:
  - a. Serving and clearing the first course, **we will be skipping bread service and crumbing this year)**
    - i. **However a b/b plate IS preplaced during table setting. This means the b/b must be cleared after entrée and before dessert course.**
  - b. entree,
  - c. dessert,
  - d. Coffee
  - e. And finally, the guest 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.
5. Serving and clearing (follow rules of service) between each course
6. Check writing and presentation with sales tax - **student must break "character" and hold the bill up to the camera briefly so that the judge can pause recording for scoring**
  - a. **Guest Check:** Guest check completed properly and accurately. – 5 min time limit to total and present check.
7. **Student performance/ time ends when they conclude service and indicate they are done**

**Students will be scored on:**

- table side manner
- courtesy and verbal skills
- correct handling of china, flatware and glassware
- beverage service, merchandising, general knowledge
- taking of the order, service sequence, clearing, and awareness of table
- overall perception, professional appearance, and poise
- In short, all service skills are subject to evaluation.

**RULES OF SERVICE:**

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

**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 during recording.**

**MENU SPECIFICS:**

SkillsUSA Grill menu accompanies this packet. Soup, vegetable and daily specials list will be the week before competition – during student/competitor orientation

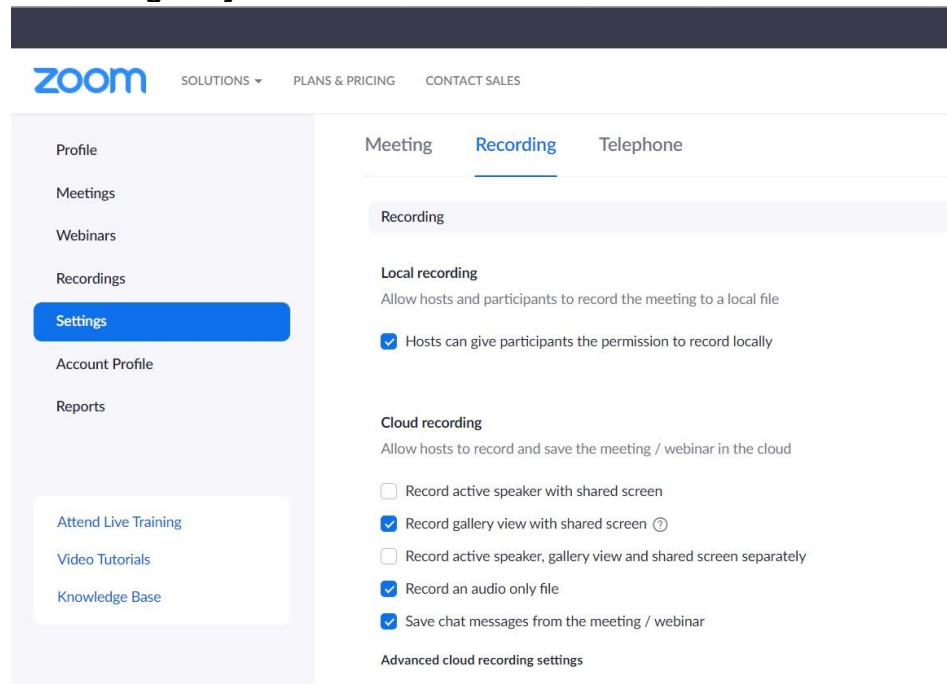
## Important Logistics for successful filming of performance

Students/Schools will be send a list of possible competition time slots

- There are more than enough slots for all students to have a wide selection of day and time opportunities, in order to accommodate all school needs
- time/day slots are first-come-first-serve, and only one competitor may take a single time slot
  - This is the only way to ensure accurate recording of all competitors be stored by the competition coordinator

Student and school will be sent a link to join a zoom call.

- The coordinator will be the host of the call.
- Student will login with two recording devices - the devices must be able to log into zoom, and may include: ipads, cell phones, chromebook, laptop, android, or any other device that has internet access
  - Students take the time to ensure devices are pre-placed in a safe and secure position that also allows for the required views for competition recording
- On the day and time of competition (it is highly recommended that students participate in the “camera test” day prior to the competition event to ensure all devices are in acceptable position functioning properly (date tba)
  - Coordinator will begin the zoom call
    - **Coordinator’s zoom account recording settings MUST be set to record in gallery view**



- Student logs into zoom call with two devices
- Competition proctor logs into zoom call - this is a neutral-party volunteer - recommended: a teacher from another school who does not have students competing.
  - For restaurant service - this proctor will act as the “guest”, and the student will interact with this proctor throughout the competition event

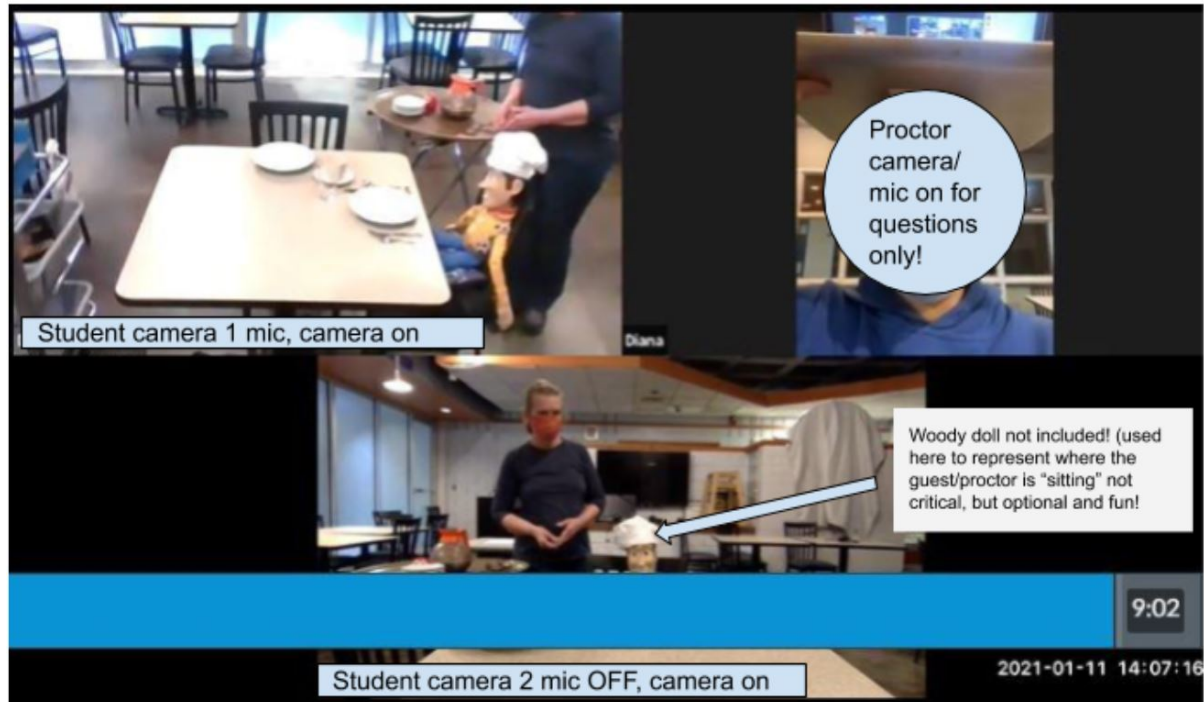
- The proctor will be in an offsite location - not in the same location as the student.
- Coordinator will announce the start time and begin recording the zoom call. From here:
  - Coordinator will remind all parties to make sure their devices are plugged in to a power supply!
  - All parties will set their screen view to gallery -
  - Coordinator's camera and Mic are muted
  - Proctor's camera ON and mic will be ON only when speaking, and mic is muted all other times
  - Student camera 1 - camera and mic ON
  - Student camera 2 - camera ON, mic OFF (this prevents feedback)
  - An additional speaker and mic to boost both student and proctor's sound (or pretested wireless headset, with mic) is highly recommended to ensure the recording picks up all of the student's words
    - If additional microphone is unavailable, make sure device's internal mic is set to record sound surrounding the computer, not directly in front of computer
- Once "competition" is complete, student will signal completion, proctor will confirm completion, and coordinator will end the call to process the recording -
  - If proctor has been made the new host - and coordinator has left, proctor can end the recording by ending the call.
  - Once call is ended recording will automatically be generated and sent to coordinator's zoom account
- Coordinator will ensure the recording is moved to a secure storage location within 24 hours of the competition. - recording will expire in 3 days

Below is a view of the zoom call recording with ideal camera angles

Benefits:

- The cameras NEVER move! They are stood in place for the entire event
- Student are able to move to multiple angles/spots within the camera shot (this allows mock handwashing, grabbing additional resources, and full sound throughout the competition)
- Multiple angles allows for judge to see both the server's face AND the table, as the server moves around during competition.
- Angles are specifically designed to work in an extremely small space as needed if students are filming from home.





If technical difficulties arise – please contact Diana Woodward - 734-507-0661

**I really think we should have an orientation for students and instructors jointly – to clarify needs/ questions on camera placements, sound, recording issues, we could even provide moments to let students test the recording and make sure it works, and then send the tested mini 1 minute segments back to students to see what they look like. – yes they could do this on their own, but I really want to be super supportive this year!**

**I am thinking that this year because this competition is 2 segments, I can have 2 sets of judges – so each judge only needs to watch/score half of the video**

**Thoughts on above?**

Restaurant Service Rubric

Segment 1

| Scored competency - bullet points including but not limited to:   | Point allocation guidelines    |       |         |                                  | Please try to avoid decimal-b |         |
|---|--------------------------------|-------|---------|----------------------------------|-------------------------------|---------|
|   | Excellent                      | Fair  | Minimal | Not to standard/<br>not observed | Points awarded                | comment |
| Overall professional, sanitary appearance   | 3                              | 2     | 1       | 0                                | /3                            |         |
| Table/chair inspection<br>- Leveled<br>- Sanitized  | 3                              | 2     | 1       | 0                                | /3                            |         |
| Table setting process<br>- Cloth -<br>- Polish silver/glassware<br>- Placement of pieces done with attention to sanitation (hold by handle, bottom of glass, ...)<br>- Placement of centerpieces<br>- Placement of napkin included          | 6                              | 4     | 2       | 0                                | /6                            |         |
| Napkin folding demonstration<br>- Attractive presentation<br>- Properly named<br>- Clearly described/explained  | 6                              | 4     | 2       | 0                                | /6                            |         |
| Finished table setting<br>- 1" from table edge<br>- Proper placement of each piece of silver  | 6                              | 4     | 2       | 0                                | /6                            |         |
| Overall showmanship/presentation skills:<br>- Clear, concise, verbal skills and tone<br>- Warm, welcoming<br>- Presentation shows full knowledge and understanding of table setting process<br>- Eye contact/ connection with camera/viewer | 6                              | 4     | 2       | 0                                | /6                            |         |
| Completed within time limit 15 min  | Penalty - 1 pt per minute late |       |         |                                  |                               |         |
|   |                                | Total |         |                                  | /30                           |         |

Segment 2

| Scored competency - bullet points including but not limited to:                      | Point allocation guidelines |      |         |                                  | Please try to avoid decimal-ba |         |
|--|-----------------------------|------|---------|----------------------------------|--------------------------------|---------|
|  | Excellent                   | Fair | Minimal | Not to standard/<br>not observed | Points awarded                 | comment |
| Greeting<br>- Eye contact<br>- Warm, welcoming<br>- Check for reservation/# in party | 3                           | 2    | 1       | 0                                | /3                             |         |

|   |   |   |   |   |    |  |
|---|---|---|---|---|----|--|
| <ul style="list-style-type: none"> <li>- Small talk while seating</li> <li>- Chair pulled out</li> </ul>  |   |   |   |   |    |  |
| Water/beverage service <ul style="list-style-type: none"> <li>- Beverage order taken</li> <li>- Server holds and uses tray</li> <li>- Right with right</li> </ul>   | 3 | 2 | 1 | 0 | /3 |  |
| Extra place setting is removed  | 1 |   |   | 0 | /1 |  |
| Menu presentation/ discussion <ul style="list-style-type: none"> <li>- Able to answer questions clearly with complete information</li> <li>- Able to describe menu items with detail and accuracy</li> <li>- Knowledge of menu and cooking styles</li> <li>- Able to describe specials and use suggestive selling strategies</li> </ul> | 6 | 4 | 2 | 0 | /6 |  |
| Taking orders <ul style="list-style-type: none"> <li>- Clearly, warmly, eye contact, “smile”, ...</li> <li>- Able to use suggestive selling and clarification strategies (ex: fries with that, check for cook temp, ...)</li> <li>- Clarification/ confirmation of order</li> <li>- Removal of unnecessary items</li> </ul>             | 3 | 2 | 1 | 0 | /3 |  |
| Course service- technical skills <ul style="list-style-type: none"> <li>- Proper use of tray and tray jack</li> <li>- Proper use of r/w/r and l/w/l</li> <li>- refill beverage</li> <li>- proper timing with check in, clearing, next course</li> </ul> (proctor will verbally indicate when finished with each “course”)               | 6 | 4 | 2 | 0 | /6 |  |
| Course service – personal service skills <ul style="list-style-type: none"> <li>- personable check ins</li> <li>- courteous and poise shown with feedback and clearing</li> <li>- friendly and concise</li> <li>- continued upselling of dessert/coffee/additional menu items for future, ...</li> </ul>                                | 3 | 2 | 1 | 0 | /3 |  |
| Coffee service <ul style="list-style-type: none"> <li>- proper use of tray, coffee service setting pieces</li> <li>- refill if needed</li> <li>- server can bring cream OR mention the cream is already placed on the table</li> <li>- sugar is pre-placed on table</li> </ul>  | 3 | 2 | 1 | 0 | /3 |  |
| Dessert service   | 3 | 2 | 1 | 0 | /3 |  |

|  |   |   |   |        |     |  |
|--|---|---|---|--------|-----|--|
| - pieces moved into place<br>- proper service of dessert using tray<br>- proper check in, conversation, ....   |   |   |   |        |     |  |
| Presentation of bill<br>- presented to guest promptly and correctly<br>proctor will instruct student that he/she has paid with a credit card<br>- returns promptly with paid check<br>- thank guest!<br>- finish clearing table within allotted time | 3 | 2 | 1 | 0      | /3  |  |
| The actual bill:<br>- held to camera for inspection<br>- legible, includes table number, server number<br>- itemized order<br>- subtotal, tax, total – correctly calculated  | 3 | 2 | 1 | 0      | /3  |  |
| Overall showmanship/presentation skills:<br>- Clear, concise, verbal skills and tone<br>- Warm, welcoming<br>- Presentation shows full knowledge and understanding of table setting process<br>Eye contact/ connection with camera/viewer            | 3 | 2 | 1 | 0      | /3  |  |
| <b>Penalties –</b>   |   |   |   |        |     |  |
|  |   |   |   | Total: | /40 |  |

Total possible points: /70

Point deductions:

- Resume not submitted on time – 5 pts
- Table setting, or total time is above limit: 1 pt per min
  - o Table setting segment – 15 min
  - o Total time – 45 min
  - o Note – proctors will be instructed to go out of their way to keep the service segment running as quickly as possible:
    - Asking only on-script questions
    - Indicate they are “finished” with meal almost immediately after server has had an opportunity to “check in”

## Restaurant Service Rubric

### Segment 1

| <b>Scored competency - bullet points including but not limited to:</b>   | Point allocation guidelines    |             |                |  | Please try to avoid decimal-based points if possible! (ex: 5.5) |                |
|--|--------------------------------|-------------|----------------|--|---|----------------|
|  | <b>Excellent</b>               | <b>Fair</b> | <b>Minimal</b> | <b>Not to standard/<br/>not observed</b> | <b>Points awarded</b>   | <b>comment</b> |
| Overall professional, sanitary appearance  | 3                              | 2           | 1              | 0  | /3  |                |
| Table/chair inspection <ul style="list-style-type: none"> <li>- Leveled</li> <li>- Sanitized</li> </ul>  | 3                              | 2           | 1              | 0  | /3  |                |
| Table setting process <ul style="list-style-type: none"> <li>- Cloth -</li> <li>- Polish silver/glassware</li> <li>- Placement of pieces done with attention to sanitation (hold by handle, bottom of glass, ...)</li> <li>- Placement of centerpieces</li> <li>- Placement of napkin included</li> </ul>    | 6                              | 4           | 2              | 0  | / 6   |                |
| Napkin folding demonstration <ul style="list-style-type: none"> <li>- Attractive presentation</li> <li>- Properly named</li> <li>- Clearly described/explained</li> </ul>  | 6                              | 4           | 2              | 0  | / 6   |                |
| Finished table setting <ul style="list-style-type: none"> <li>- 1" from table edge</li> <li>- Proper placement of each piece of silver</li> </ul>  | 6                              | 4           | 2              | 0  | / 6   |                |
| Overall showmanship/presentation skills: <ul style="list-style-type: none"> <li>- Clear, concise, verbal skills and tone</li> <li>- Warm, welcoming</li> <li>- Presentation shows full knowledge and understanding of table setting process</li> <li>- Eye contact/ connection with camera/viewer</li> </ul> | 6                              | 4           | 2              | 0  | / 6   |                |
| Completed within time limit 15 min   | Penalty - 1 pt per minute late |             |                |  |   |                |
|  |                                | Total       |                |  | /30   |                |

## Restaurant Service Rubric

### Segment 2

| Scored competency - bullet points including but not limited to:   | Point allocation guidelines |      |         |                                  | Please try to avoid decimal-based points if possible! (ex: 5.5) |         |
|---|-----------------------------|------|---------|----------------------------------|---|---------|
|   | Excellent                   | Fair | Minimal | Not to standard/<br>not observed | Points awarded  | comment |
| Greeting <ul style="list-style-type: none"> <li>- Eye contact</li> <li>- Warm, welcoming</li> <li>- Check for reservation/# in party</li> <li>- Small talk while seating</li> <li>- Chair pulled out</li> </ul>   | 3                           | 2    | 1       | 0                                | /3  |         |
| Water/beverage service <ul style="list-style-type: none"> <li>- Beverage order taken</li> <li>- Server holds and uses tray</li> <li>- Right with right</li> </ul>   | 3                           | 2    | 1       | 0                                | /3  |         |
| Extra place setting is removed  | 1                           |      |         | 0                                | /1  |         |
| Menu presentation/ discussion <ul style="list-style-type: none"> <li>- Able to answer questions clearly with complete information</li> <li>- Able to describe menu items with detail and accuracy</li> <li>- Knowledge of menu and cooking styles</li> <li>- Able to describe specials and use suggestive selling strategies</li> </ul> | 6                           | 4    | 2       | 0                                | /6  |         |
| Taking orders <ul style="list-style-type: none"> <li>- Clearly, warmly, eye contact, "smile", ...</li> <li>- Able to use suggestive selling and clarification strategies (ex: fries with that, check for cook temp, ...)</li> <li>- Clarification/ confirmation of order</li> <li>- Removal of unnecessary items</li> </ul>             | 3                           | 2    | 1       | 0                                | /3  |         |
| Course service- technical skills <ul style="list-style-type: none"> <li>- Proper use of tray and tray jack</li> </ul>   | 6                           | 4    | 2       | 0                                | /6  |         |

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|   |   |   |   |   |    |  |
|---|---|---|---|---|----|--|
| <ul style="list-style-type: none"> <li>- Proper use of r/w/r and l/w/l</li> <li>- refill beverage</li> <li>- proper timing with check in, clearing, next course</li> </ul> <p>(proctor will verbally indicate when finished with each "course")</p>   |   |   |   |   |    |  |
| <p>Course service – personal service skills</p> <ul style="list-style-type: none"> <li>- personable check ins</li> <li>- courteous and poise shown with feedback and clearing</li> <li>- friendly and concise</li> <li>- continued upselling of dessert/coffee/additional menu items for future, ...</li> </ul>   | 3 | 2 | 1 | 0 | /3 |  |
| <p>Coffee service</p> <ul style="list-style-type: none"> <li>- proper use of tray, coffee service setting pieces</li> <li>- refill if needed</li> <li>- server can bring cream OR mention the cream is already placed on the table</li> <li>- sugar is pre-placed on table</li> </ul>   | 3 | 2 | 1 | 0 | /3 |  |
| <p>Dessert service</p> <ul style="list-style-type: none"> <li>- pieces moved into place</li> <li>- proper service of dessert using tray</li> <li>- proper check in, conversation, ....</li> </ul>   | 3 | 2 | 1 | 0 | /3 |  |
| <p>Presentation of bill</p> <ul style="list-style-type: none"> <li>- presented to guest promptly and correctly</li> </ul> <p>proctor will instruct student that he/she has paid with a credit card</p> <ul style="list-style-type: none"> <li>- returns promptly with paid check</li> <li>- thank guest!</li> <li>- finish clearing table within allotted time</li> </ul> | 3 | 2 | 1 | 0 | /3 |  |
| <p>The actual bill:</p> <ul style="list-style-type: none"> <li>- held to camera for inspection</li> <li>- legible, includes table number, server number</li> </ul>  | 3 | 2 | 1 | 0 | /3 |  |

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|   |   |   |        |   |     |  |
|---|---|---|--------|---|-----|--|
| - itemized order<br>- subtotal, tax, total – correctly calculated   |   |   |        |   |     |  |
| Overall showmanship/presentation skills:<br>- Clear, concise, verbal skills and tone<br>- Warm, welcoming<br>- Presentation shows full knowledge and understanding of table setting process<br>Eye contact/ connection with camera/viewer | 3 | 2 | 1      | 0 | /3  |  |
| <b>Penalties –</b>  |   |   |        |   |     |  |
|   |   |   | Total: |   | /40 |  |

Total possible points:

/70

#### Point deductions:

- Resume not submitted on time – 5 pts
- Table setting, or total time is above limit: 1 pt per min
  - o Table setting segment – 15 min
  - o Total time – 45 min
  - o Note – proctors will be instructed to go out of their way to keep the service segment running as quickly as possible:
    - Asking only on-script questions
    - Indicate they are “finished” with meal almost immediately after server has had an opportunity to “check in”