



BALAI PENGEMBANGAN TALENTA INDONESIA
PUSAT PRESTASI NASIONAL
SEKRETARIAT JENDERAL
KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET, DAN TEKNOLOGI

**MERDEKA
BELAJAR**



KISI-KISI

LOMBA KOMPETENSI SISWA SMK TINGKAT NASIONAL TAHUN 2023



BIDANG LOMBA

Pelayanan Restoran
(Restaurant Service)

MERDEKA BERPRESTASI
Talenta Vokasi Menginspirasi

**KISI KISI SOAL LKS NASIONAL TAHUN 2023
 BIDANG LOMBA RESTAURANT SERVICE**

NO	TECHNICAL DESCRIPTION / COMPETENCIES	SKILL INDICATOR / PERFORMANCE CRITERIA	PROJECT / TASK SKILL	%
1.	<i>Work Organization and Management</i>	<p><u>The individual shall be able to:</u></p> <ul style="list-style-type: none"> ● <i>Present themselves to the guest in a professional manner</i> ● <i>Demonstrate personal attributes including personal hygiene, smart and professional appearance, demeanour and deportment</i> ● <i>Organize tasks effectively and plan work flow</i> ● <i>Consistently demonstrate hygienic and safe work practices</i> ● <i>Work efficiently so as to minimize waste and any negative impact on the environment</i> ● <i>Work effectively as part of a team and with other departments within the establishment</i> ● <i>Always act honestly and ethically in all dealings with customers, colleagues and the employer</i> ● <i>Be responsive to unexpected or unplanned situations and effectively solve problems as they occur</i> ● <i>Engage with continuous professional development</i> 	<ul style="list-style-type: none"> □ <i>Personel Presentation / Personel Grooming</i> 	10 %

2.	<i>Customer Service Skill and Communication</i>	<p><u>The individual shall be able to:</u></p> <ul style="list-style-type: none"> ● <i>Greet and seat guests appropriate to the service area</i> ● <i>Provide appropriate advice and guidance based on sound knowledge to the guest on the menu choices as required</i> ● <i>Take orders accurately from guests</i> ● <i>Judge the level of communication and interaction appropriate for each guest or group</i> ● <i>Communicate effectively with guests appropriate to the setting and the guests requirements</i> ● <i>Always be polite and courteous</i> ● <i>Be attentive without being intrusive</i> ● <i>Check with customers that everything is satisfactory</i> ● <i>Observe appropriate table etiquette</i> ● <i>Deal effectively with guests who are difficult or who complain</i> ● <i>Communicate effectively with guest who have communication difficulties</i> ● <i>Recognize and respond to any special needs that a guest may present</i> 	<ul style="list-style-type: none"> □ <i>Self Introduction</i> □ <i>Hospitality to the Guest</i> □ <i>Excellence service</i> 	15 %
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3.	<i>Preparation for Service (Mise in Place)</i>	<p><u>The individual shall be able to:</u></p> <ul style="list-style-type: none"> ● <i>Prepare table dressings and decorations</i> ● <i>Ensure that the room is clean and well presented</i> ● <i>Prepare the restaurant appropriately for the meal that is to be served</i> ● <i>Place tables and chairs appropriately for expected number of covers</i> ● <i>Set tables using the appropriate linen, cutlery, glassware, china, cruets and additional equipment necessary</i> ● <i>Create a range of napkin folds for different settings and occasions</i> ● <i>Prepare the restaurant for various service styles including fine dining, bistro, banquet and bar</i> ● <i>Prepare buffet tables for buffet style service including boxing table cloths</i> ● <i>Organize and prepare function rooms in readiness for various function formats</i> ● <i>Organize and prepare sundry supporting areas, for example sideboards, still room and expected accompaniments and condiments for menu items</i> 	<ul style="list-style-type: none"> □ <i>Mise in Place</i> □ <i>Polishing : Cutlery, Crockery, Glass ware</i> □ <i>Napkin Folding</i> □ <i>Clothing Buffet Table</i> □ <i>Table Set-up</i> 	10 %
4.	<i>Food Service</i>	<p><u>The individual shall be able to:</u></p>	<ul style="list-style-type: none"> □ <i>Sequences of Services :</i> 	25 %

		<ul style="list-style-type: none"> ● <i>Manage the service cycle for different styles of service</i> ● <i>Correct the cover as required for the dish to be served</i> ● <i>Professionally and efficiently serve food for different styles of service, for example:</i> <ul style="list-style-type: none"> ● <i>Plated service</i> ● <i>Silver service</i> ● <i>Banquet style service</i> ● <i>Family service</i> ● <i>French service</i> ● <i>Buffet/carvery service</i> ● <i>Canapé service</i> ● <i>Serve food from the Gueridon</i> ● <i>Prepare, portion and serve specialist dishes from the Gueridon, including:</i> <ul style="list-style-type: none"> ● <i>Assembly of dishes</i> ● <i>Carving of meats</i> ● <i>Filleting fish</i> ● <i>Preparing fruits</i> ● <i>Preparing salads and salad dressings</i> ● <i>Cooking dishes</i> ● <i>Flambé dishes</i> ● <i>Demonstrate appropriate flare and theatre</i> ● <i>Clear plates and other items from the customers' table</i> ● <i>Crumb down at appropriate times between courses</i> ● <i>Serve a range of meals including breakfast, lunch, afternoon tea, dinner</i> 	<ul style="list-style-type: none"> -<i>American Service</i> -<i>Russian Service</i> -<i>French Service / Gueridon service, including :</i> <ul style="list-style-type: none"> <i>Fruit Cutting,</i> <i>Making Salad Dressing, Mixing Salad, Flambee Dishes, Filleting Fish, Meat /</i> -<i>Canape service</i> 	
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		<ul style="list-style-type: none"> ● <i>Provide high quality restaurant service in highly specialized or international restaurants</i> 		
5.	Beverage Service	<p><u>The individual shall be able to:</u></p> <ul style="list-style-type: none"> ● <i>Serve and clear different types of tea, coffee and other beverages</i> ● <i>according the establishment's practice</i> ● <i>Prepare and serve coffee from a range of specialist machines such as espresso, barista, filter, cafetiere, etc.</i> ● <i>Prepare and serve a range of teas including:</i> <i>Blended</i> <i>Indian</i> <i>Ceylon/Sri Lanka</i> <i>China/green tea</i> <i>Herbal infusions/tisanes</i> ● <i>Silver serve teas and coffees and their accompaniments</i> ● <i>Prepare and serve liqueur coffee</i> ● <i>Serve teas and coffees at banquets and functions</i> ● <i>Serve petit fours or sweetmeats as appropriate</i> 	<ul style="list-style-type: none"> □ <i>Barista Coffe / Coffe Late</i> □ <i>Silver serve tea/coffee and their accompaniments.</i> 	10 %
6.	Alcoholic and Non-Alcoholic Service Drinks	<p><u>The individual shall be able to:</u></p> <ul style="list-style-type: none"> ● <i>Prepare the service area for the service on alcoholic and non-alcoholic drinks</i> ● <i>Select glassware and accompaniments for the</i> 	<ul style="list-style-type: none"> □ <i>Mocktail Mixing</i> □ <i>Pouring Soft Drinks</i> 	15 %

		<p><i>sale and service of alcoholic and non-alcoholic drinks</i></p> <ul style="list-style-type: none"> ● <i>Maintain the highest standards of hygiene and cleanliness during the sale and service of alcoholic and non-alcoholic drinks</i> ● <i>Serve alcoholic drinks within current legislation with regard to measures, customers' ages, service times and locations</i> ● <i>Pour drinks from bottles, for example beers and ciders</i> ● <i>Measure drinks using appropriate measures</i> ● <i>Prepare, serve and clear alcoholic and non-alcoholic beverages for different styles of service:</i> <ul style="list-style-type: none"> ● <i>At the table</i> ● <i>Reception drink service</i> ● <i>Prepare and serve different styles of cocktail including:</i> <ul style="list-style-type: none"> -<i>Stirred</i> -<i>Shaken</i> -<i>Built</i> -<i>Blended</i> -<i>Muddled</i> -<i>Non-alcoholic</i> ● <i>Recognize by sight and smell a selection of beers, spirits, fortified wines, aperitifs and liqueurs</i> 		
7.	Wine Service	<u>The individual shall be able to:</u>		15 %

		<ul style="list-style-type: none"> ● <i>Provide informed advice and guidance to the guest on the selection of wine</i> ● <i>Identify a range of wines from aroma, taste and appearance</i> ● <i>Interpret information on a wine bottle's label</i> ● <i>Select and place on the table the appropriate glassware to the chosen wine</i> ● <i>Present wines to the guest</i> ● <i>Open wine at the table using accepted equipment. Open wine that has a traditional cork, champagne cork or screw top</i> ● <i>Decant or aerate wine when appropriate</i> ● <i>Offer wine for tasting</i> ● <i>Pour wine at the table, observing table etiquette</i> ● <i>Serve wines at their optimum temperature and condition</i> ● <i>Serve at a reception drinks service, e.g. Champagne</i> 	<ul style="list-style-type: none"> □ <i>Pouring Sparkling Fruit Juices</i> □ <i>Decanting Wine</i> 	
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SOLO, 18 FEBRUARI 2023

Penyusun

Tim Juri

