



**Puspresnas**  
Pusat Prestasi Nasional

# KISI-KISI DAN SOAL-SOAL

**LOMBA KOMPETISI SISWA (LKS)  
TINGKAT NASIONAL XXIX  
TAHUN 2021**



**BIDANG LOMBA**

**Pelayanan Restoran**  
Restaurant Service



Member Of  
**worldskills**

**KISI KISI SOAL LKS PROVINSI 2021**  
**BIDANG LOMBA RESTAURANT SERVICE**

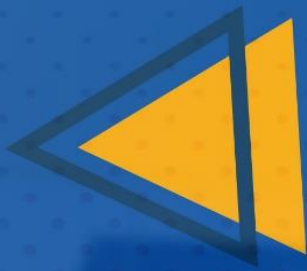
NO	TEKNICAL DESCRIPTION / COMPETENCIES	SKILL INDICATOR / PERFORMANCE CRITERIA	PROJECT / TASK SKILL	%
1.	Work Organization and Management	<p><b><u>The individual shall be able to:</u></b></p> <ul style="list-style-type: none"> <li>• Present themselves to the guest in a professional manner</li> <li>• Demonstrate personal attributes including personal hygiene, smart and professional appearance, demeanour and deportment</li> <li>• Organize tasks effectively and plan work flow</li> <li>• Consistently demonstrate hygienic and safe work practices</li> <li>• Work efficiently so as to minimize waste and any negative impact on the environment</li> <li>• Work effectively as part of a team and with other departments within the establishment</li> <li>• Always act honestly and ethically in all dealings with customers, colleagues and the employer</li> <li>• Be responsive to unexpected or unplanned situations and effectively solve problems as they occur</li> <li>• Engage with continuous professional development</li> </ul>	<ul style="list-style-type: none"> <li>➤ Personel Presentation / Personel Grooming</li> </ul>	10 %
2.	Customer Service Skill and Communication	<p><b><u>The individual shall be able to:</u></b></p> <ul style="list-style-type: none"> <li>• Greet and seat guests appropriate to the service area</li> <li>• Provide appropriate advice and guidance based on sound knowledge to the guest on the menu choices as required</li> <li>• Take orders accurately from guests</li> <li>• Judge the level of communication and interaction appropriate for each guest or group</li> <li>• Communicate effectively with guests appropriate to the setting and the</li> </ul>	<ul style="list-style-type: none"> <li>➤ Self Introduction</li> <li>➤ Hospitality to the Guest</li> <li>➤ Excellence service</li> </ul>	15 %

		<p>guests requirements</p> <ul style="list-style-type: none"> <li>• Always be polite and courteous</li> <li>• Be attentive without being intrusive</li> <li>• Check with customers that everything is satisfactory</li> <li>• Observe appropriate table etiquette</li> <li>• Deal effectively with guests who are difficult or who complain</li> <li>• Communicate effectively with guest who have communication difficulties</li> <li>• Recognize and respond to any special needs that a guest may present</li> </ul>		
3.	Preparation for Service (Mise in Place)	<p><b><u>The individual shall be able to:</u></b></p> <ul style="list-style-type: none"> <li>• Prepare table dressings and decorations</li> <li>• Ensure that the room is clean and well presented</li> <li>• Prepare the restaurant appropriately for the meal that is to be served</li> <li>• Place tables and chairs appropriately for expected number of covers</li> <li>• Set tables using the appropriate linen, cutlery, glassware, china, cruets and additional equipment necessary</li> <li>• Create a range of napkin folds for different settings and occasions</li> <li>• Prepare the restaurant for various service styles including fine dining, bistro, banquet and bar</li> <li>• Prepare buffet tables for buffet style service including boxing table cloths</li> <li>• Organize and prepare function rooms in readiness for various function formats</li> <li>• Organize and prepare sundry supporting areas, for example sideboards, still room and expected accompaniments and condiments for menu items</li> </ul>	<ul style="list-style-type: none"> <li>➤ Mise in Place</li> <li>➤ Polishing : Cutlery, Crockery , Glass ware</li> <li>➤ Napkin Folding</li> <li>➤ Clothing Buffet Table</li> <li>➤ Table Set-up</li> </ul>	10 %
4.	Food Service	<p><b><u>The individual shall be able to:</u></b></p> <ul style="list-style-type: none"> <li>• Manage the service cycle for different styles of service</li> <li>• Correct the cover as required for</li> </ul>	<ul style="list-style-type: none"> <li>➤ Sequences of Services : -American Service</li> </ul>	25 %

		<p>the dish to be served</p> <ul style="list-style-type: none"> <li>• Professionally and efficiently serve food for different styles of service, for example:</li> <li>• Plated service</li> <li>• Silver service</li> <li>• Banquet style service</li> <li>• Family service</li> <li>• French service</li> <li>• Buffet/carvery service</li> <li>• Canapé service</li> <li>• Serve food from the Gueridon</li> <li>• Prepare, portion and serve specialist dishes from the Gueridon, including:</li> <li>• Assembly of dishes</li> <li>• Carving of meats</li> <li>• Filleting fish</li> <li>• Preparing fruits</li> <li>• Preparing salads and salad dressings</li> <li>• Cooking dishes</li> <li>• Flambé dishes</li> <li>• Demonstrate appropriate flare and theatre</li> <li>• Clear plates and other items from the customers' table</li> <li>• Crumb down at appropriate times between courses</li> <li>• Serve a range of meals including breakfast, lunch, afternoon tea, dinner</li> <li>• Provide high quality restaurant service in highly specialized or international restaurants</li> </ul>	<ul style="list-style-type: none"> <li>-Russian Service</li> <li>-French Service / Gueridonq service, including : Fruit Cutting, Making Salad Dressing, Mixing Salad, Flambee Dishes, Filleting Fish, Meat / Chicken Carving</li> <li>-Canape service</li> </ul>	
5.	Beverage Service	<p><b><u>The individual shall be able to:</u></b></p> <ul style="list-style-type: none"> <li>• Serve and clear different types of tea, coffee and other beverages</li> <li>• according the establishment's practice</li> <li>• Prepare and serve coffee from a range of specialist machines such as espresso, barista, filter, cafetiere, etc.</li> <li>• Prepare and serve a range of teas including:</li> </ul>	<ul style="list-style-type: none"> <li>➤ Barista Coffe / Coffe Late</li> <li>➤ Silver serve tea/coffee and their accompaniments.</li> </ul>	10 %

		<p>Blended Indian Ceylon/Sri Lanka China/green tea Herbal infusions/tisanes</p> <ul style="list-style-type: none"> <li>• Silver serve teas and coffees and their accompaniments</li> <li>• Prepare and serve liqueur coffee</li> <li>• Serve teas and coffees at banquets and functions</li> <li>• Serve petit fours or sweetmeats as appropriate</li> </ul>		
6	Alcoholic and Non-Alcoholic Service Drinks	<p><b><u>The individual shall be able to:</u></b></p> <ul style="list-style-type: none"> <li>• Prepare the service area for the service on alcoholic and non-alcoholic drinks</li> <li>• Select glassware and accompaniments for the sale and service of alcoholic and non-alcoholic drinks</li> <li>• Maintain the highest standards of hygiene and cleanliness during the sale and service of alcoholic and non-alcoholic drinks</li> <li>• Serve alcoholic drinks within current legislation with regard to measures,</li> <li>• customers' ages, service times and locations</li> <li>• Pour drinks from bottles, for example beers and ciders</li> <li>• Measure drinks using appropriate measures</li> <li>• Prepare, serve and clear alcoholic and non-alcoholic beverages for different styles of service: <ul style="list-style-type: none"> <li>• At the table</li> <li>• Reception drink service</li> <li>• Prepare and serve different styles of cocktail including: <ul style="list-style-type: none"> <li>-Stirred</li> <li>-Shaken</li> <li>-Built</li> <li>-Blended</li> <li>-Muddled</li> <li>-Non-alcoholic</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Mocktail Mixing</li> <li>➤ Pouring Soft Drinks</li> </ul>	15 %

		<ul style="list-style-type: none"> <li>• Recognize by sight and smell a selection of beers, spirits, fortified wines, aperitifs and liqueurs</li> </ul>		
7.	Wine Service	<p><b><u>The individual shall be able to:</u></b></p> <ul style="list-style-type: none"> <li>• Provide informed advice and guidance to the guest on the selection of wine</li> <li>• Identify a range of wines from aroma, taste and appearance</li> <li>• Interpret information on a wine bottle's label</li> <li>• Select and place on the table the appropriate glassware to the chosen wine</li> <li>• Present wines to the guest</li> <li>• Open wine at the table using accepted equipment. Open wine that has a traditional cork, champagne cork or screw top</li> <li>• Decant or aerate wine when appropriate</li> <li>• Offer wine for tasting</li> <li>• Pour wine at the table, observing table etiquette</li> <li>• Serve wines at their optimum temperature and condition</li> <li>• Serve at a reception drinks service, e.g. Champagne</li> </ul>	<ul style="list-style-type: none"> <li>➤ Pouring Sparkling Fruit Juices</li> <li>➤ Decanting Wine</li> </ul>	15 %



**KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET DAN TEKNOLOGI**  
**PUSAT PRESTASI NASIONAL**

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