# 上海市“星光计划”
# 第九届职业院校职业技能大赛

“餐厅服务”项目

（高职学生组）

# 决赛试题

上海市星光计划组委会竞赛办公室

二〇二一年三月

# 决赛要求

## 模块 A：零点餐厅服务

一、竞赛时间　　120 分钟（其中竞赛 110 分钟，周转 10 分钟）

二、竞赛任务及要求

（一）餐巾折花

选手需在 10 分钟内折叠 10 朵餐巾花，其中 4 朵杯花，6 朵盘花。（折花用口布由技术支持单位统一提供）

（二）包边台

选手需使用 4 块台布在 10 分钟内完成包边台工作。（台布由技术支持单位统一提供）

（三）零点服务

1、餐前准备。选手需在 30 分钟内完成所有餐前准备工作。（包括清洁餐用具）

2、零点服务。选手需在 60 分钟内完成整套零点服务。其中包括前菜制作及服务；汤的服务；主菜服务；甜点服务；酒水服务（红、白葡萄酒、水、咖啡。其中红酒需要提供醒酒服务）；迎送宾客。

## 模块 B：葡萄酒知识

一、竞赛时间：15 分钟

二、竞赛任务及要求

1、选手通过抽签当场决定回答所抽中产区的主要葡萄品种，口感，推荐一款本产区的葡萄酒

2、回答评委提出的问题 – 所抽中的产区相关知识及配餐

3、以下的国家及其盛名的产区为考核范围 – 法国、意大利、西班牙、美国、澳大利亚、南非、阿根廷、智利

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Fine dining

| Name | Brand |
|---|---|
| Water | Panna |
| Water | S.Pellegrino |
| Red Wine | Jacob’s Creek |
| White Wine | Mudhouse |

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# A la carte Menu

## Appetizers

*Oriental salad*

*Chicken, chicory, tomatoes and bell pepper with English mustard lemon yoghurt, oriental herbs*

## Soup

*Porcini mushroom soup, black truffle, foie gras*

*Or*

*Creamy sweet corn soup with micro green*

## Main course

*Baked black cod, cauliflower mousse vegetable tagliatelle*

*Or*

*Grilled rib eye steak - black truffle oil, morel, sweet beans and pasta*

## Dessert

*Apple pie with apple compote, ice cream*

*Or*

*Ancient sweet-scented Osmanthus, lotus seeds, peach gum*

*Bread- butter*

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# Restaurant Service（高职）

## Criteria

| ID | Name |
|---|---|
| A | Module Fine Dining |
| B | Module Wine Knowledge |

| Sub Criterion ID | Sub Criterion Name or Description | Day of Marking | Aspect Type M = Meas J = Judg | Aspect - Description | Judg Score | Extra Aspect Description (Meas or Judg) OR Judgement Score Description (Judg only) | Requirement (Measurement Only) |
|---|---|---|---|---|---|---|---|
| A1 | Table boxing | | | | | | |
| | | | M | Table boxing - Timing | | | |
| | | | M | Boxing a table - Height of all sides equal to the floor | | | |
| | | | M | Boxing a table - Not touching the floor | | | |
| | | | M | Boxing a table - All four tablecloths used. | | | |
| | | | J | Boxing a table - Final presentation | | | |
| | | | | | 0 | table not presentable for service at all | |
| | | | | | 1 | expectation of 3 star setup | |
| | | | | | 2 | expectation of 4 star setup | |
| | | | | | 3 | expectation of 5 star setup | |
| A2 | Napkin folding | | M | Napkin Folding - Timing | | | |
| | | | M | Napkin 1 | | | |
| | | | M | Napkin 2 | | | |
| | | | M | Napkin 3 | | | |
| | | | M | Napkin 4 | | | |
| | | | M | Napkin 5 | | | |
| | | | M | Napkin 6 | | | |
| | | | M | Napkin 7 | | | |
| | | | M | Napkin 8 | | | |
| | | | M | Napkin 9 | | | |
| | | | M | Napkin 10 | | | |
| | | | J | Napkin Folding- Final presentation | | | |
| | | | | | 0 | napkins not presentable for service at all | |
| | | | | | 1 | expectation of 3 star setup, basic level of difficulty, basic presentation on table | |
| | | | | | 2 | expectation of 4 star setup, good level of difficulty, good presentation on table | |
| | | | | | 3 | expectation of 5 star setup, high level of difficulty, great presentation on table | |
| A3 | Mise en Place | | | | | | |
| | | | M | MEP - Correct set up of Tablecloth | | | |
| | | | M | MEP - Crisp and consistent napkin folds | | | |
| | | | M | MEP - Crockery, cutlery and glassware polished & correct placement (incl cruets) | | | |
| | | | M | MEP - Symmetry | | | |
| | | | M | MEP - Correct equipment on service table for service | | | |

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|---|---|---|---|---|---|---|
| | | | J | MEP - Overall presentation | | |
| | | | | | 0 | cloth not consistent, napkins not appropriate, table not presentable for service at all |
| | | | | | 1 | cloth has inconsistencies, napkins not really appropriate, expectation of 3 star setup |
| | | | | | 2 | cloth set almost consistent, napkins appropraite, expectation of 4 star setup |
| | | | | | 3 | cloth consistent, table looks impressive, napkins appropriate to task, expectation of 5 star setup |
| A4 | Wine and Beverages Service | | | | | |
| | | | M | White Wine - Presentation to guests and correct opening procedure | | |
| | | | M | White Wine - top up as required | | |
| | | | M | White Wine - Service from right and no spillage | | |
| | | | M | White Wine - Wine cooler used | | |
| | | | M | Red Wine decanting - wine presentation | | |
| | | | M | Red Wine decanting - correct opening procedure | | |
| | | | M | Red Wine decanting -Correct transfer technique and no spillage | | |
| | | | M | Red Wine Decanting - wine/sediment left in bottle | | |
| | | | M | Red Wine - Service from right and no spillage | | |
| | | | M | Red Wine - Top up as required | | |
| | | | J | Red Wine decanting service - technique, timing, confidence | | |
| | | | | | 0 | lacks knowledge of task, not confident with task, lacks technique |
| | | | | | 1 | shows basic skill, basic confidence, some technique |
| | | | | | 2 | good knowledge of task, good level of confidence, good technique |
| | | | | | 3 | very high knowledge of task, great level of confidence, great technique |
| | | | M | Water service-Service in time | | |
| | | | M | Coffee/Tea service-Correct Method | | |
| | | | M | Coffee/Tea service-Service in time | | |
| | | | M | Coffee/Tea service-Top up as required | | |
| | | | J | Water/Drinks/Coffee Service - technique, timing, confidence | | |
| | | | | | 0 | lacks knowledge of task, not confident with task, minimal communication |
| | | | | | 1 | shows basic skill, basic confidence, some basic communication |
| | | | | | 2 | good knowledge of task, good level of confidence, good Coomunication |
| | | | | | 3 | very high knowledge of task, great level of confidence, great communication |
| A5 | Food Service_M | | | | | |
| | | | M | Providing Bred and Butter service | | |
| | | | M | Starter - equal portion size | | |
| | | | M | Starter - Clean plate | | |
| | | | M | Starter - correct ingredientsand making method | | |
| | | | M | Soup - Safe technique | | |
| | | | M | Main - Hygiene and safe | | |
| | | | M | Dessert - table cleaned before service | | |
| | | | M | Food - compliance with the service rules | | |
| A6 | Food Service_J | | | | | |
| | | | J | Starter Service | | |
| | | | | | 0 | No presentation to guests, inconsistent service, slow service, not an acceptable standard |
| | | | | | 1 | Presented to guests, adequate consistent service, timing adequate, service complete |
| | | | | | 2 | Good guest interaction, consistent service, accompaniments offered, good timing. |
| | | | | | 3 | Excellent guest interaction and explanation, high level of service, creativity in final presentation. |
| | | | J | Soup Service | | |
| | | | | | 0 | No presentation to guests, inconsistent service, slow service, not an acceptable standard |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | 1 | Presented to guests, adequate consistent service, timing adequate service complete | |
| | | | | | 2 | Good guest interaction, consistent service, accompaniments offered, good timing. | |
| | | | | | 3 | Excellent guest interaction and explanation, high level of service, great final presentation. | |
| | | | J | Main course service | | | |
| | | | | | 0 | poor service technique, not consistent, served from wrong side, cleared from wrong side | |
| | | | | | 1 | average service, almost consistent in service and clearing but not always | |
| | | | | | 2 | good service, consistently served from right (may be some inconsistency), cleared consistently | |
| | | | | | 3 | excellent service, consistently served from right, all plates placed consistently, cleared consistently | |
| | | | J | Dessert Service | | | |
| | | | | | 0 | No interaction with guest, poor skill technique, clear lack of flare, final presentation inadequate. | |
| | | | | | 1 | Limited interaction with guests, technique adequate, some flare with final presentation acceptable. | |
| | | | | | 2 | Good explanation, good technique, some flare and creativity, good final presentation | |
| | | | | | 3 | Excellent guest interaction and explanation, excellent technique high level of flare and creativity with very good final presentation | |
| A7 | Social Skills | | | | | | |
| | | | J | Greeting of Guests and explanations | | | |
| | | | | | 0 | No interaction with guests, customers left to fend for themselves | |
| | | | | | 1 | Some interaction, menu presented, service adequate | |
| | | | | | 2 | Good interaction with guests, customers seated, menu presented bread and water offered | |
| | | | | | 3 | Warm and sincere greeting, assisted with chairs, napkin broken, menu and wine explained, silver service of water and breads. | |
| | | | J | Social Skills/Fine Dining Service Procedures | | | |
| | | | | | 0 | Competitors shows no social skills or guest interaction | |
| | | | | | 1 | Competitor shows some interaction with guests and an adequate level of confidence to carry out their tasks. | |
| | | | | | 2 | Competitor shows a high level of confidence, good guest interaction and an overall good impression | |
| | | | | | 3 | Competitor shows excellent interpersonal skills, natural flare and ability and attention to detail | |
| A8 | Overall Presentation | | | | | | |
| | | | M | Uniform - uniform clean, ironed & well fitted, conform to industry standard | | | |
| | | | M | Uniform - shoes polished and conform to industry standard | | | |
| | | | M | Uniform - high standard of personal hygiene, no excessive perfume or aftershave | | | |
| | | | J | UNIFORM - good posture/stance THROUGOUT THE DAY | | | |
| | | | | | 0 | low standard of posture throughout all tasks, posture illustrates lack of confidence in tasks | |
| | | | | | 1 | average standard of posture throughout all tasks, shows bad posture when finding task challenging | |
| | | | | | 2 | good standard of posture throughout all tasks, looks professional, but slightly lacking | |
| | | | | | 3 | excellent standard of posture throughout all tasks, looks very professional | |

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|---|---|---|---|---|---|---|---|
| B1 | Wine knowledge | | | | | | |
| | | | M | Question 1 | | | |
| | | | M | Question 2 | | | |
| | | | M | Question 3 | | | |
| | | | J | Wine knowledge | | | |
| | | | | | 0 | lacks knowledge of task, not confident with task, minimal communication | |
| | | | | | 1 | shows basic skill, basic confidence, some basic communication | |
| | | | | | 2 | good knowledge of task, good level of confidence, good Coomunication | |
| | | | | | 3 | very high knowledge of task, great level of confidence, great communication | |
| | | | J | Communication | | | |
| | | | | | 0 | Competitors shows no social skills or guest interaction | |
| | | | | | 1 | Competitor shows some interaction with guests and an adequate level of confidenc | |
| | | | | | 2 | Competitor shows a high level of confidence, good guest interaction and an overall | |
| | | | | | 3 | Competitor shows excellent interpersonal skills, natural flare and ability and attentic | |

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