

New Logo



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Rules & Regulations

Art of Service Competition

General information

- The organizer reserves the right to remove, change or add to the rules and regulations.
- The organizer reserves all rights to any photographs taken during the event.
- The organizer is not responsible for any damage or loss of competitors' exhibited items, including equipment, utensils or personal belongings.
- All participants must be present at the competition in their professional uniform with no establishment logos. The uniform must be clean and pressed and the participant must be well-groomed:
 - Perfume to be used in moderation
 - No excessive make-up
 - No jewelry
 - Hair must be neat
 - Men must be clean shaven or trimmed beard
- All participants must wear their professional uniform at the awards ceremony
- Participants must show their personal ID and badge in order to enter the competition area
- Competitors who are not present at the appointed time and place of the competition will be considered as 'no-shows.' Please refer to the final schedule for your competition date and if any doubt, do not hesitate to contact the organizer
- Any cancellation after the 27/9/2018 will be non-refundable
- During the competition, badges must be worn on the side of the competitor number. No name or establishment logo must be visible to the judges

****Participants must register their arrival at the competition area.**

Rules & Regulations

I. Written test:

- Grade: 10 points

- Time: 30 minutes

(To be performed during the Live Chat)

1- Topics to know about:

Participants should broaden their knowledge by conducting research on the topics below:

- Basic service equipment
- Product knowledge
- Specific technical skills in serving food
- Relational skills specific to the restaurant service
- Non-alcoholic beverages

2- Procedure:

- The test will take place during the 'Live Chat' – Which is usually one day before the competition.
- It will be: anonymous, each participant will be given a number.
- It will be composed from a series of multiple choice and open ended questions to test the participant's knowledge and skills.
- The participant can select the language he/she prefers (the test will be available in Arabic and English).
- Test Duration: 30 minutes
- Points will be deducted in case the participant disrespects the allocated time.

3- Results publication:

- The results will be revealed by email on the same day of the written test.
- The decision of the judges is final.
- The test is 10% of the competition grade

II. Round one:

- **Grade: 30 points**

- **Time: 20 minutes**

Picking a four course set dinner menu and setting the table according to the sequence of service with right cutleries, and other adequate necessary accessories from:

- Laying the tablecloth
- Chairs
- Accessories set up
- Cutleries according to the given menu
- Napkin folding : Folding four napkins in four different ways

50% of the participants with the highest scores will qualify for the second round

III. Round two:

- **Grade: 30 points**

- **Time: 30 minutes**

Serving the guests according to the below sequence:

- Welcoming and greeting the guests
- Seating the guests
- Taking beverage order
- Writing the menu order according to the set menu used at the first round
- English Service of a Caesar salad, aromatized Caesar salad dressing to be prepared on a side table in front of jury members.

The top four participants with the highest scores will qualify for the final round

IV. Final Round:

- **Grade: 30 points**

- **Time: 45 minutes**

1. Carving, cutting, and presenting one whole fish and dressing one plate for one person.
2. cutting and presenting one orange, one banana, one kiwi and dressing four plates for four people

2- Rules and Regulations:

The schedule of the first round will be sent to the participants a day before of the competition. In case of no-show, participants will be disqualified from the competition.

Equipment's provided:

- Chinaware, glassware needed
- Food menu
- Ingredients for the ceaser salad, and its dressing
- Roasted fish, Vegetables and starch to dress a plate, and
- Carving Knife
- The rest of the materials should be brought by the participants on the day of on the competition: (order taking books, etc.) For round 1 and 2.

3- Judging Criteria

In each round, the participants will be evaluated according to:

- Their product knowledge
- The organization and the Service sequence
- The general impression of the participant during that stage
- Cleanliness during and at the end of each round
- Clearing the table and the debris (debarras) after each dish
- Proper dressing of the plates

Points will be deducted in case of:

- Disrespect for time
- Absence of a professional uniform
- Revealing the name of the participant
- Lack of professionalism the organizer has the right to disqualify any participant in case of unethical behavior.

4- Publication of the results:

- The results will be announced at the end of the round. The decision of the jury is final.

The detailed list of given material for each round will be shared with you before the event.

3- General evaluation Criteria:

A - Service Professionalism

Presentation of the three course menu, preparation of the service table, appropriate professional behavior and handling complaints.

B - Basic Technical Skills

Use of pliers and other serving utensils. Method of transporting the plates, the right use of the “cabaret” (round tray for transporting clean glasses), the cutlery plate (for transporting clean cutlery), removing dirty glasses, plates and cutlery.

C - Beverage Service

Appropriate use of accessories according to the type of beverage, ✓cleanliness and responsiveness.

D - Professional Presentation

Manifestation of good manners and knowledge, self-control, sense of humor, eloquence and language skills.

E - Presentation and Physical Appearance

Professional attire, perfume and makeup in moderation and no jewelry. Hair should always be neat and clean. Men should be clean-shaven or well-trimmed/groomed beard. Professional outfits should not show the name of the establishment or the company logo.

F – Table Setup

Preparation method, table decoration and table setting (tablecloth, napkins, chairs, accessories, plates, cutlery, glassware and other necessary elements for the service).

G – Hygiene

Compliance with the standards of hygiene of service and cleanliness during the service.

H – Participants Reaction

Ability to react at any given time to a difficulty related to the needs of the client, or exceptional circumstances related to the service.

I - Technical Mastery of Service Difficulties

Proficiency in classical service techniques in the hotel industry

N.B.: A detailed judging criteria handout per round will be sent to all participants

Awards

60 to 69 points is merit certificate

70 to 79 points is bronze medal and certificate

80 to 89 points is silver medal and certificate

90 to 100 points is gold medal and certificate