

Under the Patronage of H.E. The Minister of Tourism and Antiquities

9<sup>th</sup> Edition

# HORECA JORDAN 2024

The 9<sup>th</sup> International Trade Show for Hotels, Restaurants, Catering, Food & Hospitality Services

1<sup>st</sup> - 3<sup>rd</sup> October | 2:00 - 9:00 PM

Jordan International Exhibition Center

Amman - Jordan



## ART OF SERVICE COMPETITION PARTICIPANT MANUAL

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Dear Participants,

After **HORECA Jordan** previous success editions, we are delighted to welcome you to the ninth edition of the Art of Service Competition. This manual offers useful information about the organization of the event and competition rules & regulations .

Should you need any further information, please don't hesitate to contact:

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Good luck to all participants,

**Thuraya Hussein**

**Chairperson & CEO**

**Lawrence & Hussein Consult**

## GENERAL INFORMATION

- The Organizers reserve the right to remove, change or add to the rules and regulations.
- The Organizers reserve all rights to any photographs taken during the event.
- The Organizers are 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 Organizers.
- **Any cancellation after August 15.2024 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**

### **Badge Pick Up**

All participants can pick up their badges and view the location on 30th of September 2024 at Jordan International Exhibition Center Amman.

## DAY 1

### I. ROUND ONE – LIVE Q&A:

**Grade:** 5 points

**Time:** 5 minutes

(To be performed during the Competition)

#### 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:

- Each participant will choose 5 envelopes of 1 question each which will be asked by the jury
- Each participant will have a maximum of 1 minute to answer each question, 5 minutes in total
- The participant must answer immediately; each correct answer will add 1 point
- The questions are available in English and Arabic, the participant being free to choose one of both languages

#### 3- Results publication:

- The total score of the participant will be added to 2<sup>nd</sup> round score of the competition, there will be no elimination.
- The Q&A value is 5% of the competition grade

### II. ROUND TWO:

**Grade:** 30 points

**Time:** 30 minutes

- **Napkin folding:** Folding six napkins each in a different way.  
**Development:** Candidates will bring the 6 cotton towels; they must be 50cm x 50cm in size minimum.  
**Duration:** 10 minutes
- Picking a set dinner menu and setting the table for two persons 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
  - Using two folded napkins from the six folded at the beginning of the round

**Duration:** 20 minutes

- The total score of the participant will be added to 3<sup>rd</sup> round score of the competition, there will be no elimination.

## DAY 2

### III. ROUND THREE:

**Grade: 30 points**

**Time: 35 minutes**

Serving the two guests according to the below sequence:

- Welcoming and greeting the two guests
- Seating the guests
- Taking beverage order for two persons
- Writing the menu order according to the set menu used at the second round  
**Duration: 15 minutes**
- Preparation of a salad dressing and English Service of Endives salad: making Roquefort vinaigrette intended to aromatize Endives salad in front of jury members.
- All necessary ingredients for the sauce and the salad should be provided by the participant
- After completion, the Roquefort must be presented in a sauceboat. The salad and the Roquefort will be served to the members of the jury using the English service method.
- **Duration: 20 minutes** (10 minutes for guéridon set up, 10 minutes for salad dressing preparation and English service)
- **Cleaning: 5 minutes**
- **All participants should bring all needed ingredients and utensils for the salad preparation**

**The top three participants with the highest scores will be qualified for the final round**

## DAY 3

### IV. FINAL ROUND:

**Grade: 35 points**

**Time: 65 minutes**

#### Fruits Cutting:

- **Cutting one fresh pineapple**
- **Development:** The participant will provide the fruits to cut, as well as the tableware, the plates, the cutting board and the knife.
- **Duration:** 30 minutes (10 minutes set up, 20 minutes pineapple cutting without service)

#### Fruits Cutting:

- **Cutting one fresh banana and one fresh orange**
- **Development:** The participant will provide the fruits to cut, as well as the tableware, the plates, the

cutting board and the knife.

- **Duration:** 30 minutes (10 minutes set up, 20 minutes for the banana and orange cutting without service)

#### Service:

- **Service of the fruits**
- **Development:** Service of the pineapple, banana, and orange with the decoration to the jury.
- **Duration:** 5 minutes

#### **RULES AND REGULATIONS:**

The schedule will be sent to the participants 10 days before the competition. In case of no-show, participants will be disqualified from the competition.

All the needed ingredients and materials for all the rounds should be brought by the participants on the day of the competition.

#### **JUDGING CRITERIA:**

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

- The products knowledge
- The organization and the methodology of the making
- The final quality of the making
- The quickness and precision of technical gestures.
- Tidying and cleaning the workplace after finalizing the presentation

#### **POINTS WILL BE DEDUCTED IN CASE OF:**

- Non-respect of the given time
- Not wearing a professional uniform
- Inscription of the candidate's name or the institution on the uniform
- Non-respect of professional rules regarding physical appearance

#### **I. PUBLICATION OF THE RESULTS:**

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

#### **II. GENERAL EVALUATION CRITERIA:**

##### **A - Service Professionalism**

Presentation of the 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 cutleries.

##### **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

**AWARDS**

The participant with the highest grade in the final round will be the 1st followed by the 2nd, 3rd.