



DRINK SERVICE ASSISTANT

HSP/DSrvA/2/0024

Programme Name

Skills programme and Training Certificate in Drink Service Assistant, NQF Level 2, SAQA ID HSP/DSrvA/2/0024, 26 Credits.

Programme Purpose

- The purpose of this programme is to equip learners with a variety of personal, organisational and vocational skills in order to assist customers in choosing a specific drink.

Workplace Requirements

- Suitable for learners who clean and prepare bar/ drink service area and equipment.
- At this level the learner is not required to take or serve customer orders.

Programme Description

Each person that will successfully achieve this programme will be able to:

- Successfully achieve this programme will be enabled to effectively provide a table drink service in an efficient, organised manner within a restaurant (food and beverage) environment.

Target group

- This skills programme is suitable for Table Attendants who are responsible for serving guest drink orders at the table as well as for setting up their work area.
- Candidates are either unemployed or currently employed within a hospitality establishment.
- Unemployed candidates who have the interest and acumen to work in the Food and Beverage arena.
- Employed candidates who have the interest to further their skills and knowledge of Food and Beverage operations

Entry Requirements

- It is assumed that a GEC certificate or equivalent has been obtained by the candidate at level 1; minimum Standard 8, Grade 10.
- Candidates are required to complete a numeracy and literacy test.
- Candidates must have a successful outcome of their Skills Programme interview.

Programme Outcomes

On completion of this Skills Programme, the learner will be able to:

- Explain the importance of dealing with customers in a polite, friendly and prompt manner.
- Explain the consequences of selling alcohol to under age or intoxicated persons.
- Identify drink service items and describe their uses.
- Identify different glassware and explain their usage. (Range of glassware: beer glasses, wine glasses, liqueur glasses, sherry glasses, cocktail glasses, highball glasses, tumbler/whisky glasses, champagne glasses) Link to 7735 Clean and store glassware
- State organisational procedures for taking drinks' orders, serving drinks and clearing drinks.
- Provide information about the range of alcoholic and non-alcoholic drinks in the establishment. (Range of information: price, drink volumes, sizes or quantities, accompaniments, specials)
- Explain the importance of dealing with spillages and breakages quickly and efficiently.

Structure of the programme

The Skills Programme in Drink Service Assistant consists of:

- Classroom based learning
- On-the-job learning
- Assessment

Duration of the Programme

- Programme: 5 Days
- Training Days: 5 Days
- Assessment Days: 2 Days

Number of learners per class: Minimum 10

Programme Roll-Out:

Unit Standard Code	Unit standard Title	Level	Credits
7794	Communicate verbally	3	8
7734	Prepare and clear areas for drink service	2	1
7735	Clean and store glassware	2	1
7738	Prepare and restock drinks machines / equipment	2	1
7608	Handle and store cleaning equipment and materials	2	1
7612	Handle and dispose of waste	2	1
7789	Provide customer service	4	8
Total Credits			21
YOU MAY CHOOSE ANY OF THE ABOVE UNIT STANDARDS TO MAKE UP A MAXIMUM OF 12 CREDITS FOR R3900.00			

