



FOOD SERVICES ASSISTANT

HSP/FdSrvA/2/0023

Programme Name

Skills programme and Training Certificate in Food Services Assistant, NQF Level 2, SAQA ID HSP/FdSrvA/2/0023, 25 Credits.

Programme Purpose

- The purpose of this Skills programme is to develop learners in a variety of personal, organisational and vocational skills in order to assist customers in choosing specific items from the menu.

Workplace Requirements

- Suitable for learners who assist in the cleaning and preparation of food service area and equipment.
- It is appropriate for those who work in the table service, counter service, take away service, functions or room service.
- 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:

- The learner that successfully achieves this programme will be enabled to effectively perform the duties of a food service assistant within a restaurant (food and beverage) environment.
- The knowledge on how to serve food either for table or room service in a hygienic, competent and organised manner.

Target group

- This skills programme is suitable for Food Service assistant who are responsible for serving guest food orders at the table and/or room service, and responsible for setting up their work area.
- Candidates are either non-employed or currently employed within a hospitality establishment.
- Non-employed candidates have the interest and acumen to work in the Food and Beverages Services arena.
- Employed candidates have the interest to further their skills and knowledge of Food and Beverage Services.

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 interrelationship between completing preparation tasks within time limits and customer satisfaction.
- Explain the importance of maintaining a constant stock of service equipment items.
- Explain the consequences of not checking and storing condiments and accompaniments according to operational procedures.
- Identify food service items and state organisational procedures for handling, cleaning and storing them.
- Stress the importance of ensuring all service equipment is clean, undamaged and always in its place.
- State organisational procedures for the laying and clearing of tables, trays and trolleys.
- Explain the importance of handling and disposing of waste in a hygienic way.
- Stress the consequences of not turning off certain electrical equipment after service

Structure of the programme

The Skills Programme in Food 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
14577	Prepare and clear areas for table service	3	1
7737	Prepare and clear areas for room service	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			20
YOU MAY CHOOSE ANY OF THE ABOVE UNIT STANDARDS TO MAKE UP A MAXIMUM OF 12 CREDITS FOR R3900.00			