TABLE ATTENDANT

HSP/TblAtt/2/0027

Programme Name
Skills programme and Training Certificate in Table Attendant,
NQF Level 2 , SAQA ID HSP/TblAtt/2/0027, 43 Credits.

Programme Purpose
- The purpose of this programme is to equip learners with a variety of personal, organisational and vocational skills in order to fulfil the function of a Table Attendant

Workplace Requirements
- Suitable for learners who take and serve customers' orders at the table in addition to setting up their work area/ station.

Programme Description
Each person that will successfully achieve this programme will be enable to:
- Providing a table and drink service, assisting in a carvery and buffet service, and providing a wine service. Safety and security in the working environment is developed, as well as performing basic calculations, maintaining customer service and internal relationships within the organisation.
- Developing oneself to view this programme as an entry point to a further carer in hospitality.

Target group
- Suitable for learners who take and serve customers' orders at the table in addition to setting up their work area/ station.

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.

Programme Outcomes
On completion of this Skills Programme, the learner will be able to:
- Provide customer service.
- Process incoming and outgoing telephone calls.
- Communicate verbally.
- Maintain effective relationships with other members of staff.
- Describe the layout, services and facilities of the organisation.
- Maintain a safe and secure working environment.
- Maintain health, hygiene and a professional appearance.
- Perform basic calculations.
- Develop self within the job role.
- Provide a table and drink service.
- Prepare and clear areas for table service.
- Provide a carvery / buffet service.
- Serve bottled wines.

Structure of the programme
The Skills Programme in Table Attendant consists of:
- Classroom based learning
- On-the-job learning
- Assessment

Duration of the Programme
- Programme: 20 Days
- Training Days: 10 Days
- Assessment Days: 10 Days

Number of learners per class: Minimum 15

Programme Roll-Out:

Unit Standard Code	Unit standard Title	Level	Credits
7789	Provide Customer Service	4	8
7790	Process Incoming and Outgoing Telephone Calls	3	3
7793	Describe layout, services and facilities of the organisation	2	1
7794	Communicate Verbally	3	8
11235	Maintain Effective Working Relationships with Other members of Staff	3	1
7796	Maintain a secure working environment	3	1
7799	Maintain a safe working environment	2	2
7800	Maintain health, hygiene and a professional appearance	2	1
7812	Perform Basic Calculations	2	3
7821	Develop self within the job role	4	3
7740	Prepare and clear areas for table service	3	1
7742	Provide a table service	3	2
7744	Provide a table drink service	3	4
7745	Provide a carvery / buffet service	3	2
7750	Serve bottled wines	3	3
Total Credits			**43**