



NC: Food & Beverage Services

SAQA ID: 14113	Training Days: 21	E-Learning Days: NA
NQF Level: 4	Assessment Days: 22	Workplace Experience: 10 Months
Credits: 168	Total Contact Days: 43	Self-Study Days: 11
Description:	This qualification is applicable to all sectors, from small restaurants to large-scale hotels. The qualification leads towards the F&B Management diploma and provides articulation with Gaming, Travel and other Tourism industries	
Structure	<ul style="list-style-type: none"> ➤ Classroom based learning ➤ On-the-job learning ➤ Coaching/Mentoring ➤ Assessment 	
Purpose	This qualification has been developed for people in the food and beverage service industry (Hospitality). It brings together elements of food and drink preparation and service as well as supervision.	
Target Group	<p>This certificate programme is suitable for non-employed or currently employed within a hospitality establishment.</p> <ul style="list-style-type: none"> ➤ Non-employed candidates have the interest and acumen to work in the Food Services arena as a table attendant, waiter or function helper. ➤ Employed candidates have the interest to further their skills and knowledge of Food Service operations. 	
Entry Requirements	<ul style="list-style-type: none"> ➤ It is assumed that learners are competent in Mathematics at NQF Level 3 and Communication at NQF Level 3. ➤ Matric 	
Workplace Requirements	<ul style="list-style-type: none"> ➤ Access to restaurant and equipment (Bar, Buffet etc.) ➤ Access to payment processing points 	
Outcomes	<p>On completion of this qualification, the learner will be able to:</p> <ul style="list-style-type: none"> ➤ Deal with customers and process incoming and outgoing telephone calls ➤ Maintain health, hygiene and professional appearance ➤ Handle and store cleaning equipment and material as well as handle and dispose of waste. Maintain the receipt, storage and issue of goods ➤ Clean and store glassware as well as clean and restock drinks machines/ Equipment. Contribute to the identification of short term supply needs ➤ Prepare and clear areas for table service and provide a table service ➤ Provide a table drink service and provide a carvery/ buffet service ➤ Serve bottled wine and prepare and serve wine ➤ Prepare and serve spirits and liqueurs ➤ Maintain table and drink service ➤ Supervise the running of a function and maintain customer satisfaction ➤ Describe layout, services and facilities of the organisation ➤ Maintain a secure and safe working environment ➤ Conduct on the job coaching ➤ Operate a payment point and process payments. Handle and record refunds ➤ Develop oneself within the job role ➤ Source information about self-employment opportunities ➤ Planning and deliver staff training and development in own area of responsibility. Induct new staff to the workplace ➤ Monitor and maintain health, safety and security as well as maintain a preventative maintenance programme 	

Programme Roll-Out:				
Type	Unit Standard	Unit standard Title	Level	Credits
Module 1 & 2: Office Management (4 days training and 4 days' assessment)				
Core	7793	Describe layout, services and facilities of the organisation	2	1
Core	7801	Describe the sectors of the hospitality, travel & tourism industries	2	2
Core	7796	Maintain a secure working environment	3	1
Core	7799	Maintain a safe working environment	2	2
Fundamental	7800	Maintain health, hygiene and professional appearance	2	1
Fundamental	7789	Provide Customer Service	4	8
Fundamental	7790	Process incoming and outgoing telephone calls	3	3
Fundamental	7794	Communicate verbally	3	8
Fundamental	7822	Prepare written communication	4	3
Elective	7663	Handle mail, messages and written communication	2	1
Module 3 & 4: Area of Responsibility and Compulsory Job Specifics (5 days training and 5 days' assessment)				
Core	7839	Maintain the receipt, storage and issue of goods	4	5
Elective	7884	Control and Order Stock	5	4
Core	7844	Contribute to the identification for short term supply needs	4	1
Elective	7858	Maintain Supply Levels	5	10
Core	7846	Maintain the cleaning programme for own area of responsibility	4	2
Core	7866	Plan, organise & monitor work in own area of responsibility	5	3
Elective	14577	Prepare and clear areas for table service	2	1
Elective	7732	Prepare and clear areas for counter service	2	1
Elective	7734	Prepare and clear areas for drink service	2	1
Core	7735	Clean and store glass ware	2	1
Core	7608	Handle and store cleaning equipment and materials	2	1
Core	7612	Handle and dispose of waste	2	1
Core	7738	Prepare and restock drinks machines/ equipment	2	1
Core	7740	Prepare and clear areas for table service	3	1
Core	7742	Provide a table service	3	2
Elective	7739	Prepare service and clear function rooms	2	2
Module 5: Essential Job Specifics (3 days training and 3 days' assessment)				
Core	7745	Provide a carvery/ buffet service	3	2
Elective	7747	Provide a silver service	4	2
Core	7829	Handle and record refunds	3	2
Core	7820	Operate a payment point and process payments	3	3
Core	7776	Maintain the table service	5	5
Core	7780	Supervise the running of a function	5	7
Module 6: Maintaining the Drink Service (4 days training and 4 days' assessment)				
Elective	7753	Prepare and serve cocktails	4	2
Core	7773	Prepare and serve spirits and liqueurs	4	5
Elective	7760	Provide a drink service for licensed premises	3	2
Core	7778	Maintain the drink service	5	4
Elective	7756	Prepare kegs and gas cylinders for use	3	1
Elective	7758	Maintain cellars / store room	3	2
Core	7769	Recommend, prepare and serve wines	5	6
Core	7744	Provide a table drink service	3	4
Core	7750	Serve bottled wines	3	3
Module 7 & 8: Advanced Skills and Self Development (5 days training and 5 days' assessment)				
Fundamental	7812	Perform basic calculations	2	3
Core	7836	Monitor customer satisfaction	4	3
Core	7868	Monitor and maintain health, safety and security	5	4
Core	7869	Maintain a preventative maintenance programme	4	3
Core	7860	Introduce new staff to the workplace	3	1
Core	7841	Plan staff training and development in own area of responsibility	4	6
Fundamental	7813	Identify work opportunities	2	2
Elective	7815	Apply for a job or experience placement	3	2
Core	7818	Conduct on-the-job coaching	5	5
Core	7821	Develop self within the job role	4	3
Core	7827	Source information about self-employment opportunities	4	3
Elective	7873	Manage one's own development	4	3
Elective	7854	Provide First Aid	4	4
Total Credits :: 168				