



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The accredited Skills Programme: Drink Service Assistant at an NQF level 2, is an entry level practical programme for individuals working as drink service assistants and attendants in different types of hospitality establishments, bars, hotels and restaurants.

It covers the key skills and techniques of drinks service, taking orders, serving drinks and clearing drinks. In addition, subject areas such as communication, interacting with customers, product knowledge of alcoholic and non-alcoholic drinks and different types of glassware, layout and facilities, hygiene and cleaning and health and safety are covered in detail.

Target Audience

The skills programme is aimed at drinks and bar service attendants. Individuals preparing, serving, and clearing drinks and maintaining and cleaning equipment in bars, restaurants, events and the hospitality sector, will benefit from the programme.

Entry Requirements

- GEC certificate or equivalent at level 1.
- Must complete a numeracy and literacy test.
- A successful interview.

Additional Requirements

- You will need access to appropriate workplace activities in drinks service to complete the practical components of the programme.
- Access to a workplace mentor.
- Access to a PC, software and the internet.

Hospitality & Tourism

Drink Service Assistant

CATHSSETA Statement of Results

SP ID:	HSP/DSrVA/2/0024
NQF Level:	2
Credits:	26

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Drink Service Assistant, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the skills programme, you will be able to:

- Provide customer service in a professional, friendly, prompt and polite manner.
- Communicate verbally
- Describe an organisation's layout, services and facilities.
- Maintain a secure and safe working environment, clean and restock equipment, and maintain health, hygiene and professional appearance.
- Explain the consequences of serving alcohol to underage or intoxicated individuals.
- Identify drink service items and describe their use.
- Identify different types of glassware and their use and clean and store glassware.
- Provide information on a range of alcoholic and non-alcoholic drinks.
- Understand organisational procedures for taking drinks orders, serving drinks, dealing with spillages and breakages and clearing drinks.
- Handle and store equipment and materials and dispose of waste.





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Course Content

SP: Drink Service Assistant

Accreditation Body: CATHSSETA

| SETA Skills Programme ID: HSP/DSrvA/2/0024

| NQF Level: 2 | Credits: 26

Unit Standard 7794

- Communicate verbally

Unit Standard 7800

- Maintain health, hygiene and a professional appearance

Unit Standard 7793

- Describe layout, services and facilities of an organisation

Unit Standard 7796

- Maintain a secure working environment

Unit Standard 7799

- Maintain a safe working environment

Unit Standard 773

- Prepare and clear areas for drink service

Unit Standard 7735

- Clean and store glassware

Unit Standard 7738

- Prepare and restock drinks machines and equipment

Unit Standard 7608

- Handle and store cleaning equipment and materials

Unit Standard 7612

- Handle and dispose of waste

Unit Standard 7789

- Provide customer service

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangqoba



Siyaya[®]
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA



MBAT
DEVELOP - EMPOWER - GROW

