



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

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

It covers the key skills and techniques of table and room service, layout and facilities, hygiene and cleaning, health and safety, counter service and identifying food service items.

Delegates will also gain skills in Customer Service and Communication.

## Target Audience

The skills programme is aimed at table, counter and room service assistants. Individuals working in cleaning and preparation of food services, working with equipment in restaurants, take-away outlets, events and the hospitality sector, will benefit from the programme.

## Entry Requirements

- A 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 food service to complete the practical components of the programme.
- Access to a workplace mentor.
- Access to a PC, software and the internet.

## Hospitality & Tourism

# Food Service Assistant

### CATHSSETA Statement of Results

SP ID: HSP/FdSrvA/2/0023

NQF Level: 2

Credits: 25

## 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, Food 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:

- Describe an organisation's layout, services and facilities.
- Maintain a secure and safe working environment.
- Maintain health, hygiene and professional appearance.
- Communicate verbally.
- Prepare and clear areas for table and room service.
- Identify food service items and know organisational procedures for handling, cleaning and storing them.
- Handle and store cleaning equipment and materials and dispose of waste.
- Provide customer service.





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## Course Content

**SP: Food Service Assistant**  
**Accreditation Body: CATHSSETA**

| SETA Skills Programme ID: HSP/FdSrvA/2/0023  
| NQF Level: 2 | Credits: 25

### **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 7800**

- Maintain health, hygiene and professional appearance

### **Unit Standard 7794**

- Communicate verbally

### **Unit Standard 14577**

- Prepare and clear areas for table service

### **Unit Standard 7737**

- Prepare and clear areas for room service

### **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

