



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The accredited Skills Programme, Table Attendant, at an NQF level 2, is an entry level programme for individuals working in the hospitality industry in food and beverage services.

There is a strong focus on customer service and effective verbal communication. It covers preparing an area for table service in an effective, hygienic and organised manner, providing table and table drink services efficiently using an organised approach, preparing a hygienic and attractive carvery or buffet service, and choosing and serving customers bottled wine with knowledge of the wine list.

Target Audience

The skills programme is aimed at individuals working in food and beverage services as table attendants.

It is suitable for hosts, waiters and waitresses, working in different types of hospitality environments including hotels, resorts, restaurants and catering events.

Entry Requirements

- A GEC certificate or equivalent at level 1.
- Grade 10 Certificate.

Additional Requirements

- Access to taking and serving customer orders at the table and setting up working areas.
- Access to a workplace mentor.
- Access to a PC, software and the internet where online learning is applicable.

Hospitality & Tourism

Table Attendant

CATHSSETA Statement of Results

SP ID: HSP/TblAttd/2/0025

NQF Level: 2

Credits: 43

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, Table Attendant, 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 and health, hygiene and professional appearance.
- Provide customer service.
- Process incoming and outgoing telephone calls.
- Communicate verbally.
- Maintain effective relationships with staff.
- Perform basic calculations.
- Develop self within a job role.
- Prepare and clear areas for table service.
- Provide a table and table drinks service, a carvery and buffet service and serve bottled wines.





info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

Course Content

SP: Table Attendant

Accreditation Body: CATHSSETA

| SETA Skills Programme ID: HSP/TblAtt/2/0025

| NQF Level: 2 | Credits: 43

Unit Standard 7789

- Provide Customer Service

Unit Standard 7790

- Process Incoming and Outgoing Telephone Calls

Unit Standard 7793

- Describe Layout, Services and Facilities of an Organisation

Unit Standard 7794

- Communicate Verbally

Unit Standard 11235

- Maintain Effective Working Relationships with Other Members of Staff

Unit Standard 7796

- Maintain a Secure Working Environment

Unit Standard 7799

- Maintain a Safe Working Environment

Unit Standard 7800

- Maintain Health, Hygiene and a Professional Appearance

Unit Standard 7812

- Perform Basic Calculations

Unit Standard 7821

- Develop Self Within the Job Role

Unit Standard 7740

- Prepare and Clear Areas for Table Service

Unit Standard 7742

- Provide a Table Service

Unit Standard 7744

- Provide a Table Drink Service

Unit Standard 7745

- Provide a Carvery/Buffer Service

Unit Standard 7750

- Serve Bottled Wines

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangoba



Siyaya
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA



MBAT
DEVELOP - EMPOWER - GROW

