

**HOSPITALITY**

**Highfield Level 2 Certificate in Hospitality and Catering Principles**

**(Food & Beverage Service) (RQF)**

The objective of this qualification is to provide knowledge, skill and behaviours to learners wanting to enter the Food & Beverage Service Department within Hospitality as a Table Attendant and/or Barman/lady or those already employed in such roles wishing to expand their knowledge of effective Food & Beverage Service.

**Unit Standards**

**Unit 1 – Safe, hygienic and secure working environments in Hospitality**

**Unit 2 – Effective Teamwork**

**Unit 3 – Giving Customers a positive impression**

**Unit 4 – Principles of Food Safety in Catering**

**Unit 5 – Principles of Customer Service in Hospitality Leisure, Travel and Tourism**

**Unit 6 – Table service**

**Unit 7 – Wine service**

**Unit 8 – Buffet and Carvery Service**

**Unit 9 – Silver Service**

**Unit 10 – Service of alcoholic and non-alcoholic drinks**

**Unit 11 – Preparing and clearing areas for Table Service**

**Unit 12 – Preparing and clearing of Service Areas**

**Unit 13 – Principles of upselling services and products to Customers**

**Unit 14 – Dealing with payments**

**Unit 15- Complaint handling**

**Assessment Methods**

This qualification is assessed through the completion of a Port Folio of Evidence (POE) that will be assessed by the Training Centre. The learner will demonstrate knowledge, skill and behaviour in terms of the required assessment criteria in the following manner:

**Knowledge Criteria–** Worksheets, records of oral & written questioning, assignments, projects, reports, record of professional discussion

**Skills & Behaviour Criteria-** Assessor observation, witness testimony, record of professional discussion as well as learner and peer reports

A pass/fail determination will be the conclusion of this qualification dependant on the Learner POE submitted as well as the practical outcomes achieved as recorded and verified by the BDS Assessor and Moderator.

A workbook will be provided for the learner to complete via written answers, oral discussion notes and/or oral questioning by the Facilitator.

Unit 4 (Food Safety in Catering) is assessed through a 45 minute, 20 question multiple-choice question examination. Learners must achieve 66% in order to pass.

**How long will it take me to achieve this qualification?**

The total qualification time for this qualification is 1 month of guided learning and POE building.

**Where can this course be taken?**

Baobab Development Solutions – Cape Town – South Africa

Qualification Number: 603/5221/8 Credit Value: 16