

**HOSPITALITY**

**Highfield Level 2 Certificate in Hospitality and Catering Principles (Food Service) (RQF)**

The objective of this qualification is to provide knowledge, skill and behaviours to learners wanting to enter the Food/Restaurant Service Department within Hospitality as a Table Attendant or those already employed in such roles wishing to expand their knowledge of effective Food 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 – Food Safety in Catering**

**Unit 5 – Providing Counter or Takeaway Service**

**Unit 6 – Silver Service**

**Unit 7 – Buffet or Carvery Service**

**Unit 8 – Table Service**

**Unit 9 – Preparing and Clearing areas for Table Service**

**Unit 10 – Wine Service**

**Unit 11 – Dealing with payments**

**Unit 12 – Customer Complaints**

**Assessment Methods**

This qualification is assessed through the completion of a Portfolio 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 15 days of guided learning and POE building.

**Where can this course be taken?**

Baobab Development Solutions – Cape Town – South Africa