NATIONAL CERTIFICATE:
FOOD & BEVERAGE SERVICES

NQF

4

SAQA

14113

TRAINING DAYS

29

DURATION

12 months

CREDITS

133

SETA

TETA

AVAILABLE DELIVERY METHODOLOGY

Online
This course is not available online

Instructor Led
100% Trainer led methodology in order for learners to achieve applied competence

Blended
Not available as blended learning

PURPOSE

This qualification has been developed for people in the food and beverage service industry (hospitality). It brings together elements of food and drink preparation and service as well as supervision. This qualification is applicable to all sectors, from small restaurants to large-scale hotels. The qualification leads toward the F&B Management diploma and provides articulation with Gaming, Travel and other Tourism industries.

Rules regarding Fundamental, Core and Electives:

• Fundamental unit standards totalling 31 credits are compulsory.
• Core unit standards totalling 93 credits are compulsory.
• Elective unit standards totalling a minimum of 9 credits.

ENTRY CRITERIA

•   Communication at NQF Level 3
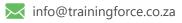•   Mathematical Literacy at NQF Level 3

SKILLS OUTCOMES

•   Deal with customers.
•   Process incoming and outgoing telephone calls.
•   Display Cultural Awareness in dealing with Customers & Colleagues.
•   Communicate verbally.
•   Maintain effective working relationships with other members of staff.
•   Maintain health, hygiene and professional appearance.
•   Perform basic calculations.
•   Prepare written communications.
•   Handle and store cleaning equipment and materials.
•   Handle and dispose of waste.
•   Clean and store glassware.
•   Clean and restock drinks machines / equipment.
•   Prepare and clear areas for table service.
•   Provide a table service.
•   Provide a table drink service.
•   Provide a carvery / buffet service.
•   Serve bottled wines.
•   Prepare and serve wine.
•   Prepare and serve spirits and liqueurs.
•   Maintain the table service.
•   Maintain the drink service.
•   Supervise the running of a function.
•   Describe layout, services and facilities of the organisation.
•   Maintain a secure working environment.
•   Maintain a safe working environment.
•   Describe the Sectors of the Hospitality, travel & Tourism Industries.
•   Conduct on-job coaching.
•   Operate a payment point and process payments.
•   Develop self within the job role.
•   Source information about self-employment opportunities.
•   Handle and record refunds.
•   Maintain customer satisfaction.
•   Maintain the receipt, storage and issue of goods.
•   Planning and deliver staff training and development in own area of responsibility.
•   Contribute to the identification of short term supply needs.
•   Maintain the cleaning programme for own area of responsibility.
•   Induct new staff to the workplace.
•   Planning, organise & monitor work in own area of responsibility.
•   Monitor and maintain health, safety and security.
•   Maintain a preventative maintenance programme.

For more information on how your organisation can benefit, contact Training Force:

HOSPITALITY

MARKETING INFORMATION

Target Market:
Target Industries: Hospitality and Tourism

RESOURCE REQUIREMENTS

• Cutlery
• Crockery
• Payment Facilities

GENERAL INFORMATION

Credit Accumulation Transfer (CAT): CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete part 1 and part 2 of every Cluster.

FISA Requirements: Final Integrated Summative Assessment is not a requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL): RPL is not available for this qualification.

Cluster 1 - Hospitality Operations

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7801	Describe the sectors of the Hospitality, Travel and Tourism Industries.	2
Core	7793	Describe layout, services and facilities of the organisation.	1
Fundamental	11235	Maintain effective working relationships with other members of staff.	1
Core	7827	Source information about self-employment opportunities.	3
Elective	7815	Apply for job or work experience placement.	2
Core	7821	Develop self within the job role.	3

Recommended training days for Cluster 1 is 2 days.

Cluster 2 Part 1 - Self Improvement

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7839	Maintain the receipt, storage and issue of goods.	5

Recommended training days for Cluster 2 part 1 is 1 day.

Cluster 2 Part 2 - Business Communication - Credit Accumulation Transfer is applicable to the highlighted unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7822	Prepare written communications.	3
Fundamental	7794	Communicate verbally.	8
Fundamental	7790	Process incoming and outgoing telephone calls.	3

Recommended training days for Cluster 2 part 2 is 3 days.

Cluster 3 Part1 - Finance in the Workplace

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7829	Handle and record Refunds.	2
Core	7820	Operate a payment point and process payments.	3

Recommended training days for Cluster 3 part 1 is 1 day.

Cluster 3 Part 2 - Finance in the Workplace - Credit Accumulation Transfer is applicable to the highlighted unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7812	Performing Basic Calculations.	3

Recommended training days for Cluster 3 part 2 is 1 day.

Cluster 4 Part 1 - Maintaining Working Environment

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7846	Maintain the cleaning programme for own area of responsibility.	2
Core	7612	Handle and dispose of waste.	1
Core	7868	Monitor and maintain health, safety and security.	4
Core	7796	Maintain a secure working environment.	1
Core	7799	Maintain a safe working environment.	2
Core	7869	Maintain a preventative maintenance program.	3

Recommended training days for Cluster 4 part 1 is 3 days.

Cluster 4 Part 2 - Maintaining Working Environment - Credit Accumulation Transfer is applicable to the highlighted unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7800	Maintain health, hygiene and a professional appearance.	1

Recommended training days for Cluster 4 part 1 is 1 days.

HOSPITALITY

Cluster 5 Part 1 - Customer Service

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7836	Monitor customer satisfaction.	3

Recommended training days for Cluster 5 part 1 is 1 day.

Cluster 5 Part 2 - Customer Service - Credit Accumulation Transfer is applicable to the highlighted unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7789	Provide customer service.	8
Fundamental	7791	Display cultural awareness in dealing with customers and colleagues.	4

Recommended training days for Cluster 5 part 1 is 2 day.

Cluster 6 - Housekeeping Services Communication Skills

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7608	Handle and store cleaning equipment and materials.	1

Recommended training days for Cluster 6 is 1 day.

Cluster 7 - Supervise Table Areas

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7735	Clean and store glassware.	1
Elective	7734	Prepare and clear areas for drinks service.	1
Core	7738	Clean and restock drinks machines/equipment.	1
Core	7750	Serve bottled wines.	3
Elective	7753	Prepare and serve cocktails.	2
Core	7773	Prepare and serve spirits and liqueurs.	5
Core	7778	Maintain the drink service.	4
Core	7769	Recommend, present and serve wines.	6

Recommended training days for Cluster 7 is 5 days.

Cluster 8 - Food and Beverage Services

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7776	Maintain the table service.	5
Core	7780	Supervise the running of a function.	7
Core	7740	Prepare and clear areas for table service.	1
Core	7742	Provide a table service.	2
Core	7744	Provide a table drink service.	4
Core	7745	Provide a carvery / buffet service.	2
Elective	7739	Prepare service and clear function rooms.	2
Elective	7747	Provide a silver service.	2

Recommended training days for Cluster 8 is 5 days.

Cluster 9 - Development and Training

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7860	Introduce new staff to the workplace.	1
Core	7818	Conduct on the job coaching.	5
Core	7841	Plan staff training and development in own area of responsibility.	6

Recommended training days for Cluster 9 is 2 days.

Cluster 10 - Identify and Monitor Needs

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7866	Plan, organise and monitor work in own area of responsibility.	3
Core	7844	Contribute to the Identification of Short Term supply needs.	1

Recommended training days for Cluster 10 is 1 day.

On successful completion of this qualification the learner will achieve a total of 133 Credits.