



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The National Certificate: Food and Beverage Services at an NQF level 4, is aimed at individuals working in the hospitality industry, specifically in food and beverage services.

The qualification brings together elements of food and drink service and the supervisory competencies needed to work in a variety of establishments including hotels, guesthouses, restaurants and event catering.

It covers the skills and techniques of food and beverage service including customer service, delivering table and drinks service, handling and storing equipment, operating payment processes and receiving, storing and issuing goods.

Target Audience

The National Certificate is aimed at those already working in Food and Beverage Services wanting to develop their skills and gain an accredited qualification. It is also suitable for unemployed individuals who have an interest in working in table and bar attending, waiting or event assisting in hospitality services.

The qualification offers career progression into other areas of the hospitality and tourism sector such as gaming and travel.

Entry Requirements

- Competency in Communication (English) at NQF Level 3.
- Competency in Mathematical Literacy at NQF Level 3.

Workplace Requirements

- Access to a workplace environment and equipment such as a hotel, restaurant, bar or buffet.
- Access to payment processing points.
- Access to a PC and software and the internet.

Hospitality & Tourism

NC: Food & Beverage Services

CATHSSETA Certification

SAQA ID: 14113

NQF Level: 4

Credits: 133

Course Delivery & Assessment

We use a blend of classroom-based and virtual interactive learning, workplace learning, on-the-job coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all lectures and sessions and complete practical workplace experiential learning.
- Demonstrate theoretical and practical understanding of programme content.
- Complete and present practical assignments.
- Compile and submit a Portfolio of Evidence (PoE)

To receive the NC: Food and Beverage Services, you will need to compile, submit and be found competent by Constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Deal with customers and process telephone calls.
- Clean and store glassware and clean and restock drinks machines and equipment.
- Prepare and clear areas for table service
- Provide and maintain table service, table drink service and carvery and buffet services.
- Prepare and serve bottled wine, spirits and liqueurs.
- Supervise running a function and maintain customer satisfaction.
- Maintain health, hygiene and professional appearance.
- Handle and store cleaning equipment and dispose of waste.
- Maintain and monitor a healthy, safe and secure working environment according to set standards.
- Maintain receipt, storage and issue of goods and identify short term supply needs.
- Operate a payment point and process payments and handle and record refunds.
- Develop self and plan and deliver staff training.



Course Content

NC: Food & Beverages Services
Accreditation Body: CATHSSETA

SAQA ID: 14113 | **Learning Programme: NA**
NQF Level: 4 | **Credits: 133**

Module 1 & 2: Office Management

- Describe the layout, service and facilities of an establishment
- Describe the sectors of the hospitality, travel and tourism industries
- Maintain a secure and safe working environment
- Maintain health, hygiene and professional appearance
- Provide Customer Service
- Display cultural awareness in dealing with customers and colleagues
- Maintain effective working relationships with other members of staff
- Process incoming and outgoing telephone calls
- Communicate verbally
- Prepare written communication and handle mail and messages

Module 3 & 4: Area Of Responsibility & Compulsory Job Specifics

- Maintain receipt, storage, and issuing of goods
- Control and Order stock
- Identify and maintain short term supply levels
- Maintain a cleaning programme for own area of responsibility
- Plan, organise and monitor work in own area of responsibility
- Prepare and clear areas for table service, counter service and drink service
- Clean and store glass ware
- Handle and store cleaning equipment and materials and dispose of waste
- Prepare and restock drinks machines and equipment
- Provide table service
- Prepare service and clear function rooms

Module 5: Maintain Table Service

- Provide a carvery or buffet service
- Provide a silver service
- Handle and record refunds
- Operate a payment point and process payments
- Maintain the table service
- Supervise the running of a function

Module 6: Maintaining Drink Service

- Prepare and serve cocktails, spirits and liqueurs
- Provide a drink service for licensed premises
- Maintain a drinks service
- Prepare kegs and gas cylinders for use
- Maintain cellars and storerooms
- Recommend, prepare and serve wines and bottled wines
- Provide a table drink service

Module 7 & 8: Advanced Skills & Self-Development

- Perform basic calculations
- Monitor customer satisfaction
- Maintain a preventative maintenance programme
- Introduce new staff to the workplace and plan staff and own training and development
- Identify work opportunities
- Apply for a job or experience placement
- Conduct on-the-job coaching
- Develop self within the job role and manage one's own development
- Source information about self-employment opportunities
- Provide First Aid



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