



Accredited Provider  
The Skills College for Development and Training (Pty)Ltd.

## **National Certificate: Food and Beverage Services**

*Qualification ID 14113– NQF 4; 133 Credits*

### **INTRODUCTION**

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.

### **Rationale for the qualification:**

It is assumed that learners are competent in:

Mathematics at NQF Level 3

Communication at NQF Level 3

### **LEARNING ASSUMED TO BE IN PLACE**

This qualification can be achieved wholly or in part through recognition of prior learning in terms of the defined exit level outcomes and/or individual unit standards.

Evidence can be presented in various ways, including international and/or previous local qualifications, products, reports, testimonials mentioning functions performed, work records, portfolios, videos of practice and performance records.

All such evidence will be judged in accordance with the general principles of assessment described in this document and the requirements for integrated assessment.

Access to the Qualification:

Learners applying to enrol for this qualification need to comply with given medical requirements in order to perform the activities and functions of a watchkeeper on board a ship. Learners who do not comply with these medical requirements may find difficulty in achieving many of the unit standards associated with this qualification.

### **EXIT LEVEL OUTCOMES**

On completion of this qualification, the learner will be able to:

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

#### TIME PERIOD

This Learnership can be presented over a period of 12 months

#### A SELECTION OF THE FOLLOWING UNIT STANDARDS WILL BE COMPLETED IN ORDER TO REACH 133 CREDITS:

##### UNIT STANDARDS:

	<b>ID</b>	<b>UNIT STANDARD TITLE</b>	<b>PRE-2009 NQF LEVEL</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Core	<a href="#">7738</a>	Clean and restock drinks machines/equipment	Level 2	NQF Level 02	1
Core	<a href="#">7735</a>	Clean and store glassware	Level 2	NQF Level 02	1
Core	<a href="#">7793</a>	Describe layout, services and facilities of the organisation	Level 2	NQF Level 02	1
Core	<a href="#">7801</a>	Describe the sectors of the Hospitality, Travel and Tourism Industries	Level 2	NQF Level 02	2
Core	<a href="#">7612</a>	Handle and dispose of waste	Level 2	NQF Level 02	1
Core	<a href="#">7608</a>	Handle and store cleaning equipment and materials	Level 2	NQF Level 02	1

Core	<a href="#">7799</a>	Maintain a safe working environment	Level 2	NQF Level 02	2
Core	<a href="#">7829</a>	Handle and record refunds	Level 3	NQF Level 03	2
Core	<a href="#">7860</a>	Introduce new staff to the workplace	Level 3	NQF Level 03	1
Core	<a href="#">7796</a>	Maintain a secure working environment	Level 3	NQF Level 03	1
Core	<a href="#">7820</a>	Operate a payment point and process payments	Level 3	NQF Level 03	3
Core	<a href="#">7740</a>	Prepare and clear areas for table service	Level 3	NQF Level 03	1
Core	<a href="#">7745</a>	Provide a carvery/buffet service	Level 3	NQF Level 03	2
Core	<a href="#">7744</a>	Provide a table drink service	Level 3	NQF Level 03	4
Core	<a href="#">7742</a>	Provide a table service	Level 3	NQF Level 03	2
Core	<a href="#">7750</a>	Serve bottled wine	Level 3	NQF Level 03	3
Core	<a href="#">7844</a>	Contribute to the identification of short term supply needs	Level 4	NQF Level 04	1
Core	<a href="#">7821</a>	Develop self within the job role	Level 4	NQF Level 04	3
Core	<a href="#">7869</a>	Maintain a preventative maintenance programme	Level 4	NQF Level 04	3
Core	<a href="#">7846</a>	Maintain the cleaning programme for own area of responsibility	Level 4	NQF Level 04	2
Core	<a href="#">7839</a>	Maintain the receipt, storage and issue of goods	Level 4	NQF Level 04	5
Core	<a href="#">7836</a>	Monitor customer satisfaction	Level 4	NQF Level 04	3
Core	<a href="#">7841</a>	Plan staff training and development in own area of responsibility	Level 4	NQF Level 04	6
Core	<a href="#">7773</a>	Prepare and serve spirits and liqueurs	Level 4	NQF Level 04	5
Core	<a href="#">7827</a>	Source information about self-employment opportunities	Level 4	NQF Level 04	3
Core	<a href="#">7818</a>	Conduct on-the-job coaching	Level 5	Level TBA: Pre-2009 was L5	5
Core	<a href="#">7778</a>	Maintain the drink service	Level 5	Level TBA: Pre-2009 was L5	4
Core	<a href="#">7776</a>	Maintain the table service	Level 5	Level TBA: Pre-2009 was L5	5
Core	<a href="#">7868</a>	Monitor and maintain health, safety and security	Level 5	Level TBA: Pre-2009 was L5	4
Core	<a href="#">7866</a>	Plan, organise and monitor work in own area of responsibility	Level 5	Level TBA: Pre-2009 was L5	3
Core	<a href="#">7769</a>	Recommend, present and serve wines	Level 5	Level TBA: Pre-2009 was L5	6
Core	<a href="#">7780</a>	Supervise the running of a function	Level 5	NQF Level 05	7
Fundamental	<a href="#">7800</a>	Maintain health, hygiene and a professional appearance	Level 1	NQF Level 01	1
Fundamental	<a href="#">7812</a>	Perform basic calculations	Level 2	NQF Level 02	3
Fundamental	<a href="#">7794</a>	Communicate verbally	Level 3	NQF Level 03	8
Fundamental	<a href="#">11235</a>	Maintain effective working relationships with other members of staff	Level 3	NQF Level 03	1
Fundamental	<a href="#">7790</a>	Process incoming and outgoing telephone calls	Level 3	NQF Level 03	3
Fundamental	<a href="#">7791</a>	Display cultural awareness in dealing with customers and colleagues	Level 4	NQF Level 04	4
Fundamental	<a href="#">7822</a>	Prepare written communications	Level 4	NQF Level 04	3
Fundamental	<a href="#">7789</a>	Provide Customer Service	Level 4	NQF Level 04	8
Elective	<a href="#">7813</a>	Identify work opportunities	Level 2	NQF Level 02	2
Elective	<a href="#">7732</a>	Prepare and clear areas for counter service	Level 2	NQF Level 02	1
Elective	<a href="#">7734</a>	Prepare and clear areas for drinks service	Level 2	NQF Level 02	1

Elective	<a href="#">7737</a>	Prepare and clear areas for room service	Level 2	NQF Level 02	1
Elective	<a href="#">14577</a>	Prepare and clear areas for table service	Level 2	NQF Level 02	1
Elective	<a href="#">7733</a>	Prepare and clear areas for take-away service	Level 2	NQF Level 02	1
Elective	<a href="#">7739</a>	Prepare, service and clear function rooms	Level 2	NQF Level 02	2
Elective	<a href="#">7815</a>	Apply for a job or work experience placement	Level 3	NQF Level 03	2
Elective	<a href="#">7758</a>	Maintain cellars/beverage store room	Level 3	NQF Level 03	2
Elective	<a href="#">7756</a>	Prepare kegs and gas cylinders for use	Level 3	NQF Level 03	1
Elective	<a href="#">7760</a>	Provide a drink service for licensed premises	Level 3	NQF Level 03	2
Elective	<a href="#">7781</a>	Maintain external areas	Level 4	NQF Level 04	4
Elective	<a href="#">7753</a>	Prepare and serve cocktails	Level 4	NQF Level 04	2
Elective	<a href="#">7747</a>	Provide a silver service	Level 4	NQF Level 04	2
Elective	<a href="#">7854</a>	Provide First Aid	Level 4	NQF Level 04	4
Elective	<a href="#">7774</a>	Prepare, cook and serve food in the restaurant	Level 5	Level TBA: Pre-2009 was L5	6
Elective	<a href="#">7779</a>	Supervise and maintain beverage storage	Level 5	Level TBA: Pre-2009 was L5	6