



Technical and Vocational Education and Training (TVET) Council



**Occupational Standards
of Competence**

**Food and Drink Service
Level 2**

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Food and Drink Service

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Regional and Extra-Regional Organisations

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Hospitality Training Foundation (HTF) United Kingdom

Qualification Overview
NVQB
in
Food and Drink Service
Level 2

Qualification Overview

Who is the qualification for?

The NVQ in Food and Drink Service Level 2 is for individuals whose Food and Drink Service role require well developed behavioural competence, but whose scope for independent decision making and for bringing about change is limited. They are likely to be in roles where for example they:

- Prepare and clear tables
- Take customers' orders and serve food and beverages in a courteous and efficient manner
- Prepare bills and accept payments if required
- Work with some degree of autonomy

Normally, persons working at **Level 2** should be able to competently carry out simple and routine work activities and to collaborate with others through work groups or teams.

Relevant occupations include:

- Waiter/Waitress
- Wine Steward
- Wine Waiter
- Counter Attendant
- Food and Beverage Server

This list is not exhaustive and only serves to illustrate the breadth of the qualification.

How the qualification is structured:

To achieve the full qualification, candidates must complete eight (8) units in total made up of three (3) mandatory units plus five (5) optional units.

Qualification Overview

Mandatory Units (All must be completed)		<u>TVETC Numbers</u>
Unit 1	Create and maintain effective working relationships	U00106
	1.1 Gain the trust and support of colleagues and team members	
	1.2 Gain the trust and support of one's immediate manager	
Unit 2	Maintain customer care	U00206
	2.1 Handle customers	
	2.2 Handle customer complaints	
	2.3 Handle customer incidents	
Unit 3	Maintain a safe and secure working environment	U00306
	3.1 Maintain personal health and hygiene	
	3.2 Carry out procedures in the event of fire	
	3.3 Deal with the discovery of suspicious items/packages	
	3.4 Carry out procedures in the event of an accident	
	3.5 Maintain a safe work environment for customers, staff and visitors	
	3.6 Maintain a secure environment for customers, staff and visitors	
 Optional Units (Choose 5)		
Unit 4	Prepare and clear tables and service areas	U12601
	4.1 Prepare service areas and equipment for table/tray service	
	4.2 Prepare customer dining tables for table/tray service	
	4.3 Maintain dining and service areas	
	4.4 Clear dining and service areas after food service	
	4.5 Secure food service area	
Unit 5	Maintain payment point for cash and non-cash payments	U00406
	5.1 Maintain payment point for cash and non-cash payments	
	5.2 Handle cash and non-cash payments	

Qualification Overview

Optional Units (Choose 5)	<u>TVETC Numbers</u>
Unit 6 Prepare and serve bottled wines	U06102
6.1 Prepare service areas, equipment and stock for wine service	
6.2 Determine customer requirements for wines	
6.3 Present and serve wines	
Unit 7 Provide a table or tray service	U06602
7.1 Greet and seat customer	
7.2 Take food orders	
7.3 Place and pick up food orders	
7.4 Serve customers	
7.5 Clear tables	
Unit 8 Provide a buffet service	U06702
8.1 Prepare and maintain a buffet display	
8.2 Serve customers at the buffet	
8.3 Maintain customer dining areas	
Unit 9 Provide a silver service	U06802
9.1 Silver serve food	
9.2 Clear finished courses	
Unit 10 Provide and maintain a counter/take-away service	U06902
10.1 Take and serve customer orders	
10.2 Maintain take away service areas during service	
Unit 11 Take and serve beverages orders	U12801
11.1 Take beverage orders	
11.2 Place and pick up beverage order	
11.3 Serve beverages	

Qualification Overview

Evidence Requirements

For a candidate to be judged competent in a unit, the evidence presented must satisfy:

- All the performance criteria in each element
- All the range in each element
- All the evidence requirements
- All the relevant knowledge and understanding listed

Competence must be demonstrated consistently in the workplace over a period of time.

The candidate must produce varied performance evidence and knowledge evidence derived from different situations over a period of time in the workplace.

Unless otherwise stated within the evidence requirements, all performance evidence must come from **real work** within the workplace. **Work** being defined as real if the provision of a service or product by the candidate that if not carried out, would require the organisation to employ someone else to execute the task.

Simulation

Unless otherwise stated in the evidence requirements, simulation is acceptable only as a supplementary form of evidence for certain range statements and performance criteria. These situations may include generic health and safety, fire and contingency activities for which the opportunity for assessment is often minimal in the workplace. It **should not** include routine activities which should be covered by performance evidence.

Where assessment is to be carried out through activities performed under simulation, the internal verifier must agree to the use of simulated activities with the assessor(s) and external verifier before they take place and must sample all performance evidence produced through simulated activities.