

Diploma

Beverage Service

Level 2 NVQ

For people working, or considering working in Beverage service areas.

To achieve the full qualification candidates must attain a minimum of 37 credits in total.

This comprises of:

- All of the mandatory units (11 credits)
- A minimum of 7 credits from section A
- The remaining 19 credits from either section A or B

MANDATORY UNITS

	Credit value
• Maintain a safe, hygienic and secure working environment	3
• Work effectively as a part of a hospitality team	3
• Give customers a positive impression of yourself and your organisation	5

SECTION A

• Prepare and clear the bar area	4
• Serve alcoholic and soft drinks	5
• Prepare and serve cocktails	5
• Prepare and serve wines	5
• Prepare and serve dispensed and instant hot drinks	3
• Prepare and serve hot drinks using specialist equipment	4

SECTION B

• Maintain cellars and kegs	3
• Clean drinks dispense lines	3
• Receive, store and issue drinks stock	3
• Resolve customer service problems	6
• Promote additional services or products to customers	6
• Deal with customers across a language divide	8
• Maintain customer service through effective handover	4
• Maintain and deal with payments	4
• Employment rights and responsibilities in the hospitality, Leisure, travel and tourism sector	2

Working at your own pace, you will build a portfolio of evidence of your competence, which will be assessed on an on-going basis by your ISIS learning advisor.

Contact ISIS for further information

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