

Diploma

Food & Beverage Service

Level 2 NVQ

For people working, or considering working in Food & 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 (15credits)
- A minimum of 3 credits from section A
- A minimum of 3 credits from section B
- The remaining 16 credits from either section A,B or C

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
• Maintain food safety when storing, holding and serving food	4

SECTION A

• Provide a counter and takeaway service	3
• Serve food at the table	4
• Provide a silver service	6
• Provide a buffet and carvery service	4

SECTION B

• 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 C

• Prepare and clear areas for counter and takeaway service	3
• Prepare and clear areas for table service	4
• Prepare and clear the bar area	4
• Maintain cellars and kegs	3
• Clean 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 & 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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