

Diploma Food Service Level 2 NVQ

For people working, or considering working in restaurant environment

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

This comprises of:

- All of the mandatory units (15 credits)
- A minimum of 8 credits from section A
- The remaining 14 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
• Maintain food safety when storing, holding and serving food	4

SECTION A

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

SECTION B

• Prepare and clear areas for counter and takeaway service	3
• Prepare and clear the bar area	4
• Prepare and serve wines	5
• Prepare and serve dispensed and instant hot drinks	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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