

Boston:
01205
354171
Lincoln:
01522
532225



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

Non food workers

- 11 credits
- From mandatory section
- 26 credits
- From optional sections

Food workers

- 15 credits
- 22 credits

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 |
| N.B. If learner SERVES or PREPARES food – they must complete this unit as well | |
| • Maintain food safety when storing, holding & serving food | 4 |

OPTIONAL UNITS FOR LEARNERS WORKING WITH FOOD

- | | | | |
|---|---|--|---|
| • Produce basic egg dishes | 3 | • Provide a counter & takeaway service | 3 |
| • Produce basic pasta dishes | 3 | • Receive, store & issue drinks stock | 3 |
| • Produce basic vegetable dishes | 4 | • Produce basic rice, pulse & grain dishes | 3 |
| • Produce basic fish dishes | 4 | • Prep. & present food for cold presentation | 4 |
| • Prep. & cook fish | 3 | • Prep. & cook meat & poultry | 4 |
| • Serve food at the table | 4 | • Prep. & clear areas for table service | 4 |
| • Provide a silver service | 6 | • Prep. & clear areas for counter & takeaway service | 3 |
| • Convert a room for dining | 3 | • Prepare & clear the bar area | 4 |
| • Provide a buffet & carvery service | 4 | • Prep. & finish simple salad & fruit dishes | 2 |
| • Serve alcoholic & soft drinks | 5 | • Prep. hot & cold sandwiches | 2 |
| • Prepare & serve cocktails | 5 | • Complete kitchen documentation | 3 |
| • Prepare & serve wines | 5 | • Set up & close kitchen | 4 |
| • Maintain cellars & kegs | 3 | | |
| • Clean drinks dispense lines | 3 | | |
| • Prepare & serve dispensed and instant hot drinks | 3 | | |
| • Prepare & serve hot drinks using specialist equipment | 4 | | |

OPTIONAL UNITS FOR LEARNERS NOT WORKING WITH FOOD

- | | | | |
|--|---|---|---|
| • Collect linen & make beds | 3 | • Maintain housekeeping supplies | 3 |
| • Clean windows from the inside | 2 | • Providing a linen service | 3 |
| • Deal with the arrival of customers | 4 | • Handle mail & book external services | 3 |
| • Deal with bookings | 4 | • Clean, maintain & protect hard floors | 4 |
| • Use office equipment | 3 | • Produce documents in a business environment | 4 |
| • Provide reception services | 3 | • Deal with customers language divide | 8 |
| • Store & retrieve information | 3 | • Maintain & deal with payments | 4 |
| • Resolve customer service problems | 6 | • Promote add. Services or products | 6 |
| • Cleaning & servicing a range of housekeeping areas | 3 | | |
| • Use of different chemicals & equipment in housekeeping | 4 | | |
| • Clean & maintain soft floors & furnishings | 4 | | |
| • Carry out periodic servicing & deep cleaning | 3 | | |
| • Deal with communications as part of the reception function | 3 | | |
| • Maintain customer service through effective handover | 4 | | |
| • Employment rights & responsibilities in hospitality 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.

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