

Level 2 NVQ Diploma in Food and Beverage Service

Qualification Ref: 500/9544/4

- The course is available through electronic learning or paper portfolio.
- The average course is 9 – 12 months
- The maximum number of workplace visits will be one visit per calendar month.

Achievement

To achieve learners must complete a minimum of 37 credits

1. 15 credits from GROUP A – MANDATORY UNITS
2. A minimum of 3 credits from GROUP B – FOOD SERVICE OPTIONAL UNITS
3. A minimum of 3 credits from GROUP C – OPTIONAL UNITS
4. The remaining 16 credits can come from either Section B,C or D

UNIT TITLE	CREDIT VALUE
GROUP A – Mandatory Units	
Maintain a safe, hygienic and secure working environment	3
Work effectively as part of a hospitality team	3
Give customers a positive impression of self and your organisation (ICS)	5
Maintain food safety when storing, holding and serving food	4
GROUP B – Food Service Optional Units	
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
GROUP C – Beverage Service Optional Units	
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
GROUP D Optional Units	
Prepare and clear areas for counter and takeaway service	3
Prepare and clear areas for table service	4
Prepare and clear the bar areas	4
Maintain cellars and kegs	3
Clean drinks dispense lines	3
Receive, store and issue drinks stock	3

Resolve customer service problems (ICS)	6
Promote additional services or products to customers (ICS)	6
Deal with customers across a language divide (ICS)	8
Maintain customer service through effective handover (ICS)	4
Maintain and deal with payments	4
Employment rights & responsibilities in the hospitality, leisure, travel and tourism	2