



Federal Ministry of Education



Regulatory Body



Sector Skills Council

NIGERIA SKILLS QUALIFICATION FRAMEWORK

NATIONAL OCCUPATIONAL STANDARDS (NOSS) FOR HOSPITALITY TRAVEL AND TOURISM SECTOR

FOOD AND BEVERAGE SERVICE TRADE

SUPERVISORY CADRE

WAITER/BAR TENDER SUPERVISOR

LEVEL 4

**REVIEWED BY
HOSPITALITY & TOURISM SECTOR SKILLS COUNCIL OF NIGERIA
(HTSSCN)**

Federal Republic of Nigeria

27-28 AUGUST 2024

MEMBERS IN ATTENDANCE

LIST OF NOS REVIEWERS				
S/N	NAME	DESIGNATION	ORGANISATION/ ASSOCIATION/UNION	POSITION
1.	Prof. Bassey Esu	Trainer	Institute of Tourism Professionals of Nigeria (ITPN)	Chairman
2.	Nura Sani Kangiwa	Director General/CEO	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
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18.	Tina Ejiofor Ogonna	Trainer	National Institute for Hospitality & Tourism, (NIHOTOUR) Abuja FCT	Member
19.	Muhammad Bilyaminu Musa	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
20.	Maryam Yusha'u Abubakar	NSQF Regulatory Agency personnel	National Board for Technical Education (NBTE)	Observer
21.	Elijah Dabak Sheleph	Trainer	NIHOTOUR/ HT Sector Skills Council Secretariat	Member
22.	Philip Egga Maga	Council Under-Secretary	NIHOTOUR/ HT Sector Skills Council Secretariat	Member/Secretary

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GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 The NSQ Framework

The Nigeria Skills Qualifications Framework (NSQF) was approved by the Federal Executive Council in April 2013. The framework is a learning outcome-based qualification encompassing all education and training sectors and all forms of learning. It comprises about nine (9) levels, each being identified by a unique set of Level Descriptors. Each qualification has defined learning outcomes (LO), with each unit comprising the qualification mapped against the Level Descriptors. The Level Descriptors are in turn, classified into three separate strands (categories) covering Knowledge, Skills, and Competence.

1.2 Context and Goals

The decision of the Hospitality and Tourism Sector Skills Council of Nigeria (HTSSCN) to review and develop new occupational trade standards based on the Nigeria Skills Qualifications Framework (NSQF) in Nigeria was driven by a number of challenges including:

- links and gaps between qualifications and the labour market are not strong
- lack of consistency in qualifications
- absence of a system for comparing qualifications to each other
- pathways of progression between qualifications are unclear
- The value of qualifications to employers and learners is unclear
- update the original standards with innovations in the occupational trade standards

1.3 Vision of the Occupational Trade Standards

The vision is for these challenges to be addressed through the development of a comprehensive NSQF that will cut across all sectors of education and training, irrespective of the nature or form of learning. The NSQF is envisaged to:

- provide a stronger basis for the understanding, comparison, and recognition of national and foreign qualifications, thereby improving the understanding of employers, parents, and learners of the value of qualifications
- provide fit-for-purpose qualifications that have stronger linkages with labour market and learner needs
- increase the accountability of education and training institutions towards maintaining high-quality standards in their provisions
- improve the opportunities for mobility and progression of learners within and across higher education, vocational and general education sectors
- promote the concept of lifelong learning through the recognition of all types of learning: formal, non-formal, and informal.

1.4 Aim of the Occupational Trade Standards

The standards are to produce learners with acquired skills and competence capable of carrying out hospitality, travel, tourism, and trade operational tasks with stand-alone occupational trade career path skills for both training standards and frameworks at levels accordingly.

1.5 Design, Level and Credit of the Occupational Trade Standard

The Hospitality and Tourism Sector Skills Council of Nigeria generally designs and develops occupational trade standards. The Council is also responsible for developing, maintaining, and updating the standards. The awarding body classifies the qualifications, approves and monitors center deliveries, and issues qualifications to competent learners.

1.6 Validation of Occupational Standards

All occupational standards placed on the NSQ are to be validated by the Council stakeholders to ensure that they are fit-for-purpose and meet validation standards and the needs of learners or the labour market. It also ensures that the validation standards, process, and roles of validators are defined and transparent.

As a matter of policy, a Validation Panel of practising employers, professional experts and educators/trainers ensure that each occupational standards meet the Validation Standards which the regulatory body oversees. Panel members were selected in a transparent and objective manner and the Validation Panel only judge the validity of occupational standards using the Validation Standards published as provided in the NSQ Handbook. The Panel assigned a Validity Period of three (3) years for every valid standard.

1.7 Enabling Learners with Special Needs

As a matter of policy, the developed standards creates the environment that enables learners with special needs to be integrated into the education and training systems and recognizing their achievements on the NSQ. By these, the workplaces and centres to handle training must provide equal and suitable opportunities for the integration and access of learners with special needs and recognition of their achievements. Learners with special needs are to be provided with suitable support and resources, and ensure their integration and recognition of achievements.

1.8 Promoting Lifelong Learning

The Council pursuant to the NSQF guideline develop the occupational standards to promote Lifelong Learning which aims to recognize prior learning, and to further enhance progression pathways between education and training sectors. This is by developing a common understanding of Recognition of Prior Learning (RPL) in the context of the NSQ to be on equal terms with formal learning. With guidance, the training centre are to provide mechanisms for RPL in accordance with the NSQ education and training regulations.

1.9 Placement of Occupational trade standard on the NSQ

The occupational trade standards are developed in accordance with the NSQ process for 'Qualification Placement'. These are with the aim of ensuring that Training Provider/ roles and responsibilities in the 'Qualification Placement' process are clear, transparent and the arrangements for placing occupational trade standard on the NSQ.

1.10 Method of Assessment

As validated by the Council, the assessment tasks and activities are designed to ensure that individual learners have the opportunity to demonstrate their achievement of different learning outcomes. One way of ensuring this is directly linking the assessment to the learning outcomes, making the purpose of assessment clear and transparent, including to individual learners. Assessment involves gathering, evaluating, analysing and judging evidence in order to decide whether a learner has achieved the predefined learning outcomes. It relies on a broad range of formative and summative assessment tools and processes the former providing an insight into learner progress while the latter is rather more formal and provides evidence for future credits and awards upon achieving competences on desired trade standards.

In the course of training, assessment often relies on the use of a number of tools and instruments. Assessment tools and instruments can include, but are not limited to:

- Case Studies
- Observed Practical Exercises
- Observed Performance at Work
- Role-play and/or other targeted Group Activity
- Oral, Audio and Visual Processes and Presentations
- Long-Answer Questions (reports, proposals for action, specialist articles)
- Short Answer Questions and Structured Questions for oral (Skills based and Written for knowledge-based criteria)
- Selected-Response Items (e.g. multiple-choice).

Assessment processes is both fit-for-purpose, rigorous and fair, and should be aligned with the level and type of learning provided by the qualification or unit. With assessment practices managed and delivered across a broad range of education and training institutions, it is important to ensure that quality assurance mechanisms are in place with a view to ensuring that assessment is efficiently, effectively and consistently delivered, and that internal and external assessment moderation and verification processes exist.

1.12 Assessment/evidence requirements for Occupational Trade Standards

The general assessment method of generating evidences are as follows:-

Direct Observation (OBS)
 Oral Question & Answer (OQA) for Skills based criteria
 Written Question & Answer (WQA) for knowledge based criteria
 Witnesses Testimony (WT)
 Assignment (ASS)
 Personal Statement (PS)
 Reflective/Learning Journal (LJ)
 Work Product [(WP)
 Recognition of Prior Learning (RPL)

SECTOR: HOSPITALITY TRAVEL AND TOURISM
OCCUPATIONAL TRADE: FOOD AND BEVERAGE SERVICE
CADRE: SUPERVISORY
CAREER PATH: WAITING/ BAR TENDING/F&B SERVICE SUPERVISOR
NSQ LEVEL: 4

TABLE OF STANDARDS AND CREDIT LOAD

S/N	UNIT TITLE	UNIT REFERENCE NUMBER	CREDIT VALUE	GUIDED LEARNING HOURS
MANDATORY UNIT				
1.	Occupational safety and hygiene	HTTGP001L3	3	30
2.	Team work at hospitality workplace	HTTGP002L3	3	30
3.	Communicate at work environment	HTTGP003L3	1	10
OPTIONAL UNIT				
4	Carry out inventory preparation, purchase, storage and maintenance of service equipment.	HTTWT001L4	9	90
5	carryout merchandising and sales.	HTTWT002L4	9	90
6	purchase and maintain food and beverage service equipment anquet/catering function	HTTWT003L4	8	80

7	Carryout customer service in food carryout customer service in food	HTTWT004L4	9	90
8	Manage guest expectations and needs	HTTWT005L4	8	80
9	Supervise dining room area operation area	HTTWT006L4	5	50
10	Supervise banquet/catering function	HTTWT007L4	7	70
11	Supervise dining area/restaurant service	HTTWT008L4	6	60
12	Supervise silver service	HTTWT009L4	2	20

Abbreviations: **HTT**= Hospitality Travel and Tourism Sector

GP= General Practice

CW= Commis Waiter (Assistant /Server/Assistant Bartender)

001= Unit number

L1= Level 1

Unit 01:**OCCUPATIONAL SAFETY AND HYGIENE****Unit reference number:** HTTGP001L 4**NSQ level:** 4**Credit value:** 3**Guided learning hours:** 30

Unit Purpose: This unit is about personal hygiene, environment sanitation, and ensuring own contribution to Security in the Workplace. It focuses on the learner's ability to work under safe and hygienic conditions, preventing cross-contamination. More so, it provides the learner with a broad understanding of reviewing hazards and hazard-based procedures such that they are part of a team maintaining food safety. This unit is appropriate for a learner who directly prepares and cooks food.

Unit assessment requirements/evidence requirements

Direct Observation (OBS)

Oral Question & Answer (OQA) for Skills based criteria

Written Question & Answer (WQA) for knowledge based criteria

Witnesses Testimony (WT)

Assignment (ASS)

Personal Statement (PS)

Reflective/Learning Journal (LJ)

Work Product [(WP)

Recognition of Prior Learning (RPL)

Unit 01: Comply to a Safe Hygienic and Secure Environment

LO (Learning outcome)		Criteria:-	Evidence Type				Evidence Ref Page number			
LO1 Maintain Personal Health and Hygiene	1.1	Wear Clean, Smart, and Appropriate Clothing								
	1.2	Keep hair neat and tidy and in line with your organization's Standard								
	1.3	Use jewelry, perfume, and cosmetics allowed by organisation								
	1.4	Get any cuts, grazes, or burns treated by the appropriate person								
	1.5	Report illnesses and any infections promptly to the appropriate person								
LO2 Awareness of Health, safety and Environmental Security										
	2.1	State your responsibilities under the Health and Safety Act								
	2.2	State the general rules of hygiene that you should follow								
	2.3	State Clothing, footwear, and headgear that should be worn at all times								
LO3 Ability to control and report hazards in one's Workplace										
	3.1	Identify some hazards or potential hazards in your work environment and act appropriately								

		important										
	4.18	State the correct procedures for dealing with customer property										
	4.19	State the importance of reporting all usual/non-routine incidents to the appropriate person										

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled):Date:	
EQA Signature (if sampled):Date:	

UNIT 002: TEAM WORK AT HOSPITALITY WORKPLACE

Unit Reference Number: HTTGP002L4

NSQ Level: 4

Credit Value: 3

Guided Learning Hours: 30

Unit Purpose: This unit deals with fulfilling one's own roles when working in a team, that is the people working with you in your workplace, in such a way that one contributes to the team's effectiveness. 'Team' here includes your line manager or immediate supervisor as well as other people there working at the same level as the learner. The unit focuses on carrying out instructions accurately, working at a good pace so as not to slow down the work of others, communicating with the people you work with and receiving constructive feedback to improvement. This unit is appropriate for a person at a supervisory level of engagement in the Hospitality Industry.

Unit 02: Assessment requirements/evidence requirements:

Unit02	Work effectively as part of a Hospitality Team
What assessor must do for Outcomes 1, 2 & 3	The assessor must assess criteria 1, 2, 3, 4 & 5 by directly observing the candidates' work.
What assessor must COVER for Outcome 1, 2 & 3	There must be performance evidence gathered through observing the learner's work and discussing with him to show his competence in at least five from the following : a) Planning b) Organizing c) Time Management d) Team Spirit e) Minimizing waste f) Commitment to Personal Development g) Hygiene and Sanitation
Evidence	Evidence for this unit will be: Question and Answer (QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Recognition of prior Learning Knowledge

Unit 02: Work effectively as part of a Hospitality Team

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO 1: Plan and Organise own work	1.1 Ensure that one understands what is required for one's own work.		
	1.2 Adhere to instructions accurately.		
	1.3 Plan and organize one's tasks and place in order of importance.		
	1.4 Place everything needed for work within reach.		
	1.5 Keep work areas clean and tidy.		
	1.6 Keep waste to a minimum.		

[illegible]

LO (Learning outcome)			Criteria:-				Evidence Type				Evidence Ref Page number			
LO 4: Knowledge of Work Management.	4.1	State why it is important to understand what is required of you at work.												
	4.2	Explain how you can organize your work to avoid distractions and use time effectively.												
	4.3	State the benefits of being organized and having work tools close at work before starting jobs.												
	4.4	Explain why it is important to clean up your work area while working.												
	4.5	Explain why it is important to minimize waste.												
	4.6	Explain in which cases you need to ask for help and who is the appropriate person(s) to ask.												
LO 5: Importance of Team work														
	5.1	State the importance of working effectively with others in a team.												
	5.2	List the persons who are part of your												

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 003: COMMUNICATE AT WORK ENVIRONMENT

Unit Reference Number: HTTGP003L4

NSQ Level: 4

Credit Value: 1

Guided Learning Hours: 10

Unit Pose: This unit deals with basic communication that is effective and timely in such a way that one contributes to the team's effectiveness. It focuses on using words, body language and symbols to communicate with the people in one's own work place, identifying sources of information needed for an efficient work flow and passing on information clearly and effectively. This unit is appropriate for a learner at a supervisory level of engagement in the Hospitality Industry.

Unit assessment requirements/evidence requirements

Unit03	Communication System in a Work Environment
What assessor must do for Outcome 1	The assessor must assess criteria 1 & 3 by directly observing the candidates' work.
What assessor must do for Outcomes 2 & 3	The assessor must assess criteria 1, 2, & 3 by directly observing the candidates' work.
What you must COVER for Outcomes 2 & 3	The performance evidence gathered through observing the candidate's work must cover the following : 1. Ways of Communicating 2. Verbal b) Non-verbal c) Signs/symbols 3. Means of Communication a. Telephone b) Memo c) Letters d) email
Evidence	Evidence for this unit will be: Question and Answer (QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Recognition of prior Learning Knowledge (RPL)

Unit 03:

LO (Learning outcome)			Criteria:-				Evidence Type				Evidence Ref Page number			
LO 1 : Use a Non-complex Communication System in a Work Environment.	1.1	Use simple verbal means to pass on necessary information.												
	1.2	Use non-verbal means to pass on necessary information.												
	1.3	Interpret symbols and signs appropriately.												
LO 2 : Develop the ability to identify the source of information in a														
	2.1	Locate the Source of information in an Organization or Work Environment.												
	2.2	Relate appropriately with the source of information.												
	2.3	Use the various information flow systems in a work environment.												

Work Environment.	2.4	Use information to avoid challenges in a Work situation.											
	2.5	Report findings in accordance to procedure in a Work environment.											
LO 3: Demonstrate the various use of means of communication in a work environment													
	3.1	Locate the various communication equipment in the Work environment.											
	3.2	Use effectively the various communication equipment in a work environment.											
	3.3	Pass information effectively to the right personnel.											
	3.4	Pass information effectively using symbols, signs and codes.											
	3.5	Follow instructions in line with ethics of the work environment except where doing so is likely to jeopardize the intended purpose.											

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

**UNIT 004: CARRY OUT INVENTORY PREPARATION, PURCHASE, STORAGE AND
MAINTENANCE OF SERVICE EQUIPMENT**

Unit reference number: HTTWT001L4

NSQ level: 4

Credit value: 9

Guided learning hours: 90

Unit Purpose: This unit is about carrying out inventory preparation for food and beverage service equipment as well as purchasing in line with the need of the organization using certain quality traits in selecting, negotiating and setting standards for delivery and receiving. It also expands the learner's skills in storing and maintaining those equipment to ensure durability.

Unit 04: Assessment requirements/evidence requirements

Unit 01	Carry out Inventory Preparation, Purchase, Storage and Maintenance of Service Equipment.
Evidence	Evidence for this unit will be: Question and Answer(QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The knowledge based outcomes can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while Skill based outcomes should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

**Unit 004: CARRY OUT INVENTORY PREPARATION, PURCHASE, STORAGE AND
MAINTENANCE OF SERVICE EQUIPMENT.**

Learning Outcome		Performance Criteria	Evidence Type						Evidence Reference Number	Page
LO 1: Carry out procedures for Inventory Preparation.	1.1	Identify equipment for inventory in F & B service.								
	1.2	Establish frequency of taking inventory.								
	1.3	Take inventory and record appropriately.								
	1.4	Place on a software such as excel sheets.								
	1.5	Establish stock taking procedures.								
	1.6	Establish issuing procedures.								
	1.7	Concretize ways of updating inventory and update where necessary.								
LO 2:	2.1	Estimate the items needed for								

UNIT 005: CARRYOUT MERCHANDISING AND SALES.

Unit reference number: HTTWT002L4

NSQ level: 4

Credit value: 9

Guided learning hours: 90

Unit Purpose: This unit is about carrying out merchandising and sales in food and beverage service operations. It expands the learner's skills in creating content for merchandising, establishing pricing techniques and upselling using diverse methods to suit the nature of the business, the type of guests who patronize the services offered and the spending power/perception of value.

Unit 005: Assessment requirements/evidence requirements

Unit 02	Carryout Merchandising and Sales.
Evidence	Evidence for this unit will be: Question and Answer(QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The knowledge based outcomes can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while Skill based outcomes should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

Unit 005: CARRYOUT MERCHANDISING AND SALES.

Learning Outcome		Performance Criteria	Evidence Type		Evidence Reference Page Number
LO 1: Establish and implement merchandising for food and beverage service.	1.1	Define Merchandising.			
	1.2	Identify and create menu merchandising tools.			
	1.3	State and implement the elements to strengthen merchandising such as; design in style, illustrative images, attractive content, compatibility and presentation.			
LO 2	2.1	Identify and apply considerations when planning menus for merchandising.			

	2.2	Utilize the factors above in (1.4) such as; attractiveness, cleanliness, legibility etc to create a menus and other tools for merchandising.									
	2.3	Create content for various merchandising tools such as video clips, posters, displays (visual), wall displays, roll up banners etc.									
	2.4	Use merchandising tools to sell.									
LO 3: Establish process of menus and sell.	3.1	Define a menu structure and state the most common instructions such as: Name of food item, short description on preparation, scale of temperature, variants, price etc.									
	3.2	Create a menu card based on the structure above.									
	3.3	Define pricing of menus.									
	3.4	State the factors to be considered while fixing the selling price such as electricity, demand, perception of value, competition, relationship between menus, prices and volume, profit in currency not percentage, total cost consideration, contribution to profit, long term implication for pricing etc.									
	3.5	Define pricing methods.									
	3.6	State common pricing methods such as: The factor system, the prime cost factor, the actual pricing method, demand oriented, perceived value pricing, price based on competitor's price, marginal pricing, gross profit method and food cost method.									
	3.7	Create a specific menu and use a particular pricing method to establish the various prices for each meal									

		on the menu.										
	3.8	Sell menus using the prices set in 2.7 above.										

Learner's Signature:	Date:
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	Date:

UNIT 006: PURCHASE AND MAINTAIN FOOD AND BEVERAGE SERVICE EQUIPMENT

Unit reference number: HTTWT003L4

NSQ level: 4

Credit value: 8

Guided learning hours: 80

Unit Purpose: This unit is about purchasing and maintaining food and beverage equipment in line with the need of the organization using certain quality traits in selecting, negotiating and setting standards for delivery and receiving. It also expands the learner's skills in purchasing in line with durability and maintenance.

Unit 006: Assessment requirements/evidence requirements

Unit 03	Purchase and Maintain Food and Beverage Service Equipment
Evidence	<p>Evidence for this unit will be:</p> <p>Question and Answer(QA)</p> <p>Observation (OBS)</p> <p>Personal Statement (PS)</p> <p>Work Product (WP)</p> <p>Witness Testimony (WT)</p> <p>Assignment (ASS)</p> <p>Learning Journal (LJ)</p> <p>Case Studies (CS)</p> <p>Professional Discussion (PD)</p> <p>Recognition of prior Learning knowledge (RPL)</p>
	<p>Simulations are not allowed. This unit should be strictly a WORK BASED unit. The knowledge based outcomes can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while Skill based outcomes should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.</p>

Unit 006: PURCHASE AND MAINTAIN FOOD AND BEVERAGE SERVICE EQUIPMENT

Learning Outcome		Performance Criteria	Evidence Type		Evidence Reference Page Number
LO 1: Maintain Food and Beverage Service Equipment.	1.1	State all large, mechanical and small equipment tools and other service utensils including those for silver service and Guerdon service.			
	1.2	State the criteria used in selecting service equipment regarding the manufacture, durability, price efficiency, functionality and			

		identifying spoilage of equipment.										
	3.6	Carryout refurbishment and repair where necessary (identify refurbishment, repairs and replacement to be made).										

Learner's Signature:	Date:
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	Date:

UNIT 007: CARRYOUT CUSTOMER SERVICE IN FOOD AND BEVERAGE SERVICE OPERATIONS.

Unit reference number: HTTWT004L4

NSQ level: 4

Credit value: 9

Guided learning hours: 90

Unit Purpose: This unit is about carrying out and achieving customer service in food and beverage service operations. It enables the learner to expand his or her capacity in delivering customer service by employing certain skills in resolving complaints, offering alternatives and meeting guest's need in achieving more patronage and attaining customer loyalty.

Unit 007: Assessment requirements/evidence requirements

Unit 04	Carryout Customer Service in Food and Beverage Service Operations.
Evidence	Evidence for this unit will be: Question and Answer(QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The knowledge based outcomes can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while Skill based outcomes should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

UNIT 007: CARRY OUT CUSTOMER SERVICE IN FOOD AND BEVERAGE SERVICE OPERATIONS

Learning Outcome		Performance Criteria	Evidence Type				Evidence Reference Page Number			
LO 1: Deal with Customer needs and complaints.	1.1	Identify and elicit service needs of customers especially those with diets, special needs, special events etc.								
	1.2	Attend to customer needs discovered, promptly.								
	1.3	Identify and elicit customer complaints.								
	1.4	Attend to customer complaints promptly.								
	1.5	Resolve conflicts related to customer needs.								
	1.6	Carryout service recovery in the event of service failure.								
	1.7	Offer suitable alternatives to customer needs using persuasive skills.								
LO 2: Communicate appropriately in customer service.	2.1	Handle information using verbal and non-verbal styles of communication.								
	2.2	Demonstrate listening skills in customer service.								
	2.3	Demonstrate patience and persuasive skills in customer service.								
	2.4	Be courteous, friendly, effable, considerate and patient while giving and/or receiving information.								
	2.5	Communicate using written styles/formal and/or informal to internal and external customers.								
	2.6	Communicate and handle enquires with truthfulness, tact and kindness.								
LO 3: Upsell and develop customer relationship.	3.1	Sell products using various sales techniques.								
	3.2	Anticipate guest needs and deliver appropriately.								
	3.3	Project the image of organizations by going an extra mile to build								

		customer relationship.											
	3.4	Demonstrate a sound product knowledge and use initiative to win customers loyalty and patronage.											
	3.5	Elicit feedback and follow-up by drafting comprehensive reports.											
	3.6	Ensure that quality service is delivered to customers.											

Learner's Signature:	Date:
Assessor's Signature:	Date:
IQA Signature (if sampled):	Date:
EQA Signature (if Sampled):	Date:

UNIT 008: MANAGE GUEST EXPECTATIONS AND NEEDS

Unit reference number: HTTWT005L4

UNIT level: 4

Credit value: 8

Guided learning hours: 80

Unit Purpose: This unit is about managing guest expectations and needs in food and beverage service operations. It focuses on the learner's ability to identify, elicit and even anticipate guest needs and expectations in order to meet them and exceed them. Moreover, it provides the learner with a broader understanding of managing guest needs in relation to guest satisfaction.

Unit assessment requirements/evidence requirements

Unit 05	Manage guest expectations and needs
Evidence	Evidence for this unit will be: Question and Answer(QA) Observation (OBS) Personal Statement (PS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Learning Journal (LJ) Case Studies (CS) Professional Discussion (PD) Recognition of prior Learning Knowledge (RPL)
	Simulations are not allowed. This unit should be strictly a WORK BASED unit. The knowledge based outcomes can be assessed using; Case studies, Questioning, Assignments and Professional Discussion while Skill based outcomes should be assessed using; Observation, Learning Journal, Questioning and Personal Statement.

Unit 008: MANAGE GUEST EXPECTATIONS AND NEEDS

Learning Outcome		Performance Criteria	Evidence Type		Evidence Reference Page Number
LO 1: Demonstrate knowledge and skills in meeting customer expectations.	1.1	Define customer expectations.			
	1.2	Define customer perceptions.			
	1.3	State factors that influence customer expectations and standards such as preexisting experience and knowledge etc.			
	1.4	State types of customer expectations such as; explicit, implicit, interpersonal, digital and dynamic performance etc.			
	1.5	Derive customer expectations.			

	1.6	Meet guest expectations and close gaps using tips such as getting to know your customer and their needs/likes, reaching the right target market, looking for new ways to meet customer needs, setting clear standards for your support team, being transparent and clarifying unrealistic guest expectations, developing customer centric culture and collecting feedback regularly.									
LO 2: Meet with Customers and provide record their needs	2.1	State the popular needs of guests such as; price quality, choice, convenience location etc.									
	2.2	Identify guest satisfaction objectives and key performance metrics.									
	2.3	Implement strategies, tools and processes on achieving objectives.									
	2.4	Meet customer needs.									
LO 3 Resolve guest cases	3.1	Get feedback, monitor and analyze customer feedback and performance.									
	3.2	Resolve guest issue with improvements in quality of service.									
	3.3	Share feedback with staff as a corrective learning tool.									

Learner's Signature:

Date:

Assessor's Signature:

Date:

IQA Signature (if sampled):

Date:

EQA Signature (if Sampled):

Date:

UNIT 009: SUPERVISE DINING ROOM AREA OPERATION AREA

Unit reference number: HTTWT006L4

NSQ level: 4

Credit value: 5

Guided learning hours: 50

Unit Purpose: This unit describes level 3 competences in supervising waitrons to be efficient in running the foodservice in the dining/restaurant area. This will include monitoring and developing staff performance.

Unit 009: Assessment requirements/evidence requirements

Unit	Supervise dining area operation
What you must DO for Outcome 1	The assessor must assess all the performance criteria from LO 1.1 – 1.3
What you must DO for Outcome 3	The assessor must assess the performance criteria on how to: 1) Prepare duty roster 2) Giving feedback
What you must DO for Outcome 4	The assessor must assess criteria 4.1-4,9 tough questioning.
Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (Obs) Learner's Personal Statement (LPS) Work Product (WP) Witness Statement Witness Testimony (WT) Assignment (ASS)

UNIT 009: SUPERVISE DINING AREA OPERATION

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO1 organize dining room staff	1.1 Allocate opening and closing duties to staff in accordance with establishment/industry standards		
	1.2 Allocate side work and service station to staff in accordance with establishment/industry standards		
	1.3 prepare duty/shift schedules in accordance with establishment/industry standards		
LO2 implement policies			
	2.1 Check the attendance and punctuality of staff in accordance with establishment/industry standards		
	2.2 Implement and monitor that service standards are adhered to in accordance with establishment/industry standards		
	2.3 Implement and monitor food safety in handling and risk management are adhered to in accordance with establishment/industry standards		
	2.4 Impose and recommend discipline to staff in accordance with establishment/industry standards		

[illegible]

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 010: SUPERVISE BANQUET/CATERING FUNCTION

Unit reference number: HTTWT007L4

NSQ level: 4

Credit value: 7

Guided learning hours: 70

Unit Purpose: This unit describes level 3 competences in supervising the tasks and duties related to the operation of the banquet/catering functions. This will include event logistics of pre-function set-up, food and beverage service and post event clean up.

Unit 10: Assessment requirements/evidence requirements

Unit	Supervise banquet/catering function
What you must DO for Outcome 1-4	The assessor must assess the performance on how to: <ol style="list-style-type: none"> 1) Setting up banquet 2) Banquet service 3) Communication skills 4) Preparing floor plan 5) Interpreting banquet order forms 6) Handling guest complaints
What you must know for Outcome 5	The assessor must assess LO through questioning: <ol style="list-style-type: none"> 3) organization of service staff for banquet/event function 4) how to do the floor plan 5) Table arrangements 6) Workflow 7) Briefing
Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (DO/OBS) Learner's Personal Statement (LPS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Reflective Learning Journal (RJ) Recognition of Prior Learning (RPL)

Unit 10: Supervise banquet/catering function

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO1 Supervise pre-function mise-en place	1.1 Collect all relevant information needed for the function: date of event, number/type of guests, type of meal and service, table layout and set-up and special requests		
	1.2 Obtain all the supplies in accordance to the event/function requirements		
	1.3 Set-up tables and chairs according to the		

[illegible]

LO 5 how to supervise banquet and catering function	5.1	Describe the banquet service								
	5.2	Describe how to set up the banquet								
	5.3	Describe how to prepare the floor plan								
	5.4	Describe how to prepare the seating arrangement								
	5.6	Describe how to do the catering service								
	5.7	Describe the different types of banquet forms								

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT:011: SUPERVISE DINING AREA/RESTAURANT SERVICE

Unit reference number: HTTWT008 L4

NSQ level: 4

Credit value: 6

Guided learning hours: 60

Unit Purpose: Unit describes level 3 competences for supervising and coordinating food and beverage service staff on their work shifts in different types of food and beverage providers to ensure fast and efficient foodservice delivery. This will include food service duties as well as monitoring the entire service delivery process.

Unit 011: Assessment requirements/evidence requirements

Unit	Supervise team in dining area/restaurant
What you have to DO for Outcome 1	The assessor must assess criteria 1.1, 1.2 and 1.4 through direct observing the learners work.
What you have to DO for Outcome 2	The assessor must assess criteria 2.2,2.3 and 2.4 through observing the learners work.
What you have to DO for Outcome 3	The assessor must assess criteria 3.1 and 3.2 through observing the learners work.
What you must Know from Outcome 4	The assessor must assess criteria 1-6 through oral questioning
What you must COVER for Outcome 1-3	There must be performance evidence, gathered through observing the learner work for: Station <i>mise en place</i> , staff monitoring, ensuring quality service in the dining room, conducting daily briefing and gueridon service
Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (DO/OBS) Learner's Personal Statement (LPS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Reflective Learning Journal (RJ) Recognition of Prior Learning (RPL)

LO (Learning outcome)	Criteria:-	Evidence Type	Evidence Ref Page number
LO1 Supervise pre-opening preparations	1.1 Countercheck table assignment for each waiters and monitor guest reservations.		
	1.2 Inspect the waiter service stations are complete with necessary stocks and supplies for the day's service		
	1.3 Re-check tables for completeness in setting.		
	1.4 Re-check that the dining area is clean and arranged according to the establishment standards		
	1.5 Inspect service staff are properly attired and compliant to the establishment standards.		
LO2 Oversee food and			

beverage service in the dining area	2.1	Monitor that standards of service are adhered to by the staff									
	2.2	Monitor service staff are compliant to the establishment's quality service standards.									
	2.3	Conduct service briefing at the beginning of the shift									
	2.4	Coordinate the flow of service with the kitchen									
	2.5	Communicate guests request to the kitchen staff									
	2.6	Provide assistance in service during the peak hours									
	2.7	Resolve complaints of guest to their satisfaction									
	2.8	Ensure quality standards are adhered during the entire service.									
LO3 Perform specialized dining room service											
	3.1	Carry out specialized dining room service according to the standards of the establishment.									
	3.2	Carry out the mise en place and the service of gueridon or trolley service									
	3.3	Adhere to safety and occupational standards									
LO4 know how to supervise team in the dining are											
	4.1	Describe what is service briefing									
	4.2	Describe what is assistance in service and its components									
	4.3	Describe what are specialist room service									
	4.4	Describe food safety and occupational health hazards in food service operations.									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date:

UNIT 012: SUPERVISE SILVER SERVICE

Unit reference number: HTTWT009L4
 NSQ Level: 4
 Credit value: 2
 GLH: 20

Unit Purpose: This unit deals with competences needed in drink service, maintaining order and cleanness in the service area, answering customer enquiries and properly handling the equipment used in drink service.

Unit 012:assessment requirements/evidence requirements.

UNIT	SERVE FOOD AT THE TABLE
What you must DO for outcome 1, 2 and 3	The assessor must assess criteria 1.1 - 1.3 and 3.1 - 3.3 by directly observing the learner's work.
What you must cover for outcome 3 and 4	The performance evidence must be derived from: Table service One from A a) customer with special needs b) customer with routine needs one from B a) meals from three courses and above C a) ball room b) conference room
Evidence	Evidence for this unit will be: Questioning (QA) Direct Observation (DO/OBS) Learner's Personal Statement (LPS) Work Product (WP) Witness Testimony (WT) Assignment (ASS) Reflective Learning Journal (RJ) Recognition of Prior Learning (RPL)
Unit Reference	This unit presupposes knowledge and understanding of unit, "Serve Food at The Table" and the learner must therefore have achieved the previous unit before this one.

PROVIDE A SILVER SERVICE

LO (Learning outcome)			Criteria:-				Evidence Type				Evidence Page number				Ref
LO1	Anticipate the needs of guests with reference to the menu	1.1	Process the information on the menu and determine what other factors may facilitate customer service												
		1.2	Perform a random check of the items that should be available for service												
		1.3	List what factors may interrupt service and place them under control												
		1.4	Explain why it is important to maintain a serene and placable composure before serving guests												
LO2															
		2.1	Greet a guest in the customary manner in line with organizational standards												

Welcome guests and take orders	2.2	Present menu card to the guest										
	2.3	Record orders properly in the docket list										
	2.4	Provide adequate information to guest including information about waiting time.										
	2.5	Process the order promptly										
	2.6	State why you should have adequate knowledge of menu before presenting it to guests										
	2.7	Explain organizational standards for customer service										
LO3 Serve customer orders												
	3.1	Announce and present ordered food to guest and										
	3.2	Respond to guest questions or complaints calmly and effectively										
	3.3	Maintain a tidy service area during guests meal										
	3.4	Explain why service area must always be clean and tidy										
	3.5	Identify who unexpected incidences should be reported to										
	3.6	Refill drinks and accompaniments as often as required										
	3.7	Deal with unexpected situations effectively										
	4.1	Determine when a guest has completed a meal and proceed to clear the table										
	4.2	Assemble all items used by the guest and clear them off the table										
	4.3	Check for any stains on the table and handle them accordingly										
	4.4	Report breakages and damages to the appropriate authorities as recommended										
		4.5	Leave dining room or service area clean, tidy and ready for the next guest									

Learners Signature:	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	Date: