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## Qualification Specification

**HABC Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) (QCF)**

Qualification Number: 600/8002/4

**HABC Level 2 Certificate in Hospitality and Catering Principles (Food Service) (QCF)**

Qualification Number: 600/7801/7

**HABC Level 2 Certificate in Hospitality and Catering Principles (Beverage Service) (QCF)**

Qualification Number: 600/7919/8

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## HABC Level 2 Certificates in Hospitality and Catering Principles

### Food and Beverage Pathway

#### Introduction

This Qualification Specification is designed to outline all you need to know in order to offer these three qualifications in your Centre. If you have any further questions, please contact your Account Manager.

#### Qualification Details

The Level 2 Certificates in Hospitality and Catering (Food and Beverage Service) have been accredited by the regulators of England and Wales (Ofqual and the Welsh Government) and are part of the Qualifications and Credit Framework (QCF).

They are supported by People1st, the Sector Skills Council for the Hospitality industry.

#### Key facts

##### HABC Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) (QCF)

<b>QAN:</b>	600/8002/4
<b>Learning Aim Reference:</b>	60080024
<b>Guided learning hours (GLH):</b>	110-153
<b>Credit Value:</b>	16
<b>Assessment Method:</b>	Portfolio of Evidence*

##### HABC Level 2 Certificate in Hospitality and Catering Principles (Food Service) (QCF)

<b>QAN:</b>	600/7801/7
<b>Learning Aim Reference:</b>	60078017
<b>Guided learning hours (GLH):</b>	100-128
<b>Credit Value:</b>	14
<b>Assessment Method:</b>	Portfolio of Evidence*

##### HABC Level 2 Certificate in Hospitality and Catering Principles (Beverage Service) (QCF)

<b>QAN:</b>	600/7919/8
<b>Learning Aim Reference:</b>	60079198
<b>Guided learning hours (GLH):</b>	91-108
<b>Credit Value:</b>	13
<b>Assessment Method:</b>	Portfolio of Evidence*

\*see Assessment Guidance for more information

## Qualification Overview

These qualifications are suitable for learners employed in hospitality roles wishing to develop their knowledge of effective food and/or beverage service.

These qualifications cover a variety of topics including the importance of teamwork, safe and hygienic workplaces as well as customer service and giving customers a positive impression. These are all key areas within the hospitality industry and ensure the best service is provided to customers at all times.

These qualifications form the knowledge element of the Food and Beverage pathway within the Intermediate Apprenticeship in Hospitality and can also be taken on a standalone basis.

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## Entry Requirements

It is advised that learners have a basic level of English skills before enrolling onto these courses.

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## Qualification Structure

The three qualifications are made up of both mandatory and optional units. The structures are outlined below:

### HABC Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) (QCF)

Learners must achieve a minimum of 16 credits by achieving:

- all mandatory units from the Mandatory Group, totalling 8 credits
- a minimum of 1 credit from Optional Group A
- a minimum of 1 credit from Optional Group B
- the remaining 6 credits from Optional Groups A, B or C

### HABC Level 2 Certificate in Hospitality and Catering Principles (Food Service) (QCF)

Learners must achieve a minimum of 14 credits by achieving:

- all mandatory units from the Mandatory Group, totalling 8 credits
- a minimum of 1 credit from Optional Group A
- the remaining 5 credits from Optional Group A or B

### HABC Level 2 Certificate in Hospitality and Catering Principles (Beverage Service) (QCF)

Learners must achieve a minimum of 13 credits by achieving:

- all mandatory units from the Mandatory Group, totalling 7 credits
- a minimum of 1 credit from Optional Group A
- the remaining 5 credits from Optional Group A or B

Full details of the Rules of Combination for all three qualifications can be found in Appendix 1 of this qualification specification. All units are contained in Appendix 2.

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## Assessment Guidance

The majority of the units contained within the qualification are assessed through completion of learner workbooks provided by HABC. There will be one workbook available per unit and centres can download each workbook from the Members Area of the HABC website. Once completed, together they will form the learner's portfolio of evidence. The workbooks can be completed by the learner via written answers or through other methods, including professional discussion with the assessor or oral questioning by the tutor. Full instructions on how to complete the workbooks are contained within the Assessment Pack and in the

workbooks themselves. An example workbook is available to download from the HABC qualification webpage. Please refer to these documents for more information.

Once completed, the workbooks must then be internally quality assured by the centre. EQS (External Quality Support) visits from HABC will also take place until direct claim status is achieved. If a centre would like to use alternative paperwork, this must be sent to the Quality Support team for approval before commencement of the course.

#### **Unit 4: Food Safety in Catering (H/502/0132)**

This unit is assessed through a 30-question multiple-choice question examination. The duration of the examination is 1 hour. Successful learners must achieve a score of at least 20 out of 30.

Following the assessment, a list of results will be provided to the centre contacts stating whether learners have passed or failed. Certificates for those who are successful will be dispatched for distribution by the centre contacts.

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#### **Age ranges**

These qualifications are approved for delivery to the age ranges 16+.

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#### **Geographical Coverage**

These qualifications are suitable for learners in England, Wales or Northern Ireland.

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#### **Assessor Requirements**

The minimum requirements for assessors of these qualifications are that the person responsible for assessing the portfolio must be qualified and have recent occupational competency in the subject area. There is no requirement for that person to hold an assessor qualification. Where an assessor is also involved in the teaching of the qualification, their assessment decisions must be internally verified by a different assessor.

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#### **Nominated Tutor Requirements**

As this qualification contains the unit Food Safety in Catering (H/502/0132), HABC require that Nominated Tutors teaching this unit have teaching experience and hold a qualification in the relevant subject area.

It is recommended that nominated tutors should have a minimum of a Level 3 Food Safety in Catering qualification from a recognised awarding body together with a training qualification.

##### ***Suitable Subject Area Qualifications may include:***

- Degree of Dip.HE in a related subject such as:
  - Food Science
  - Environmental Health
  - Home Economics
  - Microbiology
  - or one that contains elements of these subjects
- HNC/D in a related subject (as outlined above);
- Level 3 qualification in Food Safety or equivalent;
- Graduate Diploma in Food Science and Technology of the Institute of Food Science and Technology;

- Or, any other HABC approved qualification

**Suitable Teaching Qualifications include:**

- HABC Level 3 International Award in Delivering Training (ADT)
- Level 3 or 4 PTLLS, or above
- Diploma or Certificate in Education
- Bachelor or Masters Degree in Education
- City and Guilds Teachers Certificate or equivalent
- Level 3 or 4 NVQ in Training and/or Development
- Proof of at least 30 hours of training in any subject

Nominated Tutors should also be able to demonstrate relevant experience and knowledge in a work context and provide evidence of engagement with the subject field and continuing professional development

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### Internal Quality Assurance

The minimum requirements for IQA of these qualifications are that the person responsible for Internal Quality Assurance must be qualified and have recent occupational competency in the subject area. There is no requirement for that person to hold an IQA qualification. Where an Internal Quality Assurance person is also involved in the teaching of the qualification, their assessment decisions must be internally verified by a different Internal Quality Assurer.

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### Mapping to National Occupational Standards

This qualification maps to the National Occupational Standards for Hospitality by People1st.

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### Reasonable Adjustments and Special Consideration

HABC have measures in place for learners that require additional support. Please see the HABC Reasonable Adjustments Policy.

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### ID requirements

All learners must be instructed to bring photographic identification to the assessment to be checked by the invigilator/assessor. This instruction should be given ahead of the course/assessment when the learner registers and/or with any pre-course materials.

It is the responsibility of the centre to have systems in place to ensure that the person taking an examination/assessment is indeed the person they are purporting to be. All centres are therefore required to ensure that each learner's photographic identification is checked before they are allowed to undertake the examination/assessment and write the type of photo identification provided by each learner on the Learner List under "Identification Provided". HABC will accept the following as proof of a learner's identity:

- Valid Passport (any nationality)
- Signed UK Photo card Driving Licence
- Valid Warrant Card issued by HM Forces, Police
- Other photographic ID card, e.g. Employee ID Card (must be current employer), Student ID Card, Travel card.

For more information on learner ID requirements, please refer to the HABC Examination and Invigilation Instructions.

## Progression

Progression routes could include:-

- Level 2 NVQ Diploma in Food and Beverage Service (QCF)
- Level 2 NVQ Diploma in Food Service (QCF)
- Level 2 NVQ Diploma in Beverage Service (QCF)
- Hospitality Apprenticeship – Food and Beverage pathway
- Level 3 Award in Hospitality Supervision and Leadership Principles (QCF)

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## Useful Websites

- <http://www.people1st.co.uk/>
  - <http://www.food.gov.uk/>
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## Appendix 1: Rules of Combination

### HABC Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) (QCF)

In order to achieve the Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Services) (QCF), learners must achieve a minimum of **16 credits** overall.

Learners must achieve:

- **all units** in the mandatory group totaling **8 credits**
- a **minimum of 1 credit** from Optional Group A
- a **minimum of 1 credit** from Optional Group B
- the remaining **6 credits** from any units from **Optional Groups A, B or C.**

#### Mandatory Group

Learners must achieve **all units** in this group.

Unit No.	Unit reference	Unit Title	Level	Credit
1	R/600/0615	Safe, Hygienic and Secure Working Environments in Hospitality	1	2
2	Y/600/0616	Effective Teamwork	1	2
3	D/600/0617	Giving Customers a Positive Impression	2	2
4	H/502/0132	Food Safety in Catering	2	1
5	T/600/1059	Principles of Customer Service in Hospitality Leisure Travel and Tourism	2	1

#### Optional Group A

Learners must achieve a **minimum of 1 credit** from this group.

Unit No.	Unit reference	Unit Title	Level	Credit
6	T/502/8297	Principles of Providing a Counter and Takeaway Service	1	1
7	A/502/8298	Principles of Providing a Silver Service	2	1



8	M/502/8296	Principles of Providing a Buffet and Carvery Service	2	1
9	T/600/0624	Service of Food at Table	2	1

### Optional Group B

Learners must achieve a **minimum of 1 credit** from this group.

Unit No.	Unit reference	Unit Title	Level	Credit
10	Y/502/8308	Principles of Preparing and Serving Cocktails	2	1
11	M/502/8265	Principles of Preparing and Serving Wines	2	2
12	H/502/8327	Principles of Preparing and Serving Dispensed and Instant Hot Drinks	2	1
13	D/502/8309	Principles of Preparing and Serving Hot Drinks Using Specialist Equipment	2	2
14	J/600/0627	Service of Alcoholic and Non-Alcoholic Drinks	2	1

### Optional Group C

Learners may achieve the remaining **6 credits** from units in **Optional Groups A, B or C**.

Unit No.	Unit reference	Unit Title	Level	Credit
15	F/600/0626	Preparation and Clearing of Service Areas	2	3
16	R/502/8260	Principles of Preparing and Clearing Areas for Table Service	2	2
17	R/502/8307	Principles of Maintaining Cellars and Kegs	2	2
18	J/502/8319	Principles of Cleaning Drink Dispense Lines	2	2
19	M/502/8315	Principles of Receiving, Storing and Issuing Drinks Stock	2	1
20	Y/502/8261	Principles of Preparing and Clearing Bar Areas	2	2
21	Y/502/8311	Principles of Promoting Additional Services or Products to Customers	2	2

22	L/600/1133	Dealing with Payments	2	1
23	K/502/8314	Principles of Maintaining Customer Service Through Effective Handover	2	2
24	A/502/8317	Principles of Resolving Customer Service Problems	2	2

**Barred Units**

There are no barred units to display for this qualification.

## HABC Level 2 Certificate in Hospitality and Catering Principles (Food Service) (QCF)

In order to achieve the HABC Level 2 Certificate in Hospitality and Catering Principles (Food Service) (QCF), learners must achieve a minimum of **14 credits** overall.

Learners must achieve:

- **all units** in the mandatory group totaling **8 credits**
- a **minimum of 1 credit** from Optional Group A
- the remaining **5 credits** from any units from **Optional Groups A or B**

### Mandatory Group

Learners must achieve **all units** in this group.

Unit No.	Unit reference	Unit Title	Level	Credit
1	R/600/0615	Safe, Hygienic and Secure Working Environments in Hospitality	1	2
2	Y/600/0616	Effective Teamwork	1	2
3	D/600/0617	Giving Customers a Positive Impression	2	2
4	H/502/0132	Food Safety in Catering	2	1
5	T/600/1059	Principles of Customer Service in Hospitality Leisure Travel and Tourism	2	1

### Optional Group A

Learners must achieve a **minimum of 1 credit** from this group.

Unit No.	Unit reference	Unit Title	Level	Credit
6	T/502/8297	Principles of Providing a Counter and Takeaway Service	1	1
7	A/502/8298	Principles of Providing a Silver Service	2	1
8	M/502/8296	Principles of Providing a Buffet and Carvery Service	2	1
9	T/600/0624	Service of Food at Table	2	1

16	R/502/8260	Principles of Preparing and Clearing Areas for Table Service	2	2
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### Optional Group B

Learners may achieve the remaining **5 credits** from units in **Optional Groups A or B**.

Unit No.	Unit reference	Unit Title	Level	Credit
11	M/502/8265	Principles of Preparing and Serving Wines	2	2
12	H/502/8327	Principles of Preparing and Serving Dispensed and Instant Hot Drinks	2	1
13	D/502/8309	Principles of Preparing and Serving Hot Drinks Using Specialist Equipment	2	2
15	F/600/0626	Preparation and Clearing of Service Areas	2	3
20	Y/502/8261	Principles of Preparing and Clearing Bar Areas	2	2
21	Y/502/8311	Principles of Promoting Additional Services or Products to Customers	2	2
22	L/600/1133	Dealing with Payments	2	1
23	K/502/8314	Principles of Maintaining Customer Service Through Effective Handover	2	2
24	A/502/8317	Principles of Resolving Customer Service Problems	2	2

### Barred Units

There are no barred units to display for this qualification.

## HABC Level 2 Certificate in Hospitality and Catering Principles (Beverage Service) (QCF)

In order to achieve the HABC Level 2 Certificate in Hospitality and Catering Principles (Beverage Service) (QCF), learners must achieve a minimum of **13 credits** overall.

Learners must achieve:

- **all units** in the mandatory group totaling **7 credits**
- a **minimum of 1 credit** from Optional Group A
- the remaining **5 credits** from any units from Optional Group A or B

### Mandatory Group

Learners must achieve **all units** in this group.

Unit No.	Unit reference	Unit Title	Level	Credit
1	R/600/0615	Safe, Hygienic and Secure Working Environments in Hospitality	1	2
2	Y/600/0616	Effective Teamwork	1	2
3	D/600/0617	Giving Customers a Positive Impression	2	2
5	T/600/1059	Principles of Customer Service in Hospitality Leisure Travel and Tourism	2	1

### Optional Group A

Learners must achieve a **minimum of 1 credit** from this group.

Unit No.	Unit reference	Unit Title	Level	Credit
10	Y/502/8308	Principles of Preparing and Serving Cocktails	2	1
11	M/502/8265	Principles of Preparing and Serving Wines	2	2
12	H/502/8327	Principles of Preparing and Serving Dispensed and Instant Hot Drinks	2	1
13	D/502/8309	Principles of Preparing and Serving Hot Drinks Using Specialist Equipment	2	2
14	J/600/0627	Service of Alcoholic and Non-Alcoholic Drinks	2	1

20	Y/502/8261	Principles of Preparing and Clearing Bar Areas	2	2
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### Optional Group B

Learners may achieve the remaining **5 credits** from units in **Optional Groups A or B**.

Unit No.	Unit reference	Unit Title	Level	Credit
17	R/502/8307	Principles of Maintaining Cellars and Kegs	2	2
18	J/502/8319	Principles of Cleaning Drink Dispense Lines	2	2
19	M/502/8315	Principles of Receiving, Storing and Issuing Drinks Stock	2	1
21	Y/502/8311	Principles of Promoting Additional Services or Products to Customers	2	2
22	L/600/1133	Dealing with Payments	2	1
23	K/502/8314	Principles of Maintaining Customer Service Through Effective Handover	2	2
24	A/502/8317	Principles of Resolving Customer Service Problems	2	2

### Barred Units

There are no barred units to display for this qualification.

## Appendix 2: All Units

### Unit 1: Safe, Hygienic and Secure Working Environments in Hospitality

Unit number: R/600/0615  
 Credit: 2  
 GLH: 16  
 Level: 1

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know their personal responsibilities under the Health and Safety at Work Act</b>	1.1 State personal responsibility for health and safety when in the workplace 1.2 Identify the importance of following safety procedures in the workplace 1.3 State reporting procedures in the case of personal illness
<b>2. Know why it is important to work in a safe and hygienic way</b>	2.1 State why it is important to maintain good personal hygiene 2.2 State why correct clothing, footwear and headgear should be worn at all times 2.3 State why, and to whom, accidents and near accidents should be reported. 2.4 Describe safe lifting and handling techniques that must be followed 2.5 State why it is important to report all unusual/non-routine incidents to the appropriate person
<b>3. Know about hazards and safety in the workplace</b>	3.1 Identify the types of common hazards found in the workplace 3.2 Identify types of emergencies that may happen in the workplace 3.3 Describe why first aid procedures should be in place 3.4 Identify possible causes of fire in the workplace 3.5 Describe Fires Safety procedures 3.6 Describe security procedures

**Unit 2: Effective Teamwork**

Unit number: Y/600/0616  
 Credit: 2  
 GLH: 19  
 Level: 1

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to organise their own work</b>	1.1 State the order of work to complete a task 1.2 Describe situations when it is appropriate to ask for help 1.3 Describe situations when it is appropriate to help and support others 1.4 State the importance of working to deadlines 1.5 State why it is important to follow instructions accurately 1.6 State the importance of keeping work areas clean and tidy
<b>2. Know how to support the work of a team</b>	2.1 State the benefits of helping team members 2.2 State the importance of passing information to the relevant people 2.3 State the importance of clear communication 2.4 Describe ways to maintain good working relationships in a team 2.5 State problems in working relationships that should be reported to line managers
<b>3. Know how to contribute to their own learning and development</b>	3.1 List benefits of self-development 3.2 State the importance of feedback from team members 3.3 Describe how a learning plan could improve aspects of work 3.4 List types of activities that help learning



**Unit 3: Giving Customers a Positive Impression**

Unit number: D/600/0617  
 Credit: 2  
 GLH: 18  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to establish positive relationships with customers</b>	1.1 Identify the importance of correct appearance and behaviour 1.2 Describe the importance of recognising customer needs and expectations 1.3 State the importance of product knowledge when relating to customers 1.4 Identify signs of when a customer is angry or confused
<b>2. Understand why organisations have standards and procedures</b>	2.1 Describe the legal frameworks by which organisations provide goods and services to customers 2.2 State the importance of contractual agreements that customers have with organisations 2.3 State the importance of codes of practice and standards that affect the way products and services are delivered to customers
<b>3. Know how to communicate information to customers</b>	3.1 State why there are limits to an individual’s responsibilities when dealing with customers 3.2 State the importance of clear, polite and confident communication 3.3 Identify different methods of communication 3.4 Describe when the different methods of communication are used

**Unit 4: Food Safety in Catering**

Unit number: H/502/0132  
 Credit: 1  
 GLH: 9  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Understand how individuals can take personal responsibility for food safety</b>	1.1 Outline the importance of food safety procedures, risk assessment, safe food handling and behaviour 1.2 Describe how to report food safety hazards. 1.3 Outline the legal responsibilities of food handlers and food business operators
<b>2. Understand the importance of keeping him/herself clean and hygienic</b>	2.1 Explain the importance of personal hygiene in food safety including its role in reducing the risk of contamination 2.2 Describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds
<b>3. Understand the importance of keeping the work areas clean and hygienic</b>	3.1 Explain how to keep the work area and equipment clean and tidy to include cleaning and disinfection methods, safe use and storage of cleaning chemicals and materials, and waste disposal 3.2 State how work flow, work surfaces and equipment can reduce contamination risks and aid cleaning 3.3 Outline the importance of pest control
<b>4. Understand the importance of keeping food safe</b>	4.1 State the sources and risks to food safety from contamination and cross contamination to include microbial, chemical, physical and allergenic hazards. 4.2 Explain how to deal with food spoilage including recognition, reporting and disposal 4.3 Describe safe food handling practices and procedures for storing, preparing, cooking, chilling, reheating, holding, serving and transporting food 4.4 Explain the importance of temperature controls when storing, preparing, cooking, chilling, reheating, holding, serving and transporting

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
	food  4.5 Describe stock control procedures including deliveries, storage, date marking and stock rotation

**Unit 5: Principles of Customer Service in Hospitality Leisure Travel and Tourism**

Unit number: T/600/1059  
 Credit: 1  
 GLH: 10  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p><b>1. Understand the importance to the organisation in providing excellent customer service in the hospitality, leisure, travel and tourism industries</b></p>	<p>1.1 Describe the role of the organisation in relation to customer service</p> <p>1.2 Identify the characteristics and benefits of excellent customer service</p> <p>1.3 Give examples of internal and external customers in the industries</p> <p>1.4 Describe the importance of product knowledge and sales to organisational success</p> <p>1.5 Describe the importance of organisational procedures for customer service</p>
<p><b>2. Understand the role of the individual in delivering customer service in the hospitality, leisure, travel and tourism industries</b></p>	<p>2.1 Identify the benefits of excellent customer service for the individual</p> <p>2.2 Describe the importance of positive attitude, behaviour and motivation in providing excellent customer service</p> <p>2.3 Describe the importance of personal presentation within the industries</p> <p>2.4 Explain the importance of using appropriate types of communication</p> <p>2.5 Describe the importance of effective listening skills</p>
<p><b>3. Understand the importance of customers’ needs and expectations in the hospitality, leisure, travel and tourism industries</b></p>	<p>3.1 Identify what is meant by customer needs and expectations in the industries</p> <p>3.2 Identify the importance of anticipating and responding to varying customers’ needs and expectations</p> <p>3.3 Describe the factors that influence the customers’ choice of products and services</p> <p>3.4 Describe the importance of meeting and exceeding customer expectations</p> <p>3.5 Describe the importance of dealing with complaints in a positive manner</p>

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
	3.6 Explain the importance of complaint handling procedures

**Unit 6: Principles of Providing a Counter and Takeaway Service**

Unit number: T/502/8297  
 Credit: 1  
 GLH: 6  
 Level: 1

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to serve customers at the counter</b>	1.1 Describe safe and hygienic working practices for serving customers and its importance 1.2 State the importance of controlling portions when serving customers 1.3 State the importance of giving accurate information to customers 1.4 Describe the types of unexpected situations that might occur when serving customers
<b>2. Know how to maintain counter and service areas</b>	2.1 Describe safe and hygienic working practices for clearing counter and service areas 2.2 State the importance of keeping counter preparation areas and dining areas tidy and free from rubbish and food debris throughout the service 2.3 State the importance of maintaining a constant stock of service items 2.4 Describe the types of unexpected situations that might occur when clearing away

## Unit 7: Principles of Providing a Silver Service

Unit number: A/502/8298  
 Credit: 1  
 GLH: 8  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Understand how to silver serve food</b>	1.1 Describe safe and hygienic working practices when providing a silver service 1.2 Explain the importance of being familiar with the available menu items 1.3 Describe the operational procedures for serving courses 1.4 Describe the types of unexpected situations that might occur when providing silver service
<b>2. Know how to clear finished courses when providing a silver service</b>	2.1 Describe safe and hygienic working practices when clearing finished courses 2.2 Describe procedures for clearing finished courses 2.3 Describe the hygiene aspects of clearing tables 2.4 Describe the types of unexpected situations that might occur when clearing courses

**Unit 8: Principles of Providing a Buffet and Carvery Service**

Unit number: M/502/8296  
 Credit: 1  
 GLH: 6  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p><b>1. Know how to prepare and maintain a buffet and carvery display</b></p>	<p>1.1 Describe safe and hygienic working practices when preparing and maintaining a buffet or carvery display</p> <p>1.2 Describe procedures for maintaining dining service areas and service equipment</p> <p>1.3 State the importance of checking table items for damage and cleanliness before service</p> <p>1.4 Describe the types of unexpected situations that might occur when preparing and maintaining a buffet or carvery.</p>
<p><b>2. Know how to serve and assist customers at a buffet and carvery display</b></p>	<p>2.1 Describe safe and hygienic working practices when maintaining dining area and serving customers at a buffet or carvery display</p> <p>2.2 State the importance of giving accurate information to customers when serving food items</p> <p>2.3 State the importance of controlling portions when serving customers</p> <p>2.4 Describe the types of unexpected situations that might occur when serving customers from a buffet or carvery display</p>



**Unit 9: Service of Food at Table**

Unit number: T/600/0624  
 Credit: 1  
 GLH: 10  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to greet customers and take orders</b>	1.1 State the importance of greeting customers appropriately 1.2 State the importance of giving accurate menu information 1.3 Describe how to provide appropriate assistance to customers with different needs 1.4 Describe how to respond to types of unexpected situations that may occur when greeting customers and dealing with their orders
<b>2. Know how to serve customers in a dining area</b>	2.1 Describe safe and hygienic working practices when serving customers' orders 2.2 List correct condiments, accompaniments and service equipment for different menu items 2.3 State the importance of arranging and presenting food in line with menu specifications 2.4 State the importance of maintaining the dining and service area 2.5 Describe how to respond to types of unexpected situations that may occur when serving food at table

**Unit 10: Principles of Preparing and Serving Cocktails**

Unit number: Y/502/8308  
 Credit: 1  
 GLH: 8  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to prepare service areas and equipment for serving cocktails</b>	1.1 Describe safe and hygienic working practices when preparing areas and equipment for making cocktails 1.2 State the importance of keeping preparation areas and equipment hygienic when preparing cocktails 1.3 State the importance of having all the ingredients ready before preparing cocktails 1.4 Describe the types of unexpected situations that might occur when preparing areas and equipment to make cocktails
<b>2. Know how to prepare and serve cocktails</b>	2.1 Outline the different ingredients that can be used when mixing cocktails 2.2 Describe the different methods used to mix cocktails 2.3 State current relevant legislation relating to licensing and weights and measures legislation 2.4 Describe safe and hygienic working practices when preparing and serving cocktails 2.5 State the importance of following safe working practices when preparing and serving cocktails 2.6 State the importance of offering customers accurate information 2.7 Describe the types of unexpected situations that might happen when preparing and serving cocktails

**Unit 11: Principles of Preparing and Serving Wines**

Unit number: M/502/8265  
 Credit: 2  
 GLH: 15  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to prepare service areas, equipment and stock for wine service</b>	1.1 Describe safe and hygienic working practices when preparing service areas, equipment and stock for wine service 1.2 Identify equipment and glassware needed for different types of wine 1.3 Identify suitable temperatures for the storage of different types of wine 1.4 Describe procedures for preparing service areas, equipment and stock 1.5 Describe the types of unexpected situations that might happen when preparing service areas
<b>2. Know how to promote and serve wines to meet relevant legislation and customer needs</b>	2.1 State current relevant legislation relating to the sale of wine 2.2 State the importance of maximising sales through up-selling and how to do this 2.3 Describe how to interpret the wine label information 2.4 Identify what factors to consider when providing advice to customers on choice of wine 2.5 Outline under what circumstances customer must not be served with alcohol
<b>3. Know how to present and serve wine to meet relevant legislation and customer needs</b>	3.1 State relevant licensing weights, measures and trades description legislation 3.2 Identify glassware and handling procedures used in the service of different types of wine 3.3 Identify the recommended temperatures for the storage of different types of wine during service 3.4 Describe the correct method of service for white, red, rose and sparkling wines 3.5 Describe the types of unexpected situations that might occur when serving wine

**Unit 12: Principles of Preparing and Serving Dispensed and Instant Hot Drinks**

Unit number: H/502/8327  
 Credit: 1  
 GLH: 6  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to prepare work area and equipment for service</b>	1.1 Describe safe and hygienic working practices when preparing the work area and equipment for service  1.2 Describe the importance of having drink ingredients and accompaniments available and ready for immediate use  1.3 Describe the importance of checking all work areas and service equipment for damage before taking orders  1.4 Describe the types of unexpected situation that might occur when preparing work areas and equipment for the preparation of hot drinks
<b>2. Know how to prepare and serve instant hot drinks</b>	2.1 Describe safe and hygienic working practices when preparing and serving hot drinks  2.2 State the importance of giving accurate information about products to customers  2.3 Identify the techniques for mixing and preparing different types of beverages  2.4 State the importance of keeping customer and service areas clean, tidy and free from rubbish and used equipment

**Unit 13: Principles of Preparing and Serving Hot Drinks Using Specialist Equipment**

Unit number: D/502/8309  
 Credit: 2  
 GLH: 10  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p><b>1. Know how to prepare work area and equipment for service</b></p>	<p>1.1 Describe safe and hygienic working practices when preparing work area and equipment for service</p> <p>1.2 State the importance of having drink, ingredients and accompaniments available and ready for immediate use</p> <p>1.3 State the importance of checking all work areas and service equipment for damage before taking orders</p> <p>1.4 Describe the types of unexpected situation that might occur when preparing work areas and equipment for the preparation of hot drinks</p>
<p><b>2. Know how to prepare and serve hot drinks using specialist equipment</b></p>	<p>2.1 Describe safe and hygienic working practices when preparing and serving hot drinks and maintaining hot drink making equipment</p> <p>2.2 Describe the techniques for mixing and preparing different types of beverages</p> <p>2.3 State the importance of keeping customer and service areas clean, tidy and free from rubbish and used equipment</p> <p>2.4 Describe the types of unexpected situation that might occur when preparing and serving hot drinks and maintaining hot drinks equipment</p>

**Unit 14: Service of Alcoholic and Non-Alcoholic Drinks**

Unit number: J/600/0627  
 Credit: 1  
 GLH: 10  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to take customer orders</b>	1.1 State the importance of serving customers in order of arrival where possible 1.2 Identify the importance of accuracy when taking drink orders 1.3 Describe how to respond to a customer who might have special requirements 1.4 Describe different service styles that can be used when serving drinks 1.5 State how to deal with violent / disorderly customers
<b>2. Know how to serve alcoholic and non-alcoholic drinks</b>	2.1 State the importance of checking glassware for damage 2.2 State the correct temperature for storing and serving the range of drinks offered within the operation 2.3 Describe how to serve different drinks including bottled drinks, draft beers, free pouring and optic based 2.4 State appropriate types of glass for serving different drinks
<b>3. Know the appropriate legislation that relates to the serving of alcoholic drinks</b>	3.1 Describe the implications of current relevant legislation relating to licensing, weights and measures 3.2 Identify when a customer should not be served with alcohol 3.3 Describe how to respond to someone who might be under the influence of drugs or buying/selling drugs

**Unit 15: Preparation and Clearing of Service Areas**

Unit number: F/600/0626  
 Credit: 3  
 GLH: 26  
 Level: 2

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to prepare service areas and equipment for food and drink service</b>	1.1 Describe safe and hygienic working practices for preparing service areas and equipment 1.2 Describe procedures for maintaining food service items and equipment 1.3 Describe the procedures for maintaining drink service items and equipment 1.4 State the importance of correct handling and disposal of waste 1.5 Describe how to respond to types of unexpected situations that may occur during preparation of service areas
<b>2. Know how to prepare customer areas for food and drink service</b>	2.1 Describe safe and hygienic working practices when preparing customer dining areas for table service 2.2 State the importance of checking customer areas before service 2.3 State the importance of checking environmental controls before service 2.4 Describe how to respond to types of unexpected situations that may occur when preparing customer dining areas
<b>3. Know how to clear food and drink service areas after service</b>	3.1 Describe safe and hygienic working practices when clearing service areas 3.2 State the importance of procedures to be followed after service 3.3 Describe how to respond to types of unexpected situations that may occur when clearing service areas
<b>4. Know how to clean and store glassware</b>	4.1 Describe safe and hygienic working practices when handling glassware, cleaning equipment and materials 4.2 State the importance of correct handling of glassware 4.3 Describe the procedure for disposing of broken

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
	glass 4.4 Describe how to respond to types of unexpected situations that may occur when handling and cleaning glassware



**Unit 16: Principles of Preparing and Clearing Areas for Table Service**

Unit number: R/502/8260  
 Credit: 2  
 GLH: 15  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to prepare service areas and equipment for table service</b>	1.1 Describe safe and hygienic working practices when preparing areas and equipment for table service 1.2 Describe procedures for storage and stock rotation of food service items 1.3 Describe procedures for maintaining service equipment 1.4 Describe the types of unexpected situations that might occur when preparing service areas and equipment
<b>2. Know how to prepare customer and dining areas for table service</b>	2.1 Describe safe and hygienic working practices when preparing customer dining areas for table service 2.2 State the importance of checking table items and menus before service 2.3 State the importance of checking heating/air conditioning/ventilation and lighting before use when preparing customer dining areas for table service 2.4 Describe the types of unexpected situations that might occur when preparing customer dining areas
<b>3. Know how to clear dining and service areas after table service</b>	3.1 Describe safe and hygienic working practices when clearing dining and service areas 3.2 Describe the procedures for handling and disposing of waste correctly 3.3 Identify the security procedures that should be followed 3.4 Describe the types of unexpected situations that might occur when clearing dining and service areas

**Unit 17: Principles of Maintaining Cellars and Kegs**

Unit number: R/502/8307  
 Credit: 2  
 GLH: 12  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to maintain cellars</b>	1.1 Describe safe and hygienic practices when maintaining cellars 1.2 State the importance of following specific security procedures for going in and out of the cellar 1.3 State the importance of securing cellars against unauthorised access at all times 1.4 State the importance of keeping the cellar clean and tidy and at a recommended temperature at all times 1.5 Describe the types of unexpected situations that might happen when maintaining cellars
<b>2. Know how to prepare kegs and gas for use</b>	2.1 Describe safe and hygienic working practices when preparing kegs and gas cylinders for use and dealing with mixed gases 2.2 State the importance of turning off the gas supply before disconnecting the keg 2.3 Describe how to tell if stock is out of condition 2.4 State the importance of checking date stamp on stock 2.5 Describe the types of situations that might happen when preparing kegs and gas cylinders

**Unit 18: Principles of Cleaning Drink Dispense Lines**

Unit number: J/502/8319  
 Credit: 2  
 GLH: 12  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to clean drink dispense lines to the correct standard</b>	1.1 State current legislation regarding safe and hygienic working practices when cleaning drink dispense lines 1.2 Identify dangers of mishandling kegs and gas cylinders 1.3 State the importance of testing on-line beverages after cleaning pipes and lines 1.4 Describe procedures for cleaning and maintaining post-mix dispense systems 1.5 Describe the types of unexpected situations that may occur when cleaning lines
<b>2. Know how to safely use cleaning agents and equipment</b>	2.1 State current legislation regarding the use of cleaning agents and equipment 2.2 Outline health and safety issues when working with line cleaning chemicals 2.3 State the importance of checking that cleaning agents are correctly diluted 2.4 Identify equipment needed to clean drink dispense lines 2.5 Describe the types of unexpected situations that may occur when using cleaning agents and equipment

**Unit 19: Principles of Receiving, Storing and Issuing Drinks Stock**

Unit number: M/502/8315  
 Credit: 1  
 GLH: 6  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to receive drinks deliveries</b>	1.1 Describe safe and hygienic working practices when receiving drinks deliveries 1.2 State the importance of securing receiving areas from unauthorised access 1.3 State the importance of checking that deliveries match the order and delivery documentation 1.4 Identify what documentation must be retained for records 1.5 Describe the types of unexpected situations that might occur when receiving drinks stock
<b>2. Know how to store and issue drinks stock</b>	2.1 Describe safe and hygienic working practices when storing and issuing drinks 2.2 State the importance of securing storage areas from unauthorised access at all times 2.3 State the importance of following correct storage and rotation procedures and maintaining a minimum stock of drink items 2.4 State the importance of receiving the correct documentation before stock is issued 2.5 Describe the types of unexpected situations that might occur when storing and issuing drinks

**Unit 20: Principles of Preparing and Clearing Bar Areas**

Unit number: Y/502/8261  
 Credit: 2  
 GLH: 15  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to prepare customer and service areas</b>	1.1 Describe safe and hygienic working practices when preparing customer and service areas 1.2 State the importance of securing service areas from unauthorised access at all times 1.3 Describe the procedures for maintaining service and electrical equipment 1.4 State the importance of following correct storage procedures and maintaining constant stocking, restocking and rotating of drinks and accompaniments 1.5 Describe the types of unexpected situations that may occur when preparing the customer and service areas
<b>2. Know how to clear customer and service areas</b>	2.1 Describe safe and hygienic working practices when clearing customer and service areas 2.2 State the importance of turning off selected electrical equipment after service 2.3 State the importance of securing service areas from unauthorised access after service 2.4 State the importance of following correct storage procedures for food and drink stocks 2.5 Describe the types of unexpected situations that may occur when clearing the customer and service areas
<b>3. Know how to clean and store glassware</b>	3.1 Describe safe and hygienic working practices when handling glassware, cleaning equipment and materials 3.2 State the importance of handling glassware with care 3.3 Identify the correct procedure for disposing of broken glass 3.4 Describe how to maintain glass washing equipment 3.5 Describe the types of unexpected situations

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
	that may occur when handling and cleaning glassware

**Unit 21: Principles of Promoting Additional Services or Products to Customers**

Unit number: Y/502/8311  
 Credit: 2  
 GLH: 10  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p><b>1. Know the importance of promoting additional services or products that are available</b></p>	<p>1.1 State the importance of accurate services or products knowledge when dealing with customers</p> <p>1.2 State the importance of checking with colleagues when unsure about new service or product details</p> <p>1.3 State the importance of identifying appropriate services or products that may interest customers</p> <p>1.4 State the importance of informing customers of additional services or products that will improve the customer experience</p>
<p><b>2. Know how to promote additional services or products to customers to benefit organisations and its customers</b></p>	<p>2.1 Describe appropriate procedures and systems for encouraging customers to use additional services or products</p> <p>2.2 Describe how the use of additional services or products will benefit organisations and its customers</p> <p>2.3 Identify factors that influence customers to use additional services or products</p> <p>2.4 Describe how to introduce additional services or products to customers outlining its benefits, overcoming any reservations and agreeing to provide the additional services or products</p>

**Unit 22: Dealing with Payments**

Unit number: L/600/1133  
 Credit: 1  
 GLH: 9  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know how to set up a payment point</b>	1.1 Identify the materials needed to set up and maintain a payment point 1.2 State the importance of having procedures for collecting the contents of the payment point
<b>2. Know how to operate a payment point</b>	2.1 Describe the correct procedures for handling payments 2.2 State the importance of reporting errors that may occur during payment 2.3 Identify security procedures for handling cash and other types of payments 2.4 State the legal requirements for operating a payment point when taking payments from customers
<b>3. Know the problems that may occur at the payment point</b>	3.1 Describe the types of problems that might happen when dealing with a payment 3.2 state the importance of telling the customer about any delays during the payment process



**Unit 23: Principles of Maintaining Customer Service Through Effective Handover**

Unit number: K/502/8314  
 Credit: 2  
 GLH: 15  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p><b>1. Know about responsibilities in a customer service team</b></p>	<p>1.1 Identify services or products that rely on effective teamwork</p> <p>1.2 Identify customer service delivery process stages that rely on exchange of information between self and colleagues</p> <p>1.3 Describe the importance of agreeing how information should be exchanged with colleagues to enable completion of customer service actions</p> <p>1.4 Describe ways of retaining information when passing responsibility to colleagues for completing a customer service action</p>
<p><b>2. Know how to follow up customer service actions</b></p>	<p>2.1 State the importance of checking that a customer service action has been completed</p> <p>2.2 State the importance of knowing all details of customer service actions that colleagues were due to complete</p> <p>2.3 State the importance of asking colleagues about the outcome of completing the customer service action as agreed</p> <p>2.4 Describe how to review the way customer service actions are shared with colleagues</p>
<p><b>3. Know how to maintain customer service through effective handover</b></p>	<p>3.1 Describe appropriate customer service procedures for the delivery of services or products</p> <p>3.2 State the importance of passing responsibility to appropriate colleagues for completing particular customer service actions</p> <p>3.3 State the importance of carefully checking with a colleague whether the expected customer service actions have been completed</p> <p>3.4 Know how to review the way customer service actions are shared in customer service processes</p>

**Unit 24: Principles of Resolving Customer Service Problems**

Unit number: A/502/8317  
 Credit: 2  
 GLH: 10  
 Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<b>1. Know about customer service problems</b>	1.1 Describe how to respond to a customer service problem when it is raised 1.2 State the importance of recognising repeated problems and alerting the appropriate person 1.3 State the importance of sharing customer feedback with others to identify potential problems before they happen 1.4 Identify options for resolving a customer service problem 1.5 State the importance of keeping the customer fully informed about what is happening to resolve the problem
<b>2. Know how to resolve customer service problems</b>	2.1 Describe organisational procedures and systems for dealing with customer service problems 2.2 Describe how to resolve potentially difficult situations 2.3 Describe how to negotiate with others to resolve problems 2.4 Describe the limitations of what can be offered to a customer to resolve a problem 2.5 Describe types of action that may make a customer problem worse and that should be avoided