

FEDERAL MINISTRY OF EDUCATION

# National Skills Qualifications

FOR

## FOOD AND BEVERAGE SERVICE

LEVEL 1, 2 & 3

February, 2025

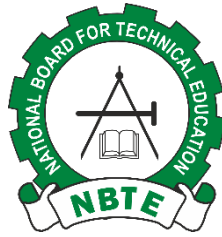


Innovation Development  
and Effectiveness in the  
Acquisition of Skills  
(IDEAS) Project

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**National Board for Technical Education**

Plot B, Bida Road, P.M.B. 2239, Kaduna, Nigeria



**NATIONAL SKILLS QUALIFICATION**

# **FOOD AND BEVERAGE SERVICE**

## **LEVELS 1 - 3**

**MARCH, 2025**

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# **NATIONAL SKILLS QUALIFICATION**

# **FOOD AND BEVERAGE SERVICE**

# **LEVEL 1**

**MARCH, 2025**



**NATIONAL SKILLS QUALIFICATION  
NSQ LEVEL 1- FOOD AND BEVERAGE SERVICE  
GENERAL INFORMATION**

**GENERAL INFORMATION**

**QUALIFICATION PURPOSE**

*This qualification is designed to equip learners with the foundational skills and knowledge required to perform basic food and beverage service tasks, including the cleaning, maintenance, preparation, and service of food and drinks in a professional setting, while maintaining cleanliness and safety standards.*

**QUALIFICATION OBJECTIVES**

The learner should be able to: -

- i. Develop skills to clean, maintain, and store cutlery and crockery efficiently.
- ii. Acquire the knowledge to prepare and clear areas for beverage service.
- iii. Gain basic skill in counter and takeaway service operations.
- iv. Gain basic skill for clearing trays and tables for food service.
- v. Learn the basic operation of a dispenser for beverages.
- vi. Gain the basic skill to perform trolley service for food and beverages.
- vii. Develop the skills to prepare and serve various types of beverages.
- viii. Understand the basic preparation and service of cocktails.

**Mandatory Units**

Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
Unit 001	HTT/FBS/001/L1	Occupational health and safety	2	20	
Unit 002	HTT/FBS/002/L1	Team Work at Hospitality Workplace	2	20	
Unit 003	HTT/FBS/003/L1	Communication at Work Environment	1	10	
Unit 004	HTT/FBS/004/L1	Cleaning, Maintenance and Storage of Cutlery and Crockery	2	20	

**Optional Units**

Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
Unit 005	HTT/FBS/006/L1	Basic Preparation of Food and Beverage Service	1	10	
Unit 006	HTT/FBS/007/L1	Counter and Takeaway Service	2	20	
Unit 007	HTT/FBS/008/L1	Table and Tray Service	2	20	
Unit 008	HTT/FBS/009/L1	Preparation and Clearance of Tray and Table for food Service	2	20	
Unit 009	HTT/FBS/010/L1	Preparation and Clearance of Areas for Beverage Service	2	20	
Unit 010	HTT/FBS/011/L1	Basic Operation of a Dispenser	2	20	
Unit 011	HTT/FBS/012/L1	Trolley Service	2	20	
Unit 013	HTT/FBS/013/L1	Preparation and Service of Beverages	2	20	
Unit 014	HTT/FBS/014/L1	Preparation and Service of Cocktails	3	30	
Total			25	250	

**NOTE:****Mandatory Units:**

*Mandatory Units 1-4 focus on core competencies required for proficient food and beverage service. These units cover essential skills such as occupational health and safety, communication, food and*

*beverage preparation and presentation, hygiene and safety compliance, and the effective use of service tools and equipment.*

**Optional Units:**

*Optional Units 5-12 focus on specialized skills that enhance service quality and professional development in the hospitality industry. These units may include table setting and arrangement, beverage preparation techniques, catering and banquet service, conflict resolution in customer service, and menu knowledge.*

*All learners must complete the four mandatory units to establish a foundational level of expertise in food and beverage service. In addition, they must select from the optional units to reach a total program duration between 180 and 220 hours, allowing them to specialize in areas that further enhance service quality and professional development in the hospitality industry.*

**NATIONAL SKILLS QUALIFICATION  
LEVEL 1: FOOD AND BEVERAGE SERVICE**

**GENERAL INFORMATION**

**Unit 001: OCCUPATIONAL HEALTH AND SAFETY**

**Unit Reference Number: HTT/FBS/001/L1**

**NSQ Level: 1**

**Credit Value: 2**

**Guided Learning Hours: 20**

**Unit Purpose:** *This unit is designed to equip the learner with the knowledge of personal hygiene, environment sanitation and preventing cross-contamination.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 001: OCCUPATIONAL HEALTH AND SAFETY**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>The learner will:</b>		<b>The learner can:</b>								
<b>LO 1:</b> 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 jewellery, perfume and cosmetics allowed by organization								
	1.4	Get any cuts, grazes, burns treated by the appropriate person								
	1.5	Report illnesses and any infections promptly to the appropriate person								
<b>LO 2:</b> 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								
	2.4	State the importance of maintaining good personal hygiene								
<b>LO 3:</b> 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								
	3.2	Report any accidents or near accidents quickly to the right person								
	3.3	Follow health, hygiene and safety procedures while working								
	3.4	Practice emergency procedures correctly								
	3.5	Follow Security Procedures of the Organization								
	3.6	Observe Government regulations on health and safety in your Industry (OHS 2012)								
<b>LO 4:</b> Comply with Health and Safety Regulations	4.1	State the importance of working in a healthy, safe and hygienic way								
	4.2	State where you can obtain information about Health and safety in your work place								
	4.3	State hazards that you can deal with personally and hazards that must be reported to someone else								
	4.4	Describe how to alert other people about hazards								

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type	Evidence Ref. No.	Page No.
The learner will:		The learner can:			
	4.5	Explain the importance of alerting people about hazards in a work environment			
	4.6	Explain why accidents and near accidents should be reported.			
	4.7	State the hierarchy of reporting hazards in a workplace			
	4.8	Describe the type of emergencies that may happen in the Workplace and how to handle them			
<b>LO 5:</b> Know First Aid and its Application in the Workplace.	5.1	Identify first aid equipment.			
	5.2	State the uses of some First Aid equipment			
	5.3	Demonstrate how to apply First Aid			
<b>LO 6:</b> Fire Hazards in the Workplace	6.1	State the possible causes of fire in the workplace			
	6.2	Describe how to minimise the risk of fire			
	6.3	State where to find fire alarms and how to set them off			
	6.4	State why a fire should never be approached unless it is safe to do so			
	6.5	State the importance of following fire safety laws			
<b>LO 7:</b> Organisational Security	7.1	Describe organisational security			
	7.2	State procedure in reporting emergencies to the security			
	7.3	State the importance of security in an organisation			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:



**NATIONAL SKILLS QUALIFICATION  
LEVEL 1: FOOD AND BEVERAGE SERVICE**

**Unit 002: TEAM WORK AT HOSPITALITY WORKPLACE****Unit Reference Number: HTT/FBS/002/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit is designed to equip the learner with the knowledge of carrying out instructions as a team member.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 002: TEAM WORK AT HOSPITALITY WORKPLACE**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page No.</b>
<b>The learner will:</b>		<b>The learner can:</b>			
<b>LO 1:</b> Plan and Organise own work	1.1	Explain what is required of own work			
	1.2	Adhere to instructions accurately			
	1.3	Plan and organize one's tasks 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			
	1.7	Seek assistance if in need and from the relevant person			
	1.8	Provide work output in due time as agreed			
<b>LO 2:</b> Work effectively with Members of own team	2.1	Assist team members when they ask			
	2.2	Ensure that any assistance given is within limits of own responsibilities			
	2.3	Manage time well in spite of assisting others			
	2.4	Ensure information transmitted to others in the team is timely			
	2.5	Maintain cordial working relations with team mates			
	2.6	Report any misunderstandings or incidences in relating with team mates to the relevant person			
	2.7	Communicate clearly and effectively with team members			
<b>LO 3:</b> Develop own skills	3.1	Seek feedback on your work and be able to use the feedback constructively			
	3.2	Identify with appropriate persons for comments on the aspects of your work that are up to standard and aspects that need improvement			
	3.3	Agree on what you have to do to improve your work			
	3.4	Agree on a learning Plan with the appropriate person			
	3.5	Seek opportunities to review and develop your learning plan			
<b>LO 4:</b>	4.1	State why it is important to understand what is required of you at work			

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type	Evidence Ref. No.	Page No.
The learner will:		The learner can:			
Knowledge of Work Management	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			
<b>LO 5:</b> 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 team and their roles			
	5.3	State what is required of your team in the Whole Organization and why			
	5.4	Explain how you can work cordially and avoid conflicts with others			
	5.5	Explain why conflicts of work with another person should be reported to an authority			
	5.6	Explain in what cases you can assist others and when you cannot so as to complete own work in time			
	5.7	Explain why important information should be communicated to others in your team in good time			
	5.8	Explain how to communicate effectively and why			
<b>LO 6:</b> Importance of own Skills development	6.1	Explain why it is important to develop your own skills			
	6.2	Explain ways of getting feedback from own teammates and how to use it positively			
	6.3	Explain the importance of a learning plan for your work			
	6.4	Explain why your learning plan should be improved frequently			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION**  
**LEVEL 1: FOOD AND BEVERAGE SERVICE**

**Unit 003: COMMUNICATION AT WORK ENVIRONMENT**

**Unit Reference Number: HTT/FBS/003/L1**

**NSQ Level: 1**

**Credit Value: 2**

**Guided Learning Hours: 20**

**Unit Purpose:** *This unit deals with basic communication that is effective and timely.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 003: COMMUNICATION AT WORK ENVIRONMENT**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>The learner will:</b>		<b>The learner can:</b>			
<b>LO 1:</b> 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			
<b>LO 2:</b> Develop the ability to identify the source of information in a Work Environment	2.1	Identify source of information in an Organization or Work Environment			
	2.2	Respond appropriately to the information			
	2.3	Use the various information flow systems in a work environment			
	2.4	Use information to avoid challenges in a Work situation			
	2.5	Report challenges in accordance with procedures			
<b>LO 3:</b> 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			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:



**NATIONAL SKILLS QUALIFICATION****LEVEL 1: FOOD AND BEVERAGE SERVICE****Unit 004: CLEANING, MAINTENANCE AND STORAGE OF CUTLERY AND CROCKERY****Unit Reference Number: HTT/FBS/004/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit is designed to equip the learner with skills on how to clean, maintain and store cutlery and crockery safely and hygienically to prevent cross-contamination.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 004: CLEANING, MAINTENANCE AND STORAGE OF CUTLERY AND CROCKERY**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page No.</b>
<b>The learner will:</b>		<b>The learner can:</b>			
<b>LO 1:</b> How to Clean Cutlery and Crockery	1.1	Organize Cutlery and Crockery for cleaning			
	1.2	Select cutlery and crockery ready for cleaning			
	1.3	Apply appropriate cleaning agents to clean crockery and cutlery			
	1.4	Clean cutlery and crockery using the appropriate cleaning methods as recommended by the manufacturers			
	1.5	Explain why it is necessary to clean cutlery and crockery after use.			
	1.6	Leave cleaning space, equipment or machinery clean, and ready for future use			
<b>LO 2:</b> How to Maintain Cutlery and Crockery	2.1	Identify faulty cutlery and crockery for maintenance			
	2.2	Identify tools to be used for maintenance of faulty cutlery and crockery			
	2.3	Maintain faulty cutlery and crockery.			
	2.4	Explain the importance of keeping all cutlery and crockery ready for service			
<b>LO 3:</b> How to Store Cutlery and Crockery	3.1	Collect and clean maintained cutlery and crockery and store them appropriately.			
	3.2	Identify the correct storage locations for crockery and cutlery			
	3.3	Keep storage areas clean and tidy			
	3.4	Stack crockery carefully and store them in the correct location ready for use			
	3.5	Polish cutlery, and store them in their correct location ready for use			
	3.6	Explain why it is necessary to store cutlery and crockery.			
	3.7	Sort out all damages and shortfalls			
	3.8	Report damages to the appropriate authority			
	3.9	Dispose of damaged or broken crockery following recommended procedures			

Learner's Signature

Date:

Assessor's Signature

Date:

IQA's Signature

Date:

EQA's Signature

Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 1: FOOD AND BEVERAGE SERVICE****Unit 005: BASIC PREPARATION OF FOOD AND BEVERAGE SERVICE****Unit Reference Number: HTT/FBS/005/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit is to enable the learner identify and handle basic service equipment and utensils.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 005: BASIC PREPARATION OF FOOD AND BEVERAGE SERVICE**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page No.</b>
<b>The learner will:</b>		<b>The learner can:</b>			
<b>LO 1:</b> Identify Utensils and Equipment used in Food and Beverage Service.	1.1	Identify utensils used in food and beverage service			
	1.2	Identify equipment used in food and beverage service			
	1.3	State the uses of each item in 1.1 above			
	1.4	State the uses of each item in 1.2 above			
<b>LO 2:</b> Clean utensils and equipment Manually.	2.1	Wear appropriate protective clothing			
	2.2	Select utensils and equipment to be cleaned			
	2.3	Clean utensils and equipment to be used			
	2.4	Polish washed items			
<b>LO 3:</b> Clean utensils and equipment using Dish Washer	3.1	Select utensils and equipment to be cleaned			
	3.2	Use appropriate cleaning agents			
	3.3	Assist in arranging equipment in different racks in the Dish Washer			
	3.4	Assist in the operation of the washing machine			
	3.5	Polish washed items			
<b>LO 4:</b> Assist in effective Transfer of utensils and equipment	4.1	Arrange equipment on the trolley in the appropriate order			
	4.2	Distribute items to their various service points			
	4.4	Assist in the arrangement of utensils and equipment in the appropriate positions in the service area			
	4.5	Explain why it is important to take safety precautions when lifting and handling utensils and equipment			
	4.6	Describe the correct way to push a heavily loaded trolley			
	4.5	Assist in the Lay up of tables and trays in line with service style			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 1: FOOD AND BEVERAGE SERVICE****Unit 006: COUNTER AND TAKEAWAY SERVICE****Unit Reference Number: HTT/FBS/006/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit will provide the learner with knowledge and skills required for counter and take away service.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 006: COUNTER AND TAKEAWAY SERVICE**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page No.</b>
<b>The learner will:</b>		<b>The learner can:</b>			
<b>LO 1:</b> Understand counter customer service	1.1	Describe how to serve counter service customer			
	1.2	State the importance of using separate serving equipment for each food item			
	1.3	Explain the reason behind portion control when serving customers			
	1.4	State why food and drink items must be served at the correct temperature			
	1.5	Explain why information given to customers must be accurate			
	1.6	Outline the types of unexpected situations that may occur when serving customers on the counter			
	1.7	List the types of unexpected situations that may occur when clearing after service			
<b>LO 2:</b> Serve customers at the counter	2.1	Attend to customers promptly			
	2.2	Assist to provide required information to customers including waiting time if demanded			
	2.3	Assist to take order			
	2.4	Assist in serving the food ordered.			
<b>LO 3:</b> Maintain counter and service areas	3.1	Assist in Keeping work area tidy, hygienic and free from rubbish and food debris during service			
	3.2	Assist in Checking that service items are enough and ready for use			
	3.3	Assist in replenishing food and drink items when necessary			
	3.4	Assist in arranging food and drink items in an orderly manner			
	3.5	Assist in maintaining a tidy work area free from irrelevant service items			
	3.6	Dispose of refuse as often as required			
<b>LO 4:</b> Understand how to maintain counter and service areas	4.1	Describe safe and hygienic working practices for preparing customer service areas for table/tray service			
	4.2	State why all items should be checked before service			
	4.3	State why menus and promotional items should be checked before use			



LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type	Evidence Ref. No.	Page No.
The learner will:		The learner can:			
	4.4	Outline the types of unexpected situations that may occur when preparing and clearing areas and equipment and how to deal with them			
<b>LO 5:</b> Handle and package takeaway meals	5.1	Wear appropriate clothing suitable for packaging			
	5.2	Select appropriate packs for each takeaway item according to requirements			
	5.3	Control packaging speed and accuracy to maintain the required temperature of food.			
	5.4	Inform customers about any waiting time			
	5.5	Handle any complaints and issues from customers according to organizational procedures			
	5.6	List various types of food that are suitable for each packaging material.			
	5.7	State why it is important to control speed and accuracy when packing food for take away			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 1: FOOD AND BEVERAGE SERVICE****Unit 007: TABLE AND TRAY SERVICE****Unit Reference Number: HTT/FBS/007/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit is about the requirements for welcoming, greeting and serving customers and the ability to answer their questions appropriately.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 007: TABLE AND TRAY SERVICE**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b>  <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Assist in Welcoming customer and take orders	1.1	Greet customer politely in line with organizational standard								
	1.2	Ensure that customers have access to the correct menus								
	1.3	Assist customers with dining arrangements as necessary, in line with the service style								
	1.4	Assist in resolving customers enquiries, give them information which meets their needs and promotes the organisation's products and services								
	1.5	Assist to record customers' orders promptly								
<b>LO 2:</b> Follow the procedure of processing customer order	2.1	State the correct procedures for processing customer order								
	2.2	Explain the menu to the customer if required and waiting time if demanded								
	2.3	Confirm the order and process accordingly								
<b>LO 3:</b> Assist in Serving customer orders	3.1	Assist in serving customers in line with service style								
	3.2	Assist in providing customers with the service items, condiments and accompaniments appropriate to their food								
	3.3	Assist in serving food and drink with appropriate clean, hygienic and undamaged equipment								
	3.4	Assist in keeping customer dining and service area tidy and hygienic.								
	3.5	Dispose of soiled and unused service items promptly								
	3.6	Assist in Maintaining sufficient stock of clean service items, condiments and accompaniments during service								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 1: FOOD AND BEVERAGE SERVICE****Unit 008: PREPARE AND CLEAR AREAS FOR TABLE AND TRAY SERVICE****Unit Reference Number: HTT/FBS/008/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit is designed to equip the learner with the knowledge and skill of preparing and clearing table and tray service areas including correct handling of service items.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 008: PREPARE AND CLEAR AREAS FOR TABLE AND TRAY SERVICE**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Understand how to prepare work areas prior to service	1.1	Describe safe and hygienic working practices for preparing service areas and equipment for table/tray service								
	1.2	State organisation`s service style								
	1.3	Explain why waste must be handled and disposed of correctly								
	1.4	Explain why condiments and accompaniments should be prepared ready for service								
	1.5	Assist to prepare service areas and equipment for table/tray service								
	1.6	Explain why a constant stock of food service items should be maintained								
	1.7	List the types of unexpected situations that may occur when preparing and clearing areas for service								
	1.8	Explain how to deal with unexpected situations in 1.7								
<b>LO 2:</b> Assist in Preparing work areas prior to service time	2.1	Ensure the service areas are hygienic, clean and ready for use.								
	2.2	Assist in prepping the service equipment are clean, functional and located where it should be and ready for use								
	2.3	Assist in checking that sufficient stock of service items are available								
	2.4	Assist in Preparation of condiments and accompaniments for service								
	2.5	Assist in checking that refuse and waste food containers are empty, hygienic and ready for use								
<b>LO 3:</b> Assist in Preparing customer dining areas for table/tray service	3.1	Ensure the dining areas are hygienic, clean and ready for use in line with service style								
	3.2	Assist in Checking that service items are clean and ready for customer use								
	3.3	Assist in the Lay up of tables and trays in line with service style								
	3.4	Assist in Ensuring that menus and promotional items are ready for customer use								
<b>LO 4:</b> Understand the task of preparing	4.1	Describe safe and hygienic working practices for preparing customer service areas for table/tray service								

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
customer dining areas for table/tray service	4.2	Explain why all items should be checked before service								
	4.3	State why menus and promotional items should be checked before use								
<b>LO 5:</b> Clearing dining and service areas after service	5.1	Assist in Collecting all the service items for cleaning or storage in batches								
	5.2	Assist in Preparing used or soiled linen for laundry or dispose of it following recommended procedures								
	5.3	Assist in Storing food items, condiments and accompaniments for future use as required								
	5.4	Assist in Disposing of rubbish and waste food following recommended procedures								
	5.5	Assist in Ensuring that dining furniture is clean and ready for future use								
	5.6	Leave dining and service areas tidy and ready for cleaning								
	5.7	State why it is important to collect like items together in batches								
	5.8	State why it is important to report damages to the appropriate authority								
	5.9	Explain the importance of preparing the dining and service areas ahead of time.								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:



**NATIONAL SKILLS QUALIFICATION****LEVEL 1: FOOD AND BEVERAGE SERVICE****Unit 009: PREPARATION AND CLEARANCE OF AREAS FOR BEVERAGE SERVICE****Unit Reference Number: HTT/FBS/009/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit deals with the skill and competencies required in preparing and clearing areas used for beverage service.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 009: PREPARATION AND CLEARANCE OF AREAS FOR BEVERAGE SERVICE**

<b>LEARNING OBJECTIVE (LO)The learner will:</b>		<b>PERFORMANCE CRITERIA</b>  <b>The learner can:</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> Assist in Preparation of a beverage service areas	1.1	Assist in checking that there is sufficient stock of drinks for service			
	1.2	Assist in Preparing the drink accompaniments, ready for service			
	1.3	Assist in checking that the electrical equipment are functional			
	1.4	Ensure that service areas are secure from unauthorised access			
	1.5	Assist in ensuring that menus are up to date and available			
	1.6	Assist in ensuring a clean and tidy service area			
<b>LO 2:</b> Assist in Preparing customer and service areas	2.1	State the importance of safe and hygienic working practices for preparing customer and service areas			
	2.2	Explain the importance of reporting breakages			
	2.3	Explain the need to follow correct storage and rotation procedures			
	2.4	Explain why service areas must be secured from unauthorised access at all times			
	2.5	Explain why constant stock of drinks and accompaniments must be maintained			
<b>LO 3:</b> Understand how to clean and store ceramic and glassware	3.1	Assist in Emptying ceramic and glassware, check for stains and arranging them for washing			
	3.2	Assist in ensuring that cleaning equipment are clean, free from damage			
	3.3	Assist in Cleaning ceramic and glassware at the recommended temperature using an appropriate cleaning method			
	3.4	Assist in Disposing of damaged or broken ceramic and glassware following organizational procedure			
	3.5	Ensure cleaning equipment are clean, dry and ready for future use			
	3.6	Maintain a tidy work area free from rubbish			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 1: FOOD AND BEVERAGE SERVICE****Unit 010: BASIC OPERATIONS OF A DISPENSER****Unit Reference Number: HTT/FBS/010/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit is designed to enable learners acquire the competencies needed to operate a dispenser for commercial beverage service.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 010: BASIC OPERATIONS OF A DISPENSER**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>The learner will:</b>		<b>The learner can:</b>								
<b>LO 1:</b> Understand the process of cleaning a dispenser	1.1	Describe safe and hygienic practices to follow when cleaning a merchandising dispenser								
	1.2	Explain why it is important to check that electricity supply is safely isolated if applicable to the machine								
	1.3	State why it is important to wear appropriate protective clothing								
	1.4	State the appropriate measures for the cleaning agents								
	1.5	State why it is important that the interior and exterior of the machine is left clean, dry and free from smears								
	1.6	State the importance of keeping the area around the dispenser clean and tidy								
	1.7	Explain why work routines and sequences should be followed								
<b>LO 2:</b> Assist in Cleaning a merchandising dispenser	2.1	Wear protective clothing.								
	2.2	Isolate the electricity supply in line with the manufacturers' instructions								
	2.3	Select cleaning equipment and materials that are appropriate to the task								
	2.4	Prepare cleaning equipment and materials ready for use								
	2.5	Assist in Cleaning the machine within the specified cleaning schedule								
	2.6	Ensure interior and exterior of the machine is clean, dry and smear free								
	2.7	Assist in the testing of the dispenser for normal operation								
	2.8	Ensure the work area is clean and tidy								
<b>LO 3:</b> Understand how to fill a dispenser	3.1	Describe safe and hygienic working practices when filling a dispenser								
	3.2	Describe what procedures need to be followed if faults or problems are identified								
	3.3	Explain why it is important that the interior of the machine is clean prior to re-stocking								
	3.4	State why it is necessary to carry out temperature tests								

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type	Evidence Ref. No.	Page No.
The learner will:		The learner can:			
	3.5	State what documentation needs to be accurately completed			
	3.6	Explain why stock rotation procedures need to be followed			
<b>LO 4:</b> Assist in the Filling of a dispenser	4.1	Wear appropriate clothing			
	4.2	Assist in Isolating the electricity supply in accordance with the manufacturers' instruction			
	4.4	Assist in Pouring the beverage to be dispensed in a safe and hygienic way.			
	4.5	Assist in the Supply of stock to meet demand, and position it correctly in the machine			
	4.6	Ensure that stock rotation procedures are followed			
	4.7	Assist in Testing dispenser for normal operation			
	4.8	Assist in Completing all necessary records			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 1: FOOD AND BEVERAGE SERVICE****Unit 011: TROLLEY SERVICE****Unit Reference Number: HTT/FBS/011/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20****Unit Purpose:** *This unit deals with skills required to serve food and drinks from a trolley.***Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 011: TROLLEY SERVICE**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>The learner will:</b>		<b>The learner can:</b>								
<b>LO 1:</b> Assist in preparing a service trolley	1.1	Assist in Ensuring that the trolley and other equipment are clean, functional and ready for use								
	1.2	Check that there is sufficient stock of drinks and accompaniments ready for service.								
	1.3	Assist in Placing food and service items on the trolley in line with professional standards.								
	1.4	Assist in Ensuring that waste and service containers are clean and ready for use								
	1.5	Assist to ensure that the service trolley is clean and tidy before service								
<b>LO 2:</b> Understand how to prepare service trolleys	2.1	Explain safe and hygienic working practices in preparing service trolleys								
	2.2	State the importance of safe and hygienic working practices in preparing service trolleys								
	2.3	State cleaning specifications for the trolley and related areas								
	2.4	Explain why waste must be handled carefully and disposed of immediately and correctly								
	2.5	Explain why service trolleys must be neatly and orderly arranged.								
	2.6	Explain why constant stock of food and drink must be maintained								
	2.7	State why breakages must be reported immediately following the required procedures								
<b>LO 3:</b> Understand how to serve food from a service trolley	3.1	Assist in Receiving and attending to customers promptly								
	3.2	Assist in providing accurate information to meet customer needs								
	3.3	Assist in serving customers with clean and appropriate service equipment								
	3.4	Assist in maintaining a clean, safe and orderly trolley surface during service								
	3.5	Assist in Keeping accurate record of sales								

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA	Evidence Type	Evidence Ref. No.	Page No.
The learner will:		The learner can:			
	3.6	List the types of unexpected incidents that may occur during trolley service			
	3.7	How to resolve unexpected incidents in 3.6			
<b>LO 4:</b> Understand how to serve products from a service trolley	4.1	Explain how to operate a service trolley			
	4.2	List available products and their prices			
	4.3	State how to calculate and record sales after service			
	4.4	list types of unexpected incidents that can occur during a trolley service			
	4.5	Explain industry standards for customer care when rendering a trolley service			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:



**NATIONAL SKILLS QUALIFICATION****LEVEL 1: FOOD AND BEVERAGE SERVICE****Unit 012: PREPARATION AND SERVICE OF BEVERAGE****Unit Reference Number: HTT/FBS/012/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit is designed to provide the learner with the competencies needed in beverage service.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 011: PREPARATION AND SERVICE OF BEVERAGE**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b>  <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Understand how to mix and serve beverage and accompaniments	1.1	Explain safe and hygienic working practices in preparing and serving drinks and accompaniments								
	1.2	Describe correct storage and rotation procedures that must be followed for food and drink								
	1.3	Explain why waste must be handled carefully and disposed of immediately and correctly								
	1.4	State why breakages must be reported immediately following the required procedures								
<b>LO 2:</b> Assist to Mix and serve drinks and accompaniments	2.1	Assist in the warm welcoming of customers								
	2.2	Present the list of drinks to the customer								
	2.3	Take order of customer								
	2.4	Serve drinks in the required service style, temperature and measure								
<b>LO 3:</b> Understand how to maintain customer service area during drink service	3.1	Describe safe and hygienic working practices in maintaining customer service area								
	3.2	State why service area should always be in a clean and hygienic condition								
	3.3	Explain why service area should always be kept secure from trespassers								
	3.4	list types of unexpected incidents that can occur when maintaining a service area								
	3.5	State why drinks and accompaniments must always be available in the service area								
<b>LO 4:</b> Assist to keep service area tidy during service	4.1	Assist in Keeping drinks and accompaniments in the correct temperature, ready for use								
	4.2	Assist in the maintaining a clean and tidy service area and equipment								
	4.3	Assist in Disposal of waste containers and empty bottles as necessary								
	4.5	Report unexpected incidences to the appropriate authority.								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 1: FOOD AND BEVERAGE SERVICE****Unit 013: PREPARATION AND SERVICE OF COCKTAILS****Unit Reference Number: HTT/FBS/013/L1****NSQ Level: 1****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit provides learners with basic skills needed in the preparation and service of cocktails.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 013: PREPARATION AND SERVICE OF COCKTAILS**

<b>LEARNING OBJECTIVE (LO) The learner will:</b>		<b>PERFORMANCE CRITERIA The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Assist in preparation for Cocktail service	1.1	Assist in Cleaning and organizing work areas before service time								
	1.2	Assist in carrying out mise-en-place for accompaniments, garnishes and mixed liquids								
	1.3	Assist in arranging glasses and plates for ease of service								
	1.4	Assist in getting documents ready for use								
	1.5	Assist in getting correct measure of ingredients.								
	1.6	Assist in ensuring that service equipment are clean and functional.								
<b>LO 2:</b> Assist in serving customers on request	2.1	Assist in welcoming customers and take orders								
	2.2	Assist in processing orders promptly and be ready to communicate with guest whenever needed								
	2.3	Assist in promoting sales as well as the organisation through passing appropriate information.								
	2.4	State the requirements and guidelines for serving alcoholic drinks								
	2.5	Describe safe and hygienic working practices when serving cocktails								
	2.6	Assist in handling unexpected situations effectively								
<b>LO 3:</b> Understand the guidelines on serving alcoholic drinks	3.1	Discuss how best to handle violent cases of alcoholic intoxication								
	3.2	Explain the importance of informing customers accurately about the alcoholic content of drinks								
	3.3	State the circumstances under which customers must not be served alcohol								
	3.4	Explain why breakages and damages should be reported and to whom.								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION**

**FOOD AND BEVERAGE**

**SERVICE**

**LEVEL 2**

**MARCH, 2025**

**NATIONAL SKILLS QUALIFICATION  
NSQ LEVEL 2- FOOD AND BEVERAGE SERVICE  
GENERAL INFORMATION**

**QUALIFICATION PURPOSE**

*This qualification is designed to equip learners with intermediate skills and knowledge required to perform food and beverage service tasks under supervision.*

**QUALIFICATION OBJECTIVES**

The learner should be able to: -

- i. Develop intermediate-level skills in food and beverage service operations.
- ii. Enhance customer service and communication skills for effective guest interaction.
- iii. Apply food safety, hygiene, and workplace safety practices in service environments.
- iv. Improve efficiency in table setting, order taking, and service delivery.
- v. Strengthen teamwork and coordination in food and beverage service operations.
- vi. Utilize relevant tools and equipment for efficient service execution.
- vii. Gain knowledge of different types of menus, food pairings, and beverage selections.
- viii. Handle customer complaints and special requests with professionalism.
- ix. Understand and apply principles of cost control and waste reduction.
- x. Prepare for career advancement and higher-level responsibilities in the hospitality industry.

**Mandatory Units**

Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
Unit 001	HTT/FBS/001/L2	Occupational health and safety	2	20	
Unit 002	HTT/FBS/002/L2	Team Work at Hospitality Workplace	2	20	
Unit 003	HTT/FBS/003/L2	Communication at Work Environment	1	10	

**Optional Units**

Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
Unit 004	HTT/FBS/004/L2	Prepare Beverages Service	2	20	
Unit 005	HTT/FBS/005/L2	Prepare Silver Service	3	30	
Unit 006	HTT/FBS/006/L2	Prepare Buffet and Carver Service	1	10	
Unit 007	HTT/FBS/007/L2	Prepare and Serve Cocktails	2	20	
Unit 008	HTT/FBS/008/L2	Serve Bottled Alcoholic and Non-Alcoholic Beverages	2	20	
Unit 009	HTT/FBS/009/L2	Provide Counter and Takeaway Service	2	20	
Unit 010	HTT/FBS/010/L2	Prepare Table and Tray Service	2	20	
Unit 011	HTT/FBS/011/L2	Prepare Dining Room Operation	2	20	
Unit 012	HTT/FBS/012/L2	Prepare Banquet/Catering Function	2	20	
Unit 013	HTT/FBS/013/L2	Serve in a Dining /Restaurant Area	1	10	
Total			24	240	

**NOTE:****Mandatory Units:**

*Mandatory Units 1-3 focus on core competencies required for proficient food and beverage service. These units cover essential skills such as occupational health and safety, teamwork in the hospitality workplace, and professional communication. Mastery of these units ensures foundational expertise, effective collaboration, and clear communication in food and beverage service operations. Total Credit Hours from Mandatory Units: **50***

**Optional Units:**

*Optional Units 4-13 focus on specialized skills that enhance service quality and professional development in the hospitality industry. These units provide learners with expertise in specific service techniques, beverage preparation, dining room operations, and catering functions.*

*Learners must complete all mandatory units and select optional units to total a minimum of 260 hours and a maximum of 300 hours.*



**NATIONAL SKILLS QUALIFICATION  
LEVEL 2: FOOD AND BEVERAGE SERVICE**

**GENERAL INFORMATION**

**Unit 001: OCCUPATIONAL HEALTH AND SAFETY**

**Unit Reference Number:** HTT/FBS/001/L2

**NSQ Level:** 2

**Credit Value:** 2

**Guided Learning Hours:** 20

**Unit Purpose:** *This unit is designed to equip hospitality professionals with the knowledge and practical skills necessary to implement and maintain effective occupational health and safety practices that protect both staff and guests.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 001: OCCUPATIONAL HEALTH AND SAFETY**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>The learner will:</b>		<b>The learner can:</b>			
<b>LO 1:</b> Identify and Analyze Workplace Hazards	1.1	Recognize common hazards specific to hospitality settings			
	1.2	Analyze the potential risks associated with each identified hazard.			
	1.3	Categorize hazards based on their severity and likelihood to occur			
<b>LO 2:</b> Apply Relevant Occupational Health and Safety Regulations	2.1	Demonstrate a thorough understanding of local and national health and safety legislation as it applies to the hospitality industry.			
	2.2	Implement safety policies and procedures in accordance with legal requirements.			
	2.3	Evaluate workplace practices to ensure ongoing compliance with statutory regulations.			
<b>LO 3:</b> Develop and Implement Emergency Procedures	3.1	Create comprehensive emergency response plans tailored to common hospitality industry incidents			
	3.2	Conduct regular drills to test and refine emergency procedures.			
	3.3	Assess the effectiveness of emergency responses and revise plans based on feedback and incident reviews.			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION  
LEVEL 2: FOOD AND BEVERAGE SERVICE**

**GENERAL INFORMATION**

**Unit 002: TEAM WORK AT HOSPITALITY WORKPLACE**

**Unit Reference Number:** HTT/FBS/002/L2

**NSQ Level:** 2

**Credit Value:** 2

**Guided Learning Hours:** 20

**Unit Purpose:** *This unit is designed to develop collaborative and interpersonal skills that foster effective teamwork, ensuring seamless coordination and an inclusive work environment in hospitality settings.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 002: TEAM WORK AT HOSPITALITY WORKPLACE**

<b>LEARNING OBJECTIVE (LO)The learner will:</b>		<b>PERFORMANCE CRITERIA</b>  <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Develop Effective Communication Skills for Team Collaboration	1.1	Demonstrate clarity and conciseness in verbal and written communication with team members.								
	1.2	Actively listen and provide constructive feedback during team discussions.								
	1.3	Utilize appropriate communication channels (e.g., meetings, digital platforms) to ensure information is shared effectively.								
<b>LO 2:</b> Enhance Collaborative Problem-Solving and Decision-Making Abilities	2.1	Participate actively in group discussions to identify and analyze workplace challenges.								
	2.2	Contribute innovative ideas and viable solutions during team brainstorming sessions.								
	2.3	Apply consensus-building techniques to make informed decisions that benefit the entire team.								
<b>LO 3:</b> Foster a Supportive and Inclusive Team Culture	3.1	Promote mutual respect by recognizing and valuing diverse skills and perspectives within the team.								
	3.2	Engage in team-building activities that strengthen interpersonal relationships and trust.								
	3.3	Address and resolve conflicts constructively, ensuring a harmonious work environment.								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 003: COMMUNICATION AT WORK ENVIRONMENT****Unit Reference Number: HTT/FBS/003/L2****NSQ Level: 2****Credit Value: 1****Guided Learning Hours: 10**

**Unit Purpose:** *This unit is designed to enhance professional communication competencies, enabling clear, courteous, and efficient interactions with colleagues and customers to support superior service delivery.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 003: COMMUNICATION AT WORK ENVIRONMENT**

<b>LEARNING OBJECTIVE (LO)The learner will:</b>		<b>PERFORMANCE CRITERIA</b>  <b>The learner can:</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> Demonstrate Effective Interpersonal Communication Skills in the Hospitality Environment	1.1	Employ clear, concise, and courteous verbal communication when interacting with guests and colleagues.			
	1.2	Utilize active listening techniques to accurately receive and interpret information during interactions.			
	1.3	Apply appropriate non-verbal communication (such as body language and eye contact) to reinforce messages.			
<b>LO 2:</b> Enhance Professional Written Communication and Documentation Skills	2.1	Compose well-structured, clear, and grammatically correct emails, reports, and other workplace documents.			
	2.2	Adapt written communication styles to suit various audiences, including management, peers, and customers.			
	2.3	Proofread and revise written communications to ensure clarity, accuracy, and professionalism.			
<b>LO 3:</b> Adapt Communication Strategies to Diverse Cultural and Situational Contexts	3.1	Identify cultural nuances and language differences that may influence communication within a diverse hospitality setting.			
	3.2	Modify communication methods and messages to effectively engage with individuals from varied backgrounds.			
	3.3	Seek and incorporate feedback to continuously improve communication approaches in differing situations.			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 004: PREPARE BEVERAGES SERVICE****Unit Reference Number: HTT/FBS/004/L2****NSQ Level: 2****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit deals with competencies needed in beverage service, maintaining order and cleanliness in the service area, answering customer enquiries and properly handling the equipment used in drink service*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 004: PREPARE BEVERAGES SERVICE**

<b>LEARNING OBJECTIVE (LO)The learner will:</b>		<b>PERFORMANCE CRITERIA</b>  <b>The learner can:</b>	<b>Evidence Type</b>						<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> Mix and serve drinks and accompaniment	1.1	Welcome customers warmly								
	1.2	Present the list of drinks to the customer								
	1.3	Take order of customer								
	1.4	Apply safe and hygienic working practices in preparing and serving drinks and accompaniments								
	1.5	Serve drinks in the required service style, temperature and measure								
<b>LO 2:</b> Maintain customer and service area during service	2.1	Keep drinks and accompaniment in the correct temperature, ready for use								
	2.2	Maintain a clean and tidy service area and equipment								
	2.3	Apply correct storage and rotation procedures that must be followed for food and drink								
<b>LO 3:</b> How to Handle and Dispose Waste	3.1	Handle waste carefully.								
	3.2	Dispose of waste in waste container immediately and correctly								
	3.3	Dispose waste containers and empty bottles as necessary								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:



**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 005: PREPARE A SILVER SERVICE****Unit Reference Number: HTT/FBS/005/L2****NSQ Level: 2****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit deals with competencies needed in silver service, maintaining order and cleanliness in the service area, answering customer enquiries and properly handling the equipment used in silver service*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 005: PREPARE A SILVER SERVICE**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> Prepare for Silver Service	1.1	Dress appropriately in accordance with health, safety and professional standards			
	1.2	Select appropriate tools and equipment for silver service			
	1.3	Arrange the tools and equipment appropriately			
	1.4	Lay the table for the service			
<b>LO 2:</b> Welcome guests and take orders	2.1	Welcome and sit customers			
	2.2	Present menu card to the customer			
	2.3	Take and record order correctly			
	2.4	Process the order promptly			
	2.5	Provide adequate information to the customer about the menu			
	2.6	Maintain a tidy service area			
<b>LO 3:</b> Serve customer orders	3.1	Serve customer according to industry standards			
	3.2	Assist customer when needed.			
	3.3	Attend to customer questions or complain if any.			
	3.4	Refill drinks and accompaniments as often as required			
	3.5	Adjust cutlery in between courses			
	3.6	Deal with unexpected incidents effectively			
<b>LO 4:</b> Clear courses	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 stain on the table and handle them accordingly			
	4.4	Report breakages and damages to the appropriate authorities as recommended			
	4.5	Keep dining room or service area clean, tidy and ready for the next guest			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 006: PREPARE A BUFFET AND CARVERY SERVICE****Unit Reference Number: HTT/FBS/006/L2****NSQ Level: 2****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit deals with competences needed in buffet and carvery service, assisting guests in service, maintaining order and cleanliness in the service area, answering customer enquiries and properly handling the equipment used in service.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 006: PREPARE A BUFFET AND CARVERY SERVICE**

<b>LEARNING OBJECTIVE (LO)The learner will:</b>		<b>PERFORMANCE CRITERIA The learner can:</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> Arrange a venue for buffet service	1.1	Clean venue and position tables according to service style			
	1.2	Lay tables and decorate as required by organizational standards			
	1.3	List what factors may interrupt service and place them under control			
	1.4	Determine sitting arrangements that will afford maximum comfort to guests			
	1.5	Identify factors that will enhance comfort during the buffet and carvery service			
	1.6	Determine appropriate service points			
<b>LO 2:</b> Arrange food items accordingly.	2.1	Arrange service equipment as required.			
	2.2	Distribute buffet items to different service points			
	2.3	Ensure that chaffing dishes are with the required temperature for each food			
	2.4	Ensure that displayed items are at a comfortable distance from guests			
	2.5	Handle unexpected incidence that may occur during service			
<b>LO 3:</b> Assist customers at the buffet and carvery	3.1	Interact with customers and provide information about the dishes on request			
	3.2	Attend to customer enquiries			
	3.3	Maintain a tidy service area during guests meal			
	3.4	Note and report unexpected incidences to a superior officer.			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 007: PREPARE AND SERVE COCKTAILS****Unit Reference Number: HTT/FBS/007/L2****NSQ Level: 2****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit deals with competences needed in the preparation and service of cocktails, maintaining order and cleanness in the service area, answering customer enquiries and properly handling the equipment used for cocktail service*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 007: PREPARE AND SERVE COCKTAILS**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>The learner will:</b>		<b>The learner can:</b>			
<b>LO 1:</b> Preparation for Cocktail service	1.1	Clean and organize work areas before service time			
	1.2	Carry out mise-en-place for accompaniments, garnishes and mixed liquids			
	1.3	Arrange glasses and plates for ease of service			
	1.4	Check and get documents ready for use			
	1.5	Measure all ingredients and get them ready for use			
	1.6	Ensure that service equipment are clean and functional.			
<b>LO 2:</b> Serve customers on request	2.1	Welcome customers and take orders			
	2.2	Process orders promptly.			
	2.3	Communicate with guests whenever needed			
	2.4	Provide necessary information that promotes sales and the organization			
	2.5	Describe safe and hygienic working practices when serving cocktails			
	2.6	handle unexpected situations effectively			
<b>LO 3:</b> Handling of Alcoholic drinks	3.1	Serve Alcoholic drinks in line with industry guidelines			
	3.2	Demonstrate how best to handle violent cases of alcoholic intoxication			
	3.3	Provide accurate information to customers about the alcoholic content of drinks			
	3.4	Determine the circumstances under which a customer must not be served alcohol			
	3.5	Report breakages and damages promptly to appropriate authority.			

Learner's Signature	Date:
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EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 008: SERVE BOTTLED ALCOHOLIC AND NON-ALCOHOLIC BEVERAGES****Unit Reference Number: HTT/FBS/008/L2****NSQ Level: 2****Credit Value: 1****Guided Learning Hours: 10**

**Unit Purpose:** *This unit deals with competences needed in serving bottled alcoholic and soft drinks, assisting guests in service, maintaining order and cleanliness while serving drinks from bottles, answering customer enquiries and properly handling the equipment used in service.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 008: SERVE BOTTLED ALCOHOLIC AND NON-ALCOHOLIC BEVERAGES**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b>  <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Presentation of drinks	1.1	Dress Appropriately in line with professional ethics								
	1.2	Dress wine bottle as required								
	1.3	Present drink to guest following the correct order								
	1.4	Remove the seal and cork of drinks neatly and quietly								
	1.5	Determine what hazards may occur when opening and pouring alcoholic and soft drinks								
	1.6	Explain why it is recommended to dress the bottle of some drinks before presenting them to guests								
	1.7	State the correct temperature for serving specific drinks								
<b>LO 2:</b> Service of bottled drinks	2.1	Apply organizational standards for customer service								
	2.2	State why you should have adequate knowledge of the drink you are serving								
	2.3	Serve drink from bottle tilted at the correct angle								
	2.4	Determine and pour the adequate quantity of drink in the glass								
	2.5	Neatly tilt and remove bottle after pouring								
	2.6	Adjust customer's glass where necessary								
	2.7	Refill glass as often as required								
	2.8	Handle unexpected incidence that may occur during service								
<b>LO 3:</b> Clearing of glass after service	3.1	Obtain the permission of guest to collect used glasses								
	3.2	Carefully arrange glasses on a tray								
	3.3	Give adequate information to guest that will promote sales and the establishment								
	3.4	Identify who unexpected incidences should be reported to								
	3.5	Explain why service area must always be clean and tidy								
	3.6	Handle unexpected incidence effectively								



LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA  The learner can:	Evidence Type				Evidence Ref. Page No.			
	3.7	Describe safe and hygienic working practices when serving and clearing glasses used to serve drinks								

Learner's Signature	Date:
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IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 009: PROVIDE COUNTER AND TAKEAWAY SERVICE****Unit Reference Number: HTT/FBS/009/L2****NSQ Level: 2****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit will provide the learner with knowledge and skills to carry out counter and takeaway service in line with industry standards.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 009: PROVIDE COUNTER AND TAKEAWAY SERVICE**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b>  <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Serve customers at the counter	1.1	Provide customers with information that meets their needs, and promotes organisations' product and service								
	1.2	Take customers' order, and if necessary inform them about any waiting time								
	1.3	Process the order promptly								
	1.4	Use appropriate equipment to serve food and drink items at the recommended temperature								
	1.5	Ensure that there are appropriate condiments and accompaniments available for customers								
<b>LO 2:</b> Counter Customer Service	2.1	Ensure safe and hygienic working practices for serving customers and why these are important								
	2.2	Use separate serving equipment for each food item								
	2.3	Carry out portion control when serving customers								
	2.4	Serve food and drinks at correct temperature								
	2.5	Provide accurate information to customers.								
	2.6	Identify the types of unexpected incidence that may occur when serving customers.								
	2.7	Identify the types of unexpected incidence that may occur when preparing and clearing areas for service.								
<b>LO 3:</b> Maintain counter and service areas	3.1	Keep work area tidy, hygienic and free from rubbish and food debris during service								
	3.2	Check that service items are clean and ready for use								
	3.3	Maintain enough stock of clean service items								
	3.4	Replenish food and drink items when necessary								
	3.5	Arrange food and drink items in an orderly manner								
	3.6	Maintain a tidy work area free from irrelevant service items								
	3.7	Dispose of refuse as often as required								

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA  The learner can:	Evidence Type				Evidence Ref. No.	Page No.		
<b>LO 4:</b> Handle and package takeaway meals	4.1	Select appropriate packs for each takeaway item according to requirements								
	4.2	Control packaging speed and accuracy to maintain the required temperature of food.								
	4.3	Wear appropriate clothing suitable for packaging								
	4.4	Inform customers about any waiting time								
	4.5	Handle any complaints and issues from customers according to organizational procedures								
	4.6	List various types of food that are suitable for each packaging material and which ones are not								
	4.7	State why it is important to control speed and accuracy when packing food for take away								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 010: PREPARE TABLE AND TRAY SERVICE****Unit Reference Number: HTT/FBS/010/L2****NSQ Level: 2****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit is about the requirements for welcoming, greeting and serving customers to comfort and the ability to answer their questions.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 010: PREPARE A TABLE AND TRAY SERVICE**

<b>LEARNING OBJECTIVE (LO)The learner will:</b>		<b>PERFORMANCE CRITERIA The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Welcome customer and take orders	1.1	Greet customer politely in line with organizational standard								
	1.2	Ensure that customers have access to the correct menus								
	1.3	Assist <b>customers</b> with dining arrangements as necessary, in line with the <b>service style</b>								
	1.4	Respond to customers enquiries and give them <b>information</b> which meets their needs and promotes the organisation's products and services								
	1.5	Identify customers' orders and record them promptly								
<b>LO 2:</b> Understand the art of welcoming customers and taking orders	2.1	State the correct procedures when greeting and seating customers and why these are important								
	2.2	Identify the important of promoting the organisation to customers								
	2.3	State the types of unexpected situations that may occur when taking orders and how to deal with them								
<b>LO 3:</b> Serve customer orders	3.1	Serve customers in line with service style								
	3.2	Provide customers with the service items, condiments and accompaniments appropriate to their food								
	3.3	Serve food and drink with appropriate clean, hygienic and undamaged equipment								
	3.4	Keep customer dining and service areas tidy, hygienic and free from rubbish and food debris								
	3.5	Dispose of soiled and unused service items promptly								
	3.6	Maintain sufficient stock of clean service items, condiments and accompaniments during service								
<b>LO 4:</b> Know how to serve customer orders	4.1	Describe safe and hygienic working practices when serving customers and why these are important								
	4.2	Enumerate the condiments and accompaniments suitable for each dish								

LEARNING OBJECTIVE (LO)The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
	4.3	Explain the need to use the appropriate equipment when serving food and drink items to customers								
	4.4	State why it is important to check that food service equipment is clean and hygienic								
	4.5	List the types of unexpected situations that may occur during food service and how to deal with these								
	4.6	State why dining and service areas must be kept tidy and free from rubbish and food debris								
	4.7	Explain the importance of proper waste handling and disposal								
	4.8	State why a constant stock of table and service items should be maintained								

Learner's Signature	Date:
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IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 011: PREPARE A DINING AREA OPERATION****Unit Reference Number: HTT/FBS/011/L2****NSQ Level: 2****Credit Value: 3****Guided Learning Hours: 30**

**Unit Purpose:** *This unit is designed to provide learners with the skill for foodservice in the dining/restaurant area.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*



**UNIT 011: PREPARE A DINING AREA OPERATION**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>The learner will:</b>		<b>The learner can:</b>								
<b>LO 1:</b> Organize Dining Room Staff	1.1	Get opening and closing duties in accordance with establishment/industry standards								
	1.2	Carry out side work and service station in accordance with establishment/industry standards								
	1.3	Get duty/shift schedules in accordance with establishment/industry standards								
<b>LO 2:</b> Implement Policies	2.1	Comply with attendance and punctuality policy in accordance with establishment policy.								
	2.2	Comply with service standards in accordance with establishment standards								
	2.3	Comply with food safety policies in accordance with establishment/industry standards								
<b>LO 3:</b> Know how to carry out dining room operation	3.1	Set-up dining room operation								
	3.2	Carry out food handling in line with operational standard								
	3.3	Store food in line with food service operation								
	3.4	Provide feedback to immediate superior in line with food service operation								

Learner's Signature	Date:
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IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 012: PREPARE A BANQUET/CATERING FUNCTION****Unit Reference Number: HTT/FBS/012/L2****NSQ Level: 2****Credit Value: 3****Guided Learning Hours: 30**

**Unit Purpose:** *This unit is to enable the learner carry out tasks and duties related to banquet/catering operations.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 012: PREPARE A BANQUET/CATERING FUNCTION**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> 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 function requirements			
	1.4	Set-up serving stations and food islands according to the agreed location			
	1.5	Inspect all the required table wares, flat wares and glassware are clean and complete			
	1.6	Conduct meetings and briefings prior to the event/function			
<b>LO 2:</b> Oversee Meal Service	2.1	Maintain close contact with host, chef, kitchen staff, service staff throughout the event			
	2.2	Ensure prompt delivery of each course meal			
	2.3	Coordinate timing of each meal with the kitchen staff, host and service staff			
	2.4	Monitor banquet staff work and pace throughout the meal service			
	2.5	Implement the banquet service style according to the hosts request.			
<b>LO 3:</b> Supervise After Meal Service	3.1	Provide coffee or tea service upon request			
	3.2	Carry out banquet breakdown according the establishment standards			
	3.3	Prepare event report after each function			
<b>LO 4:</b> Perform Customer Service	4.1	Attend promptly to guest's needs			
	4.2	Assign the right host to oversee the guest's needs			
	4.3	Check service staff professional presentation always			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 2: FOOD AND BEVERAGE SERVICE****Unit 013: SERVE IN DINING/RESTAURANT AREA****Unit Reference Number: HTT/FBS/013/L2****NSQ Level: 2****Credit Value: 3****Guided Learning Hours: 30**

**Unit Purpose:** *This unit enable service staff to carryout food and beverage sevice for different types of food and beverage providers promptly and efficiently*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 013: SERVE IN DINING/RESTAURANT AREA**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Supervise pre-opening preparations	1.1	Countercheck table assignment for each guest reservations.								
	1.2	Check 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	Wear properly attire in compliance to the establishment standards								
<b>LO 2:</b> Oversee food and beverage service in the dining area	2.1	Ensure standards of service are adhered to by the staff								
	2.2	Ensure compliance with the establishment's quality service standards.								
	2.3	Get service briefing at the beginning of the shift								
	2.4	Carry out 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	Report complaints of guest to their satisfaction								
	2.8	Ensure quality standards are adhered to during the entire service.								
<b>LO 3:</b> Perform specialized dining room service	3.1	Carry out <b>specialized dining room service</b> according to the standards of the establishment.								
	3.2	Carry out the mis-en-place and the service of gueridon or trolley service								
	3.3	Adhere to safety and occupational standards								
<b>LO 4:</b> Know how to supervise team in the dining area	4.1	Get service briefing								
	4.2	Seek assistance in service and its components								
	4.3	Provide specialist room service								
	4.4	Carry out " <b>gueridon service</b> "								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

# **NATIONAL SKILLS QUALIFICATION**

# **FOOD AND BEVERAGE SERVICE**

# **LEVEL 3**

**MARCH, 2025**

**NATIONAL SKILLS QUALIFICATION  
NSQ LEVEL 3- FOOD AND BEVERAGE SERVICE  
GENERAL INFORMATION**

**GENERAL INFORMATION**

**QUALIFICATION PURPOSE**

*This qualification is designed to develop advanced competencies in food and beverage service, enabling learners to work independently and lead service operations*

**QUALIFICATION OBJECTIVES**

The learner should be able to: -

- i. Maintain high safety standards in storing, preparing, and serving food and beverages.
- ii. Organize and prepare dining room operations to ensure a smooth service experience.
- iii. Plan and execute banquet and catering functions with precision.
- iv. Lead and manage dining area and restaurant teams for optimal service delivery.
- v. Provide exceptional silver service to elevate customer dining experiences.
- vi. Deliver buffet and carver service with efficiency and professionalism.
- vii. Prepare and serve cocktails following industry standards and customer preferences.
- viii.** Execute table and tray service proficiently to meet diverse dining needs.



**Mandatory Units**

Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
Unit 001	HTT/FBS/001/L3	Occupational health and safety	2	20	
Unit 002	HTT/FBS/002/L3	Team Work at Hospitality Workplace	2	20	
Unit 003	HTT/FBS/003/L3	Communication at Work Environment	1	10	
Unit 004	HTT/FBS/004/L3	Maintain safety in storing, preparing and Serving food and beverages	3	30	

**Optional Units**

Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
Unit 005	HTT/FBS/005/L3	Supervise dining room operation area	5	50	
Unit 006	HTT/FBS/006/L3	Handle Banquet/catering function	7	70	
Unit 007	HTT/FBS/007/L3	Lead Dining Area/ Restaurant Team	6	60	
Unit 008	HTT/FBS/008/L3	Provide silver service	2	20	
Unit 009	HTT/FBS/019/L3	Provide buffet and carver service	2	20	
Unit 010	HTT/FBS/010/L3	Prepare and serve cocktails	3	30	
Unit 011	HTT/FBS/011/L3	Provide Table and Tray Service	2	20	
Total			35	350	

**NOTE:****Mandatory Units**

*The mandatory units (1-4) focus on the core competencies essential for proficient food and beverage service. They cover foundational areas such as occupational health and safety, teamwork, effective communication, and safe practices in storing, preparing, and serving food and beverages. Mastery of these units ensures that learners possess the critical skills required for operational efficiency and quality service delivery in a hospitality environment.*

*Total Credit Hours from Mandatory Units: **80***

**Optional Units:**

*The optional units (5-11) are designed to build upon the foundational skills from the mandatory units by providing specialized training that enhances service quality and professional development. These units offer advanced skills in areas such as dining room supervision, banquet and catering management, leadership in a dining environment, and refined service techniques like silver and buffet service.*

*Learners can select these units to tailor their expertise to specific roles within the hospitality industry while meeting the overall training hour requirements (320 to 360 hours).*

**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 001: OCCUPATIONAL HEALTH AND SAFETY****Unit Reference Number: HTT/FBS/001/L3****NSQ Level: 3****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit enable learners with the knowledge and skills to implement and maintain workplace health and safety standards in the food and beverage service industry.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 001: OCCUPATIONAL HEALTH AND SAFETY**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Identify Workplace Health and Safety Regulations and Policies	1.1	Explain key occupational health and safety regulations in the food and beverage service industry.								
	1.2	Identify workplace safety policies, procedures, and emergency protocols.								
	1.3	Describe the responsibilities of employers and employees in maintaining a safe work environment.								
<b>LO 2:</b> Apply Hazard Identification and Risk Assessment Techniques	2.1	Identify common workplace hazards in food and beverage service settings.								
	2.2	Conduct risk assessments to evaluate potential safety threats.								
	2.3	Recommend appropriate control measures to minimize risks in the workplace.								
<b>LO 3:</b> Implement Workplace Safety Procedures and Emergency Response Plans	3.1	Follow standard operating procedures (SOPs) for maintaining safety in food and beverage operations.								
	3.2	Demonstrate correct handling and storage of hazardous substances and equipment.								
	3.3	Respond effectively to workplace emergencies such as fire, spills, and accidents.								
<b>LO 4:</b> Promote Personal Hygiene and Safe Work Practices	4.1	Maintain high standards of personal hygiene in compliance with health and safety regulations.								
	4.2	Use personal protective equipment (PPE) correctly when required.								
	4.3	Demonstrate safe manual handling and lifting techniques to prevent workplace injuries.								
Learner's Signature			Date:							
Assessor's Signature			Date:							
IQA's Signature			Date:							
EQA's Signature			Date:							

**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 002: TEAM WORK AT HOSPITALITY WORKPLACE****Unit Reference Number: HTT/FBS/002/L3****NSQ Level: 3****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *This unit is designed to enable learners develop the ability to collaborate effectively with colleagues, ensuring smooth service operations and customer satisfaction.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 002: TEAM WORK AT HOSPITALITY WORKPLACE**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Understand the Importance of Teamwork in the Hospitality Industry	1.1	Explain the role of teamwork in ensuring efficient food and beverage service.								
	1.2	Identify key characteristics of an effective hospitality team.								
	1.3	Describe how teamwork contributes to customer satisfaction and workplace productivity.								
<b>LO 2:</b> Develop Effective Communication Skills for Team Collaboration	2.1	Use appropriate verbal and non-verbal communication techniques in a hospitality setting.								
	2.2	Demonstrate active listening skills when interacting with team members and supervisors.								
	2.3	Resolve workplace misunderstandings and conflicts through effective communication.								
<b>LO 3:</b> Apply Teamwork Strategies to Improve Service Delivery	3.1	Participate in team meetings and contribute constructive ideas to improve service.								
	3.2	Coordinate tasks effectively with colleagues to maintain smooth operations.								
	3.3	Adapt to different team roles and responsibilities as required by the workplace.								
<b>LO 4:</b> Demonstrate Professionalism and Work Ethics in a Team Environment	4.1	Show respect and cooperation when working with diverse team members.								
	4.2	Follow workplace policies and procedures to maintain a positive work environment.								
	4.3	Take responsibility for assigned tasks and assist team members when needed.								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 003: COMMUNICATION AT WORK ENVIRONMENT****Unit Reference Number: HTT/FBS/003/L3****NSQ Level: 3****Credit Value: 1****Guided Learning Hours: 10**

**Unit Purpose:** *This unit is designed to enhance verbal and non-verbal communication skills for professional interactions with customers and team members in a hospitality setting.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 003: COMMUNICATION AT WORK ENVIRONMENT**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>					<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> Understand the Principles of Effective Communication in Hospitality	1.1	Explain the importance of effective communication in food and beverage service operations.							
	1.2	Identify different forms of communication (verbal, non-verbal, and written) used in the hospitality industry.							
	1.3	Recognize barriers to communication and propose solutions to overcome them.							
<b>LO 2:</b> Apply Professional Communication Skills in a Hospitality Setting	2.1	Use clear and polite verbal communication when interacting with customers and colleagues.							
	2.2	Demonstrate appropriate body language, tone, and facial expressions to enhance communication.							
	2.3	Interpret and respond to customer requests, complaints, and feedback professionally.							
<b>LO 3:</b> Utilize Workplace Communication Tools and Technology	3.1	Use written communication effectively in reports, emails, and order-taking processes.							
	3.2	Operate communication devices such as telephones, intercoms, and digital ordering systems.							
	3.3	Follow workplace protocols when relaying messages and handling confidential information.							

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:



**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 004: MAINTAIN SAFETY IN STORING, PREPARING AND SERVING FOOD AND BEVERAGES****Unit Reference Number: HTT/FBS/004/L3****NSQ Level: 3****Credit Value: 3****Guided Learning Hours: 30**

**Unit Purpose:** *To ensure adherence to food safety and hygiene standards in all stages of food and beverage handling.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 004: MAINTAIN SAFETY IN STORING, PREPARING AND SERVING FOOD AND BEVERAGES**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> Maintain Personal Hygiene and Cleanliness	1.1	Wear clean and hygienic clothes suitable for the tasks to be carried out						
	1.2	Put on appropriate hair covering						
	1.3	Wear only safe jewellery and other accessories, to avoid food safety hazards						
	1.4	Change clothes when necessary						
	1.5	Wash hands thoroughly whenever it is required						
	1.6	Avoid unsafe acts that may contaminate food						
	1.7	Report any cuts, boils, grazes, illness and infections to the right personnel promptly						
	1.8	Ensure that any cuts, boils, skin infections and grazes are treated and covered appropriately						
<b>LO 2:</b> Need for Personal Hygiene	2.1	Explain why clean and hygienic clothes must be worn						
	2.2	State why hair must be covered						
	2.3	Enumerate the different types of protective clothes that are appropriate for different jobs in storage, preparation and cooking food						
	2.4	Explain the food safety hazards that jewellery and accessories can cause						
	2.5	Explain why clothes should be changed and when						
	2.6	State why hands must be washed at specific instances in Food Preparation Units						
	2.7	Describe how to wash hands safely						
	2.8	Explain why it is important not to handle food when a person has open injuries						
	2.9	State what to do if anyone has an open wound						
	2.10	Explain why it is important to report illnesses and infections promptly						
<b>LO 3:</b>	3.1	Ensure that surfaces and equipment are clean and in good condition						

<b>LEARNING OBJECTIVE (LO) The learner will:</b>		<b>PERFORMANCE CRITERIA The learner can:</b>	<b>Evidence Type</b>	<b>Evidence Ref. Page No.</b>			
Work Environment Hygiene	3.2	Use appropriate cloth that is clean for wiping and cleaning and cleaning equipment as you work					
	3.3	Discard any surfaces and equipment that are damaged or that have any loose parts					
	3.4	Report damaged surfaces, walls, ceilings, furniture, fittings and equipment to the appropriate Personnel					
	3.5	Ensure that waste is disposed promptly, hygienically and suitably					
	3.6	Identify and act appropriately on any signs of pests					
	3.7	Explain why surfaces and equipment must be clean, hygienic and suitable for the intended use before commencing a new task					
	3.8	Describe how to sanitize surfaces and work tools before use					
	3.9	State why it is important to use only clean and suitable cloths when cleaning before tasks					
	3.10	Explain why surfaces, parts of the work place and equipment that are damaged or have loose parts constitute food safety hazards					
	3.11	State the types of damage to be alert for					
	3.12	Enumerate types of damaged surfaces or equipment that can cause food safety hazards					
	3.13	Describe how to deal with damaged surfaces and equipment					
	3.14	State the importance of clearing and disposing of waste promptly and safely					
	3.15	State the types of pests that could be found in catering Establishments					
	3.16	Describe the signs that signify the presence of pests					
<b>LO 4:</b> Storing Food Safely	4.1	Check the freshness, temperature and expiry date of food item					
	4.2	Look for any important information on the label and leave it intact					

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type	Evidence Ref. Page No.
	4.3	Carry out any necessary action to prepare food for storage		
	4.4	Place food in appropriate storage place or equipment without temperature change		
	4.5	Ensure that storage areas for different types of food items are clean, suitable and at the right temperature		
	4.6	Prevent contamination while storing food		
	4.7	Follow appropriate stock usage procedures		
	4.8	Dispose of any expired foods safely		
	4.9	Keep all required records up-to-date		
	4.10	Explain why it is important to ensure that food items are safe on delivery		
	4.11	State why food should be prepared before storage		
	4.12	Explain why food must be put in the correct storage area		
	4.13	Enumerate the food storage temperatures		
	4.14	State how to check that food is stored at the correct temperature.		
	4.15	Explain why any expired food must be thrown away and not used.		
	4.16	Explain why it is important to have a stock usage policy that rotates stock		
<b>LO 5:</b> Food Safety in Preparing, Cooking and Holding	5.1	Inspect food before and during preparation and cooking for any hazards		
	5.2	Follow correct procedures for dealing with food hazards		
	5.3	Handle different types of food safely to prevent cross-contamination between them		
	5.4	Keep all required records updated		
	5.5	Use appropriate methods, times and temperatures in order to maintain food safety		
	5.6	Describe how to check that food is safe while holding and serving		
	5.7	State why and when it is necessary to defrost foods before cooking		

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type	Evidence Ref. Page No.
	5.8	Explain what to do on discovering any food safety hazards		
	5.9	State why thorough cooking and reheating methods should be used		
	5.10	Explain how to check that food is thoroughly cooked or safely reheated		
	5.11	Explain why it is important to ensure that food is at the right temperature during holding and before service		
	5.12	Describe how to safely and thoroughly defrost food		
	5.13	Enumerate how to recognize conditions leading to safety hazards		
	5.14	State why it is important to know the foods that can cause allergic reactions		
	5.15	Outline the procedure to follow in handling food that can cause allergic reactions		
	5.16	Explain what to do if a customer asks if a particular dish is free from a certain food allergen		
	5.17	Describe how a raw food can contaminate a ready to eat food and how this can be avoided		
	5.18	State the right cooking and re-heating temperatures and times for foods one is working with.		
	5.19	Enumerate the types of foods that may need to be frozen or stored cold because they are not to be consumed immediately		
	5.20	Describe how to store food safely when it is not for immediate consumption		
<b>LO 6:</b> Maintaining Food Safety	6.1	Enumerate how to operate a food safety management system		
	6.2	Explain the concept of hazards to food safety in Catering operations		
	6.3	Explain why it is important to control food safety hazards in order to reduce or eliminate risks		
	6.4	State what may happen if hazards are not controlled		
	6.5	List the types of hazards that may occur in a catering operation		

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
	6.6	Enumerate how to control hazards by cooking, chilling, cleaning and avoiding cross-contamination								
	6.7	Explain why monitoring is important								
	6.8	List the key stages in the monitoring process								
	6.9	State why it is important to know what to do when things go wrong								
	6.10	Explain why some hazards are given more emphasis than others								
	6.11	State the appropriate personnel to report to if there are food safety hazards								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 005: SUPERVISE DINING ROOM OPERATION AREA****Unit Reference Number: HTT/FBS/005/L3****NSQ Level: 3****Credit Value: 5****Guided Learning Hours: 50**

**Unit Purpose:** *To provide learners with the skills to supervise the set-up and organising of dining areas to meet service and customer expectations.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

***Assessment methods to be used include:***

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 005: SUPERVISE DINING ROOM OPERATION AREA**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> 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			
<b>LO 2:</b> Implement Polices	2.1	Check the attendance and punctuality of staff in accordance with establishment/industry standards			
	2.2	Monitor that service standards are adhered to in accordance with establishment/industry standards			
	2.3	Ensure that food safety in handling and risk management are adhered to in accordance with establishment/industry standards			
	2.4	Ensure that staff adhere to laid down rules and regulations in line with establishment/industry standards.			
	2.5	Recommend discipline of staff in accordance with establishment/industry standards			
<b>LO 3:</b> Train and Develop Staff	3.1	Train new staff in accordance with establishment/industry standards			
	3.2	Promote deserving staff in accordance with establishment standards			
	3.3	Retrain and cross training of staff			
	3.4	Appraise staff performance in accordance with the establishment policy			
<b>LO 4:</b> Know Dining Room Operation	4.1	Set-up a dining room			
	4.2	Conduct staff scheduling			
	4.3	Handle food in line with industry standards			
	4.4	Explain why staff development is necessary			
	4.5	Explain why food storage is important in food service operation			
	4.6	Explain why feedback is important in food service operation			



LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.			
	4.7	Conduct staff appraisal								
	4.8	Explain why risk management in food service operation is important								
	4.9	Apply new technology in food service operation.								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 006: HANDLE BANQUET/CATERING FUNCTION****Unit Reference Number: HTT/FBS/006/L3****NSQ Level: 3****Credit Value: 7****Guided Learning Hours: 70**

**Unit Purpose:** *To develop the ability to plan, coordinate, and execute banquet and catering events efficiently.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 006: HANDLE BANQUET/CATERING FUNCTION**

<b>LEARNING OBJECTIVE (LO) The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> Pre-function mise-en place	1.1	Process 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	Process all the supplies in accordance to the event/function requirements			
	1.3	Supervise the set-up of tables and chairs according to the function requirements			
	1.4	Supervise the set-up of serving stations and food islands according to the agreed location			
	1.5	Ensure all the required table wares, flat wares and glassware are clean and complete			
	1.6	Supervise meetings and briefings prior to the event/function			
<b>LO 2:</b> Oversee Meal Service	2.1	Organise close contact with host, chef, kitchen staff, service staff throughout the event			
	2.2	Supervise prompt delivery of each course meal			
	2.3	Coordinate timing of each meal with the kitchen staff, host and service staff			
	2.4	Supervise banquet staff work and pace throughout the meal service			
	2.5	Ensure the banquet service style according to the hosts request.			
<b>LO 3:</b> Supervise After Meal Service	3.1	Ensure timely provision of coffee or tea service upon request			
	3.2	Analyse banquet breakdown according to the establishment standards			
	3.3	Process event report after each function			
<b>LO 4:</b> Supervise Banquet And Catering Function	4.1	Supervise banquet service			
	4.2	Supervise the set up of banquet			
	4.3	Supervise the preparation of the floor plan			
	4.4	Supervise the preparation of the seating arrangement			
	4.5	Supervise catering service			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 007: LEAD DINING AREA/RESTAURANT TEAM****Unit Reference Number: HTT/FBS/007/L3****NSQ Level: 3****Credit Value: 6****Guided Learning Hours: 60**

**Unit Purpose:** *To equip learners with leadership and management skills to oversee restaurant staff and ensure high-quality service.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 007: LEAD DINING AREA/RESTAURANT TEAM**

<b>LEARNING OBJECTIVE (LO)</b>		<b>PERFORMANCE CRITERIA</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>The learner will:</b>		<b>The learner can:</b>								
<b>LO 1:</b> Supervise Preopening Preparations	1.1	Supervise 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	Ensure the dining area is clean and arranged according to the establishment standards								
	1.4	Ensure service staff are properly attired and compliant to the establishment standards.								
<b>LO 2:</b> 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								
	2.3	Conduct service briefing at the beginning of the shift								
	2.4	Coordinate the flow of the service with the kitchen								
	2.5	Communicate the guest request to the kitchen staff								
	2.6	Provide assistance in service during the peak hours								
	2.7	Resolve complains of guest to their satisfaction								
	2.8	Ensure quality standards are adhered to during the entire service								
<b>LO 3:</b> Perform Specialized Dining Room Service	3.1	Supervise specialized dining room service according to the standards of the establishment								
	3.2	Supervise the Mise-en-place and service of gueridon or trolley service								
	3.3	Ensure safety and occupational standards is adhered to.								
<b>LO 4:</b> Supervise Team In The Dining Area	4.1	Deliver service briefing								
	4.2	Provide assistance in service and its components								
	4.3	Ensure specialist room service is carried out								
	4.4	Ensure "gueridon service" is carried out								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 008: PROVIDE SILVER SERVICE****Unit Reference Number: HTT/FBS/008/L3****NSQ Level: 3****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *To develop expertise in fine dining service techniques, enhancing guest experiences with high standards of professionalism.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 008: PROVIDE SILVER SERVICE**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> 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 factors that may interrupt service and place them under control			
	1.4	Explain the importance of maintaining a serene and placable composure before serving guests			
<b>LO 2:</b> Welcome Guests And Take Orders	2.1	Greet a guest in the customary manner in line with organizational standards			
	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 guest			
	2.7	Explain organisational standards for customer service			
<b>LO 3:</b> Serve Customer orders	3.1	Announce and present order to guest I love you			
	3.2	Respond to guest questions or complaints calmly and effectively			
	3.3	Ensure a tidy service area is maintained during guest Meals			
	3.4	Ensure Service area is always kept clean and tidy			
	3.5	Treat reports of unexpected incidences			
	3.6	Monitor to ensure that drinks and accompaniments are refilled as often as required			
	3.7	Deal with unexpected situations effectively			
<b>LO 4:</b> Clear Courses	4.1	Ensure table is cleared after guest has completed a meal.			
	4.2	Ensure all items used by guest are assembled and cleared off the table			
	4.3	Ensure all stained tables are handled.			



LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
	4.4	Process reports of breakages and damages as recommended.									
	4.5	Ensure the dining room/service area are clean, tidy and ready for the next guest.									

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 009: PROVIDE BUFFET AND CARVER SERVICE****Unit Reference Number: HTT/FBS/009/L3****NSQ Level: 3****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *To train learners in setting up, managing, and serving buffet-style and carver service efficiently.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 009: PROVIDE BUFFET AND CARVER SERVICE**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Arrange a Room for a Buffet Service	1.1	Supervise the cleaning and positioning of tables according to service style								
	1.2	Supervise the Lay up of tables and decorations in line with organizational standards								
	1.3	Ensure sitting arrangements that will afford maximum comfort to guests								
	1.4	Discuss reasons why there should be different service points in a buffet room								
<b>LO 2:</b> Arrange Food Items in a Buffet Style	2.1	Supervise the distribution of buffet items to different service points								
	2.2	Ensure that the Cheffing dishes out with the required temperature for each food								
	2.3	Ensure that service equipment are clean undamaged and ready for use								
	2.4	Ensure that the displayed items are at a comfortable distance from the guest								
	2.5	Handle unexpected incidence that may occur during service								
	2.6	Explain organisational standards for customer service								
<b>LO 3:</b> Assist Customers at the Buffet and Carvery	3.1	Interact with customers and provide information about the dishes on request								
	3.2	Supervise Service of customers' food.								
	3.3	Ensure a tidy service area is maintained during guest meals								
	3.4	Process reported incidences as recommended								
	3.5	Ensure hygienic walking practices when preparing and maintaining a carvery or buffet display								
	3.6	Ensure that service equipment are turned on before Service								
Learner's Signature			Date:							
Assessor's Signature			Date:							
IQA's Signature			Date:							
EQA's Signature			Date:							

**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 010: PREPARE AND SERVE COCKTAILS****Unit Reference Number: HTT/FBS/010/L3****NSQ Level: 3****Credit Value: 3****Guided Learning Hours: 30**

**Unit Purpose:** *To provide knowledge and skills in mixing, garnishing, and serving cocktails following industry standards.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 010: PREPARE AND SERVE COCKTAILS**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>	<b>Evidence Ref. No.</b>	<b>Page</b>
<b>LO 1:</b> Preparation For Cocktail Service	1.1	Supervise the cleaning and organizing of work areas before service time			
	1.2	Ensure that mise-en-place for accompaniments, garnishes and mixed liquids are carried out			
	1.3	Supervise arrangement of glasses and plates for ease of service			
	1.4	Supply documents for use			
	1.5	Supervise measurement of all ingredients for use			
	1.6	Ensure that service equipment are clean and functional			
<b>LO 2:</b> Serve Customers On Request	2.1	Monitor how customers are welcomed and orders taken.			
	2.2	Ensure orders are processed promptly.			
	2.3	Ensure that only required information is passed to customers to avoid information mismanagement.			
	2.4	Ensure that safe and hygienic working practices are followed when serving cocktails			
	2.5	Handle unexpected incidence effectively			
<b>LO 3:</b> Handle Alcohol incidences	3.1	Provide the requirements and guidelines for serving alcoholic drinks			
	3.2	Direct how best to handle violent cases of alcohol intoxication			
	3.3	Provide adequate information about the alcohol content of drinks.			
	3.4	Process reports of breakages and damages appropriately			
	3.5	Provide guidelines under which a customer must not be served alcohol.			

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**NATIONAL SKILLS QUALIFICATION****LEVEL 3: FOOD AND BEVERAGE SERVICE****Unit 011: PROVIDE TABLE AND TRAY SERVICE****Unit Reference Number: HTT/FBS/011/L3****NSQ Level: 3****Credit Value: 2****Guided Learning Hours: 20**

**Unit Purpose:** *To develop expertise in delivering food and beverages using table and tray service techniques for various dining settings.*

**Unit assessment requirements/ evidence requirements:**

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

**Assessment methods to be used include:**

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

*(This depends on the Trade Areas to be assessed)*

**UNIT 011: PROVIDE TABLE AND TRAY SERVICE**

<b>LEARNING OBJECTIVE (LO)</b> <b>The learner will:</b>		<b>PERFORMANCE CRITERIA</b> <b>The learner can:</b>	<b>Evidence Type</b>				<b>Evidence Ref. Page No.</b>			
<b>LO 1:</b> Welcome customer and take orders	1.1	Greet customer politely in line with organizational standard								
	1.2	Provide correct menus								
	1.3	Ensure appropriate dining arrangements in line with service style								
	1.4	Ensure customers orders are taken and record.								
<b>LO 2:</b> Welcoming customers and taking orders	2.1	Demonstrate correct procedures for greeting and sitting customers.								
	2.2	Demonstrate correct procedures for taking and recording customers' order								
	2.3	Process reports of incidences arising from Trat and Table service.								
<b>LO 3:</b> Serve Customer Orders	3.1	Ensure customers are served with the service items condiments and accompaniments appropriate to their food								
	3.2	Ensure customers are served with appropriate, clean and undamaged equipment.								
	3.3	Ensure customers dining and service area always kept clean and tidy.								
	3.4	Ensure all soiled and unused service items are disposed promptly.								
	3.5	Ensure sufficient stock of clean service items condiments and accompaniments during Service.								
	3.6	Ensure Safe and Hygienic Working Practices When Serving Customers.								
	3.7	Provide Condiments and accompaniments suitable for each dish.								
	3.8	Ensure appropriate equipment are used when serving food and drink items.								

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

**PARTICIPANTS**

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# National Skills Qualifications

FOR

## FOOD AND BEVERAGE SERVICE

LEVEL 1, 2 & 3



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