



Phambili Tourism Academy

National Certificate - Fastfood Services

SAQA ID: 14115
NQF Level: 3
Credits: 138

Training Days: 40
Assessment Days: 40
Total Contact Days: 80

E-Learning Days: N/A
Workplace Experience: 8 Months
Self-Study Days: N/A

Description: This qualification is aimed to professionalise the industry and is applicable mainly to the fast food and restaurant sector, but is transferable to other hospitality environments and provides articulation with Gaming, Travel and other Tourism Industries.

Structure: Classroom-based learning
On-the-job learning
Coaching/Mentoring
Assessment

Purpose: This qualification has been developed for the fast food and restaurant industry. It brings together elements of food and drink preparation, service and supervision.

Target Group: Unemployed candidates have the interest and acumen to work in the Fast Food Services arena as a counter attendant. Employed candidates have the interest to further their skills and knowledge of Fast food and Food Services operations.

Entry Requirements: It is assumed that a GEC certificate or equivalent has been obtained by the candidate at Level 1

Workplace Requirements: The delegate should have access to restaurant and Kitchen Environment with ability to prepare and serve food. There also needs to be access to pay point, customers and the stock control environment.

Outcomes: On completion of this qualification, the delegate should be able to:

- Operate a computer and deal with customers.
- Process incoming and outgoing calls and communicate verbally.
- Display cultural awareness in dealing with customers and colleagues.
- Maintain effective working relationships with other members of staff.
- Maintain health hygiene and professional appearance.
- Perform basic calculations and prepare written communication.
- Maintain hygiene in food preparation, cooking and storage.
- Accept and store food deliveries.
- Prepare and clear areas for counter service and take-away service.
- Describe layout, services and facilities of the organisation.
- Maintain a secure and safe working environment.
- Describe the sectors of Hospitality, Travel and Tourism Industry.
- Conduct on-the-job coaching and develop oneself with in the job role.
- Operate a payment point and process payments.
- Source information about self-employment opportunities.
- Handle and record refunds and maintain customer satisfaction.
- Maintain the receipt, storage and issue of goods.
- Contribute to the identification of short-term supply needs.
- Maintain a cleaning programme within own area of responsibilities.
- Provide First Aid.
- Monitor and maintain health, safety and security.

PROGRAMME ROLL-OUT

TYPE	UNIT STANDARD	UNIT STANDARD TITLE	LEVEL	CREDITS
MODULE 1: INDUSTRY SPECIFIC – PUBLIC AREAS				
Core	7793	Describe layout, service and facilities of the organisation	2	1
Core	7796	Maintain a secure working environment	3	1
Core	7799	Maintain a safe working environment	2	2
Fundamental	7800	Maintain health, hygiene and professional appearance	2	1
Core	7801	Describe the sectors of the hospitality, travel and tourism industries	4	2
Core	7868	Monitor and maintain health, safety and security	5	4
MODULE 2: CUSTOMER SERVICE – PUBLIC AREAS				
Fundamental	7789	Provide Customer Service	4	8
Fundamental	7791	Display cultural awareness in dealing with customers and colleagues	4	4
Fundamental	11235	Maintain effective working relationships with other members of staff	3	1
Core	7836	Monitor customer satisfaction	4	3
Elective	7866	Plan, organise and monitor work in own area responsibility	5	3
MODULE 3: COMMUNICATION – PUBLIC AREAS				
Elective	7784	Communicate in a business environment	4	6
Fundamental	7790	Process incoming and outgoing telephone calls	3	3
Fundamental	7794	Communicate verbally	3	8
Fundamental	7822	Prepare written communication	4	3
Core	7818	Conduct on-the-job-coaching	5	5
Core	7821	Develop oneself within the job role	4	3
MODULE 4: AREA RESPONSIBILITY – STORAGE AREA				
Core	7839	Maintain the receipt, storage and issue of goods	4	5
Core	7844	Contribute to the identification and short-term supply needs	4	1
Core	7846	Maintain the cleaning programme for own area of responsibility	4	2
Core	7743	Accept and store food deliveries	4	3
MODULE 5: JOB SPECIFICS "A" CORE KNOWLEDGE – KITCHEN AREAS				
Elective	7705	Handle and maintain knives	2	2
Elective	7608	Handle and store cleaning equipment and materials	2	1
Elective	7612	Handle and dispose of waste	2	1
Core	7637	Maintain hygiene and food preparation, cooking and storage	3	2
MODULE 6: JOB SPECIFICS "B" CORE KNOWLEDGE – KITCHEN ACCESS				
Elective	7677	Prepare, cook and assemble food for quick service	2	2
Elective	7664	Prepare and fry food	2	1
Elective	7741	Prepare, cook and present coated chicken	3	2
MODULE 7: JOB SPECIFICS "C" CORE KNOWLEDGE – SERVICE AREAS				
Elective	14577	Prepare and clear areas for table service	2	1
Core	7732	Prepare and clear areas for counter service	2	1
Core	7761	Prepare a counter service	3	2
Core	7733	Prepare and clear area for take-away service	2	1
Core	7763	Provide a take-away service	3	2
MODULE 8: OFFICE RESPONSIBILITY				
Fundamentals	7786	Operate a computer	3	8
Elective	7792	Maintain Data in a computer system	2	4
Fundamentals	7812	Perform basic calculations	2	3
Elective	7788	Process payment	5	6
Core	7820	Operate a payment point and process payments	3	3
Core	7829	Handle and record refunds	3	2
Core	7827	Source information about self-employment opportunities	4	3



PROGRAMME ROLL-OUT

Elective	7813	Identify work opportunities	2	2
Elective	7782	Analyse a business and determine the way it functions	4	3
Elective	7661	Prepare hot and cold sandwiches	2	2
Elective	7659	Prepare fruit for hot and cold dishes	2	1
Elective	7660	Prepare vegetable for hot and cold dishes	2	2
Elective	7787	Sell product or service	5	8
Core	7854	Provide First Aid	4	4

TOTAL CREDITS :

138

