



# Phambili Tourism Academy

## National Certificate - Food & Beverage Services

**SAQA ID:** 14113  
**NQF Level:** 4  
**Credits:** 159

**Training Days:** 21  
**Assessment Days:** 22  
**Total Contact Days:** 43

**E-Learning Days:** N/A  
**Workplace Experience:** 10 Months  
**Self-study Days:** 11

**Description:** This qualification has been developed for people in the food and beverage service industry (hospitality). It brings together elements of food and drink preparation and service as well as supervision.

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

**Purpose:** This qualification is designed to be applicable to various sectors, from small restaurants to large-scale hotels. The qualification leads toward the F&B Management diploma and provides articulation with Gaming, Travel and other Tourism industries.

**Target Group:** This qualification is suitable for unemployed individuals or those currently employed within a hospitality establishment. Unemployed delegates should have an interest and acumen to work in the Food Services arena, as a table attendant, waiter or function helper. Employed delegates embarking on the qualification, should have the desire to further their skills and knowledge of Food Services operations.

**Entry Requirements** The delegate must be competent in Mathematics at NQF Level 3 and Communication at NQF Level 3.

**Workplace Requirements:** The delegate must have access to a restaurant, bar, buffet etc. and the equipment in these areas, as well as access to the payment processing points.

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

- Deal with customers and process incoming and outgoing telephone calls.
- Maintain health, hygiene and professional appearance.
- Handle and store cleaning equipment and material as well as handle and dispose of waste.
- Maintain the receipt, storage and issue of goods.
- Clean and store glassware as well as clean and restock drinks machines/equipment.
- Contribute to the identification of short-term supply needs.
- Prepare and clear areas for table service and provide a table service.
- Provide a table drink service and provide a carvery/buffet service.
- Serve bottled wine and prepare and serve wine.
- Prepare and serve spirits and liqueurs.
- Maintain table and drink service.
- Supervise the running of a function and maintain customer satisfaction.
- Describe layout, services and facilities of the organisation.
- Maintain a secure and safe working environment.
- Conduct on the job coaching.
- Operate a payment point and process payments and handle and record refunds.
- Develop oneself in the job role.
- Source information about self-employment opportunities.
- Planning and deliver staff training and develop in own area of responsibility.
- Induct new staff member to workplace.
- Monitor and maintain health, safety and security as well as maintain a preventative maintenance programme.

# PROGRAMME ROLL-OUT

TYPE	UNIT STANDARD	UNIT STANDARD TITLE	LEVEL	CREDITS
<b>MODULE 1 &amp; 2: OFFICE MANAGEMENT</b>				
Core	7793	Describe layout, service and facilities of the organisation	2	1
Core	7801	Describe the sectors of the hospitality, travel and tourism industries	2	2
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
Fundamental	7789	Provide Customer Service	4	8
Fundamental	7791	Display cultural awareness in dealing with customers and colleagues	3	1
Fundamental	11235	Maintain effective working relationships with other members of staff	3	1
Fundamental	7790	Process incoming and outgoing telephone calls	3	3
Fundamental	7794	Communicate verbally	3	8
Fundamental	7822	Prepare written communication	4	3
Additional U/S	7663	Handle mail, messages and written communication	2	1
<b>MODULE 3 &amp; 4: AREA OF RESPONSIBILITY &amp; COMPULSORY JOB SPECIFICS</b>				
Core	7839	Maintain the receipt, storage, and issue of goods	4	5
Additional U/S	7884	Control and Order stock	5	4
Core	7844	Contribute to the identification for short term supply needs	4	1
Additional U/S	7858	Maintain Supply Levels	5	10
Core	7846	Maintain the cleaning programme for own area of responsibility	4	2
Core	7866	Plan, organise and monitor work in own area of responsibility	5	3
Elective	14577	Prepare and clear areas for table service	2	1
Elective	7732	Prepare and clear areas for counter service	2	1
Elective	7734	Prepare and clear areas for drink service	2	1
Core	7735	Clean and store glass ware	2	1
Core	7608	Handle and store cleaning equipment and materials	2	1
Core	7612	Handle and dispose of waste	2	1
Core	7738	Prepare and restock drinks machines/equipment	2	1
Core	7740	Prepare and clear areas for table service	3	1
Core	7742	Provide a table service	3	2
Elective	7739	Prepare service and clear function rooms	2	2
<b>MODULE 5: ESSENTIAL JOB SPECIFICS</b>				
Core	7745	Provide a carvery/Buffer service	3	2
Elective	7747	Provide a silver service	4	2
Core	7829	Handle and record refunds	3	2
Core	7820	Operate a payment point and process payments	3	3
Core	7776	Maintain the table service	5	5
Core	7780	Supervise the running of a function	5	7
<b>MODULE 6: MAINTAINING THE DRINK SERVICE</b>				
Elective	7753	Prepare and serve cocktails	4	2
Core	7773	Prepare and serve spirits and liqueurs	4	5
Elective	7760	Provide a drink service for licensed premises	3	2
Core	7778	Maintain the drink service	5	4
Elective	7756	Prepare kegs and gas cylinders for use	3	1
Elective	7758	Maintain cellars/storeroom	3	2
Core	7769	Recommend, prepare and serve wines	5	6
Core	7744	Provide a table drink service	3	4
Core	7750	Serve bottled wines	3	3



TYPE	UNIT STANDARD	UNIT STANDARD TITLE	LEVEL	CREDITS
<b>MODULE 7 &amp; 8: OFFICE MANAGEMENT</b>				
Fundamental	7812	Perform basic calculations	2	3
Core	7836	Monitor customer satisfaction	4	3
Core	7868	Monitor and maintain health, safety and security	5	4
Core	7869	Maintain a preventative maintenance programme	4	3
Core	7860	Introduce new staff to the workplace	3	1
Core	7841	Plan staff training and development in own area of responsibility	4	6
Elective	7813	Identify work opportunities	2	2
Elective	7815	Apply for a job or experience placement	3	2
Core	7818	Conduct on-the-job coaching	5	5
Core	7821	Develop self within the job role	4	3
Core	7827	Source information about self-employment opportunities	4	3
Additional U/S	7873	Manage one's own development	4	3
Elective	7854	Provide First Aid	4	4
			TOTAL CREDITS :	159

