

Hospitality Food & Drink (Drink Service) Level 2

Hospitality is a complex business and no two public houses are the same. They have different customers, products and rules. Our Apprenticeships in Hospitality have been designed with this in mind. To achieve the Apprenticeship awarded by the Sector Skills Council for Hospitality, People 1st, the Apprentice will need to complete the NVQ, Key Skills and Technical Certificate sections.

NVQ HOSPITALITY FOOD & DRINK (DRINK SERVICE) (CITY & GUILDS)

MANDATORY UNITS:
3 mandatory units must be completed.

- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Give customers a positive impression of yourself and your organisation



NVQ HOSPITALITY FOOD & DRINK (DRINK SERVICE) (CITY & GUILDS)

OPTIONAL UNITS:
5 optional units must be completed.



- Maintain and deal with payments
- Prepare and clear the bar area
- Serve alcoholic and soft drinks
- Prepare and serve cocktails
- Prepare and serve wines
- Prepare cellars and kegs
- Clean drinks dispense lines
- Prepare and serve dispensed and instant hot drinks
- Prepare and serve hot drinks using specialist equipment
- Receive, store and issue drinks stock

KEY SKILLS

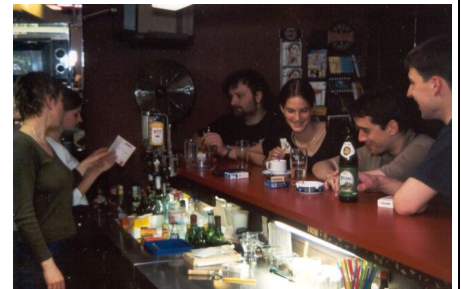
Key Skills are the skills we all need and use in everyday life. They are a key to any training undertaken and help us to perform better in everyday tasks.

Key Skills taught and tested are:
Application of Number Level 1

- Multiple choice test
- Portfolio Building

Communication Level 1

- Multiple choice test
- Portfolio Building



TECHNICAL CERTIFICATE

Technical certificates are knowledge tested qualifications, structured to meet the requirements of the Customer Service sector.

- **Employment Rights & Responsibilities**