

## Hospitality Food & Drink Level 2

Hospitality is a complex business and no two restaurants 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 1<sup>st</sup>, the Apprentice will need to prove competency by completing the NVQ, Key Skills and Technical Certificate sections.

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

**MANDATORY UNITS:**  
4 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
- Maintain food safety when storing, holding and serving food



**OPTIONAL UNITS:**

4 optional units must be completed.

- Prepare and clear areas for counter/takeaway service
- Provide a counter/takeaway service

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

- Prepare and clear areas for table service
- Serve food at the table
- Provide a silver service
- Provide a buffet/carvery service
- Prepare and clear the bar area
- Serve alcoholic and soft drinks
- Prepare and serve cocktails
- Prepare and serve bottled 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
- Maintain and deal with payments



### 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**