

SVQ in Food and Beverage Service at SCQF Level 5 (7090-22)

Version 1.01 (April 2018)

Qualification Handbook

Qualification at a glance

Subject area	Hospitality and Catering
City & Guilds number	7090
Age group approved	16-19, 19+
Entry requirements	None
Assessment types	Portfolio
Approvals	Qualification approval
Support materials	Support Materials; Support Materials; Support Materials
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
SVQ in Food and Beverage Service at SCQF Level 5	7090-22	

Version and date	Change detail	Section
1.01 April 2018	Input of initial data	Document

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1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	<p>This competence-based qualification is aimed at learners who are interested in working in the hospitality sector specialising in food and beverage.</p> <p>The qualification covers the service side of hospitality, giving learners the opportunity to develop skills, knowledge and understanding in serving food and beverages and customer service</p>
What does the qualification cover?	<p>This qualification consists of mandatory units covering knowledge and skills competencies and has a range of optional units for learners to select from.</p> <p>The mandatory unit content covers health and safety, maintaining food safety, working effectively as a team and personal behaviour.</p> <p>The optional units cover food and beverage service.</p>
What opportunities for progression are there?	<p>This qualification can help learners to progress to a range of roles front of house such as:</p> <ul style="list-style-type: none"> • Food and beverage staff • Waiting staff • Bar staff • Host/hostess <p>Learners can progress to: SVQ in Hospitality Supervision and Leadership at SCQF Level 7</p>
Who did we develop the qualification with?	<p>This qualification was developed in partnership with People 1st the Sector Skills Council for the UK Hospitality and Catering Sector. This involved collaborating on content, assessment strategy. To ensure the qualifications are operated to a consistent standard across Scotland they have been credit and levelled on the SCQ Framework..</p>
Is it part of an apprenticeship framework or initiative?	<p>This qualification is part of the Modern Apprenticeship Framework in Hospitality Supervision and Leadership SCQF Level 6.</p>

Structure

To achieve the SVQ in Food and Beverage Service at SCQF Level 5 candidates must complete 10 units in total:

Four mandatory units and six optional units SVQ in Food and Beverage Service at SCQF Level 5

City & Guilds unit number	Unit title	SCQF Credit
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Mandatory Unit Group

101	Maintain Health and Safety in Hospitality (3 credits)	3
103	Work Effectively as Part of a Hospitality Team (2 credits)	2
206	Maintain Food Safety in a Hospitality Environment (3 credits)	3
213	Impact of Personal Behaviour in Hospitality (3 credits)	3

Optional Unit Group

233	Prepare and Clear the Bar Area	3
234	Serve Alcoholic and Soft Drinks	5
235	Prepare and Serve Wine	5
236	Serve Food at Table (Formal Dining)	5
237	Serve Food at Table (Casual Dining)	3
238	Provide a Silver Service	4
239	Provide a Buffet Service	2
240	Maintain and Deal with payments	3

2 Centre requirements

Approval

If you currently approved to offer 7040-05 SVQ2s in Food and Beverage Services and SVQ2 in Food Service ,you will be able to fast track to offer 7090-22 SVQ in Food and Beverage Service

Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the Centre Manual - Supporting Customer Excellence for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Resource requirements

Resources

The majority of assessment for this competence-based qualification should ideally take place in the workplace. However if this is not feasible candidates can be assessed under Realistic Working Environments (RWE). It is essential for organisations operating a RWE to ensure that it reflects current and real work settings. The table below includes the criteria for RWE which has been taken from the People 1st Assessment Strategy for SVQs for the Hospitality Sector, 1 March 2017.

1	The work situation being represented is relevant to the competence based unit being assessed	<ul style="list-style-type: none">• The type of work situation being represented mirrors the relevant setting eg quick service takeaway, restaurant, brassiere, café/snack bar, cafeteria• Appropriate industrial equipment, furnishings and resources (eg ingredients and technology) that replicate the work situation are used, ensuring that assessment requirements can be covered.• Industry trends are considered in the product and service offer.
2	The candidate's work activities reflect those found in the situation being represented	<ul style="list-style-type: none">• Candidates operate in a professional capacity with corresponding job schedules and/or descriptions.• Candidates are clear on their work activities and responsibilities.

3	The RWE is operated in the same manner to as a real work situation	<ul style="list-style-type: none"> • Customers are not prompted to behave in a particular manner. • Customer feedback received is maintained and acted upon.
4	The RWE is under pinned by commercial principles and responsibilities	<ul style="list-style-type: none"> • Organisational charts indicate the anticipated job roles in the RWE and their hierarchical structure taking into account supervisory requirements. • There is evidence of business planning, for example product/service plans, staffing/rotas, costing, promotions. • Candidates are encouraged to carry out their function in line with business expectations, eg within timescales and budget, minimizing wastage. • Legislative regulations are adhered to eg food safety, health and safety, equal opportunities, trade description. • Consumer information is provided on products and services eg allergy advice on food products.

The number of hours candidate work and their input in not prescribed, as it is acknowledged that RWEs cannot operate without some flexibility. However, centres must provide evidence that the following criteria are being met as well as fulfilling the awarding organisation's criteria for this purpose.

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have good knowledge and understanding of the national occupational standards (refer to section 5 of the handbook) which are being assessed or verified.
- hold or be working towards relevant assessment and/or verification qualifications(s) as identified by SQA accreditation, confirming their competence to assess or verify SVQ units and qualifications. *Further details as set out in the Assessment strategy can be found in appendix 1.*
- hold qualifications, or have undertaken training that has legislative relevance to the competence based units a being assessed; this may include Health and Safety, Food Safety and Licensing. *Further details as set out in the Assessment strategy can be found in appendix 2*
- Update their occupational expertise and industry knowledge in the ares being assessed and veririfed thourgh planned Continuous Professional Development. *Further details as set out in the Assessment strategy can be found in appendix 3*

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

Candidate entry requirements

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

Age restrictions

City & Guilds cannot accept any registrations for Candidates under 16 as these qualifications are not approved for Candidates under 16. Therefore there are no further age limits attached to learners undertaking the qualification unless there is a legal requirement of the environment.

However, the sale or supply must be authorised by a responsible person or any other person over the age of 18 who is authorised by a responsible person for the purposes of section 107 of the Scottish Licensing Act. The effect of this exception is that, for example, a child or young person working as a waiter or waitress in a restaurant is able to serve alcohol lawfully in a restaurant.

3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification[s], their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, Learning Assistant, an easy-to-use and secure online tool to support and evidence Candidates' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. Recording forms are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.

4 Assessment

Summary of assessment methods

Candidates must:

- complete a portfolio that includes evidence which covers each unit

Time constraints

The following must be applied to the assessment of this qualification:

- Candidates must be registered with the Awarding Organisation before formal assessment commences
- Candidates must finish their assessment within their period of registration

Assessment strategy

The qualification must be assessed in accordance with the People 1st Assessment Strategy for SVQs for Hospitality and Catering, 1 March 2017 and can be downloaded from the SQA Accreditation website

https://accreditation.sqa.org.uk/accreditation/Qualifications/Search_for_Approved_Qualifications_Products

The qualification will be assessed by a portfolio of evidence. The Candidate must meet all the performance criteria and knowledge and understanding elements in within the chosen units to be able to be awarded the qualification.

Assessment of the sector's competence based units will, ideally, take place within the workplace and assessment should, where possible, be conducted by the candidate's supervisors and/or line managers. However, if this is not always feasible for candidates to be assessed in the workplace the use of assessment within Realistic Working Environments (RWE) is permitted (refer to resources section of this handbook for the criteria of RWE).

It is expected that the majority of assessment of the sector's SVQs units will be based on performance evidence, ie direct observation, outputs of work and witness testimony within the workplace or an RWE.

Witness Testimonies

Witness statements can be used when it is not possible for the assessor to be present to observe a candidates performance. They can be obtained from people that are occupationally competent and whom may be familiar with the national occupational standards, such as the candidate's line manager. They may also be obtained from people who are not occupationally competent and do not have a knowledge of the national occupational standards such as other people within the candidate's workplace, customers and suppliers. It is not necessary for witnesses to hold an assessor qualification as it will be the responsibility of the assessor to judge the validity of the witness testimony make the final

assessment decisions. Witness testimonies should not form the majority of evidence within candidate's portfolios.

Expert witnesses

Expert witnesses may be used where additional support in relation to the assessment of technical competence is required. Expert witnesses may be:

- other approved assessors that are recognised to assess the relevant national occupational standards, or
- line managers, other managers or experienced colleagues that are not approved assessors, but who the awarding body agrees have current occupational competence, knowledge and expertise to make a judgement on a candidate's competence.

Expert witnesses must be able to demonstrate through relevant qualifications, practical experience and knowledge that they are qualified to provide an expert opinion on a candidate's performance in relation to the unit being assessed. Expert witnesses should have a minimum relevant sector experience of 12 months. The final judgement on the validity of the expert witness testimony rests with the assessor.

Professional Discussion

Professional discussion is encouraged as a supplementary form of evidence to confirm a candidate's competence. Such discussions should not be based on a prescribed list of questions but be a structured discussion which enables the assessor to gather relevant evidence to ensure the candidate has a firm understanding of the standard being assessed.

Simulation

Within this qualification there aren't any units that can solely be achieved by simulation.

Simulation can only be used to assess candidates for the sector's SVQs units where the opportunity to assess naturally occurring evidence is unlikely or not possible, for example assessment relating to health and safety, fire and emergency procedures. It should not include routine activities that must be covered by performance evidence. Subsequently the following unit permits the use of simulation.

- PPL1Gen1 Maintain health and safety in hospitality

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience, or qualifications which have already been achieved, to contribute to a new qualification.

For this qualification, RPL is allowed and is not sector specific.

Opportunities to ascertain candidate's accreditation of prior learning is maximised by early contact between the assessor and candidate and during initial assessment / induction period

5 Units

Structure of the units

These units each have the following:

- City & Guilds reference number
- National Occupational Standards (NOS) reference
- Title
- SCQF Level
- Credits
- Outcomes, which are comprised of performance criteria and knowledge statements
- Range

Range are statements or lists that provide amplification for specific learning outcomes. They define the breadth or scope of a specific area by setting out the various circumstances in which they could be applied.

Unit 101

Maintain health and safety in hospitality (PPL1GEN1)

Unit level:	SCQF 4
Credit value:	3
Unit aim:	<p>This standard is about basic health and safety in a hospitality environment. The standard covers following procedures to maintain a healthy and safe workplace, helping to spot workplace hazards promptly and dealing with them in line with workplace procedures, and following emergency procedures if incidents or accidents occur.</p> <p>When you have completed this standard you will have demonstrated your understanding of and your ability to:</p> <ul style="list-style-type: none">• Maintain health and safety in hospitality
Relationship to NOS:	PPL1GEN1
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

- 1 Help to maintain a hygienic, safe and secure workplace

You must be able to:

- P1. Identify any hazards or potential hazards in your work area
- P2. Deal with identified hazards correctly
- P3. Report any accidents or near accidents quickly and accurately to the appropriate person
- P4. Follow your organisation's health and safety procedures in all your work
- P5. Practise emergency procedures correctly
- P6. Follow your organisation's security procedures

Outcome

- 2 For the whole unit

You need to know and understand:

- K1. Your responsibilities under the Health and Safety at Work Act and COSHH
- K2. Why it is important to work in a healthy and safe way
- K3. The types of personal protective equipment to be worn

K4. Where you can get information about health and safety in your workplace

Outcome

3 Help to maintain a healthy and safe workplace

You need to know and understand:

- K5. The types of hazards that you may find in your workplace and how to deal with these within your limit of authority
- K6. How to warn other people about hazards and why this is important
- K7. Why and how you should report accidents and near accidents and who you should report these to
- K8. Types of incidents and emergencies that may happen in your workplace
- K9. How to follow your organisation's procedures for dealing with incidents and emergencies and why it is important to do so
- K10. Where to find first aid equipment and who the appointed first-aider is in your workplace
- K11. Ways of working safely that are relevant to your job, including safe lifting and handling techniques, and why these are important
- K12. The possible causes of fire in your workplace and what you can do to minimise the risk of fire
- K13. Where to find fire alarms, when and how to set them off
- K14. Why you should never approach a fire unless it is safe to do so
- K15. Why it is important to follow fire safety regulations

Unit 101 Maintain health and safety in hospitality (PPL1GEN1)

Supporting Information

Scope/range

1. Hazards

- 1.1 relating to equipment
- 1.2 relating to areas where you work
- 1.3 relating to personal clothing

2. Ways to deal with hazards

- 2.1 putting them right yourself
- 2.2 reporting them to appropriate colleagues
- 2.3 warning other people

3. Emergency procedures

- 3.1 fire
- 3.2 threat
- 3.3 security

Unit 103

Work effectively as part of a hospitality team (PPL1GEN4)

Unit level:	SCQF 4
Credit value:	2
Unit aim:	<p>This standard is about making a useful contribution to the work of a team, i.e. the people you work with. 'Team' includes your line manager or supervisor as well as other people in your team working at the same level as yourself. The standard includes accurately following instructions; working on time; helping others when they need help; communicating with the people you work with; getting feedback on what you do well and where you could improve and continuing to learn and develop yourself.</p> <p>When you have completed this standard you will have demonstrated your understanding of and your ability to:</p> <ul style="list-style-type: none">• Work effectively as part of a hospitality team
Relationship to NOS:	PPL1GEN4
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Plan and organise your work

You must be able to:

- P1. Check that you understand the requirements of the work
- P2. Ask questions about things you do not understand
- P3. Follow instructions accurately
- P4. Complete required tasks to the agreed level
- P5. Organise everything you need for your work
- P6. Keep your work area as clean and tidy as possible
- P7. Ask for help or support from the relevant person if you need it

Outcome

2 Work effectively with team members

You must be able to:

- P8. Assist team members when they ask for help within the limits of your job role and if does not prevent you from completing your own work on time
- P9. Pass on important information to team members as soon as possible
- P10. Maintain good working relationships with team members
- P11. Report any problems with working relationships to the relevant person
- P12. Communicate clearly and effectively with team members

Outcome

3 Develop your own skills

You must be able to:

- P13. Seek feedback on your work, receive and deal with this feedback positively
- P14. Identify, with the relevant person, aspects of your work which are up to standard and areas that you could improve upon
- P15. Agree what you have to do to improve your work
- P16. Agree a development plan with the relevant person
- P17. Review and develop your plan

Outcome

4 Plan and organise your work

You need to know and understand:

- K1. Why it is essential to understand the requirements of the work
- K2. The benefits to you and your team of planning and organising your work
- K3. How to make the most efficient use of your time and avoid things that may unnecessarily disrupt it
- K4. The benefits of keeping everything you need for your work organised and available
- K5. How working safely and hygienically contributes to effective teamwork
- K6. When to ask for help and who you can ask

Outcome

5 Work effectively with team members

You need to know and understand:

- K7. Why effective teamwork is important
- K8. The people in your team and how they fit into the organisation
- K9. The responsibilities of the team and why it is important to the organisation as a whole
- K10. How to maintain good working relationships and co-operate with team members
- K11. How to determine if helping a team member will prevent you from completing your own work on time
- K12. The limits of your job role and what you can and cannot do when helping team members
- K13. What could be important information that needs to be passed on to a team member and why you need to pass it on as soon as possible

- K14. The types of positive behaviour that help the team to work well and the types that do not
 - K15. When, how and why you should report any problems with working relationships
 - K16. How to communicate clearly and why it is important
-

Outcome

6 Develop your own skills

You need to know and understand:

- K17. Why it is important to improve your knowledge and skills
- K18. How to get feedback and how this can help you
- K19. How a development plan should help to improve your work
- K20. Why it is important to review your development plan regularly

Unit 206

Maintain food safety in a hospitality environment (PPL2GEN5)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	<p>This standard reflects current food safety guidance in the UK and integrates the key themes of cleaning and preventing contamination. It provides staff with the knowledge and skills of reviewing hazards and using hazard based procedures to maintain food safety in their department.</p> <p>Separate standards are available for those who cook and prepare food, and for managers and supervisors who have wider responsibilities for food safety in a catering operation.</p> <p>When you have completed this standard you will have demonstrated your understanding of and your ability to:</p> <ul style="list-style-type: none">• Maintain food safety in a hospitality environment
Relationship to NOS:	PPL2GEN5
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Keep yourself and your working area clean and hygienic

You must be able to:

- P1. Comply with legal and organisational requirements for personal hygiene and behaviour
 - P2. Ensure surfaces and equipment are clean and in good condition
 - P3. Use clean and suitable cloths and equipment for wiping and cleaning between tasks
 - P4. Remove from use any surfaces and equipment that are damaged or have loose parts and report them to the person responsible
 - P5. Dispose of waste promptly, hygienically and appropriately
 - P6. Identify, take appropriate action on and report to the appropriate person any damage to walls, floors, ceilings, furniture and fittings
 - P7. Identify, take appropriate action on and report to the appropriate person any signs of pests
 - P8. Keep necessary records accurate and up-to-date
-

Outcome

2 Risks to food safety

You need to know and understand:

- K1. The types of contamination and cross-contamination of food and surfaces and how they can occur
 - K2. Vehicles of contamination including surfaces
 - K3. The types of food poisoning and how food poisoning organisms can contaminate food
 - K4. The common symptoms of food poisoning
 - K5. The factors which enable the growth of food poisoning organisms
 - K6. How personal hygiene and behaviour affect the safety of food
 - K7. Your role in spotting and dealing with hazards, and in reducing the risk of contamination
 - K8. The importance of identifying food hazards promptly
 - K9. The potential impact on health if hazards are not spotted and dealt with promptly
 - K10. The importance of risk assessments
 - K11. Types of unsafe behaviour that may impact on the safety of food and why it is important to avoid this type of behaviour when working with food
 - K12. The legal and regulatory requirements for food safety, the importance of complying with them, the implications of non-compliance and the role of enforcement officer
-

Outcome

3 How to control risks to food safety

You need to know and understand:

- K13. The importance of, and methods for, separation of raw and cooked foods, Separation of finished dishes
 - K14. The temperature danger zone, why food needs to be kept at specified temperatures And how to ensure this
 - K15. What procedures to follow when dealing with stock including deliveries, storage, Date marking and stock rotation, and why it is important to consistently follow them
 - K16. Why it is important to keep work areas and environment clean and tidy, and tools, utensils and equipment in good order, clean condition and stored correctly
 - K17. How the methods and frequency of cleaning and maintenance of equipment, surfaces and environment affect food safety in the workplace
 - K18. The actions that should be taken in response to spotting a potential hazard, including the correct person to whom issues should be reported
-

K19. The types of food waste which can occur in the workplace and how it should be safely handled in the workplace

K20. The main types of pests and infestation that may pose a risk to the safety of food, how they can occur, how to recognise them, how to prevent them

Outcome

4 Keep your working area clean and hygienic

You need to know and understand:

K21. Why surfaces and equipment must be clean before beginning a new task and how to do so

K22. Why it is important only to use clean and suitable cloths and equipment when cleaning between tasks and how to do so

K23. Why surfaces and equipment that are damaged or have loose parts can be dangerous to food safety

K24. The types of damaged surfaces and equipment that can cause food safety hazards and what to do about them

K25. Why it is important to clear and dispose of waste promptly and safely and how to do so

K26. How damage to walls, floors, ceilings, furniture and fittings can cause food safety hazards and the type of damage you should look for

K27. The types of pests that you may find in catering operations and how to identify the signs that they may be there

Unit 206 Maintain food safety in a hospitality environment (PPL2GEN5)

Supporting Information

Scope/range

1. Hazards / Sources of contamination

- 1.1 Microbial
- 1.2 Chemical
- 1.3 Physical
- 1.4 Allergenic

2. Vehicles of contamination

- 2.1 hands
- 2.2 cloths and equipment
- 2.3 hand contact surfaces
- 2.4 food contact surfaces
- 2.5 contamination routes

3. Personal hygiene and behaviour

- 3.1 wearing protective clothing and headgear
- 3.2 keeping direct handling of food should be kept to a minimum
- 3.3 following recommended procedures for washing hands, including when to wash your hands (after going to the toilet, when going into food preparation, cooking and service areas, after touching raw food and waste, and before serving food)
- 3.4 reporting cuts, boils, grazes and injuries
- 3.5 treating and covering cuts, boils, skin infections and grazes
- 3.6 reporting illnesses and infections, particularly stomach illnesses, before entering the food preparation, cooking and service areas
- 3.7 having clean hair, skin, nails and clothing
- 3.8 wearing jewellery only in line with organisational procedures
- 3.9 recording incidents
- 3.10 avoid behaviours including: touching face, nose or mouth; chewing gum; eating; smoking
 - when you are working with food

4. Surfaces and equipment

- 4.1 surfaces and utensils used in the department
- 4.2 appropriate cleaning equipment

Unit 213

Impact of Personal Behaviour in Hospitality (PPL2GEN1)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	<p>This standard is about how your own behaviour impacts on customers and the organisation you work for.</p> <p>When you have completed this standard you will have demonstrated your understanding of and the ability to positively manage your:</p> <ul style="list-style-type: none">• Impact of personal behaviour in hospitality
Relationship to NOS:	PPL2GEN1
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Impact of Personal Behaviour in Hospitality

You must be able to:

- P1. Present yourself professionally, in line with brand / organisational requirements
 - P2. Organise own work and have the confidence to ask for guidance
 - P3. Participate fully in performance reviews and training
 - P4. Act on feedback relating to personal performance
 - P5. Use feedback from customers to improve own customer service in line with brand / organisational standards
 - P6. Use technology responsibly in line with organisational requirements and keep up to date with developments which relate to your role
 - P7. Promote brand / organisational values and guidelines inside and outside the organisation
 - P8. Work with integrity in a safe, honest and trustworthy way
 - P9. Work in a fair and professional manner
 - P10. Take responsibility for own role
-

Outcome

2 Impact of Personal Behaviour in Hospitality

You need to know and understand:

- K1. What the brand / organisational values and guidelines are and why it is important to comply with them
- K2. How to organise own work and when to ask for guidance
- K3. What behaviour is acceptable both on and off the organisation's premises and why it is important to behave in this way
- K4. How your own behaviour impacts positively and negatively on customer experience and business reputation
- K5. How to promote brand / organisational values and guidelines both inside and outside the organisation
- K6. How social media can impact on brand /organisational values and guidelines
- K7. How to keep up to date with current technological developments in own area of responsibility

Unit 233

Prepare and clear the bar area (PPL2FBS1)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	<p>This standard is about how you prepare the bar area ready for service. It covers creating a welcoming environment for your customers, making sure that all the necessary service items and equipment are available and concludes with the efficient clearing of the bar area.</p> <p>This standard focuses on the technical knowledge and skills required to prepare and clear the bar area; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:</p> <ul style="list-style-type: none">• Maintain basic food safety in catering• Maintain food safety in a hospitality environment• Provide basic advice on allergens to customers• Minimise the risk of allergens to customers <p>When you have completed this standard you will be able to demonstrate your understanding of and your ability to:</p> <ul style="list-style-type: none">• Prepare and clear the bar area
Relationship to NOS:	PPL2FBS1
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Prepare customer and bar service areas

You must be able to:

- P1. Check that the customer and bar service area is clean, undamaged and ready for use according to your workplace standard
 - P2. Check that the service equipment (including waste containers) is clean, undamaged, where it should be and switched on ready for use
 - P3. Prepare a sufficient supply of service equipment that is clean, undamaged, ready for use and stored appropriately
 - P4. Prepare a sufficient supply of drinks stock ready for service and store appropriately and at the correct temperature
 - P5. Ensure that bar menus and promotional items are available, clean and correct
 - P6. Check that the customer area is appealing and welcoming to customers according to your workplace standard
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Outcome

2 Clear customer and bar service area

You must be able to:

- P7. Assemble service items ready for cleaning and store reusable food garnish items according to your workplace standard and food safety regulations
 - P8. Dispose of rubbish and waste appropriately keeping all areas clean and tidy
 - P9. Ensure that all service equipment is clean, turned off and stored away correctly
 - P10. Ensure that the customer and bar service area is clean, welcoming and ready for the continuing service
-

Outcome

3 Clean and store glassware

You must be able to:

- P11. Ensure that the glass washing equipment is clean, undamaged and ready for use
- P12. Stack glasswasher safely and clean glassware at the recommended temperature
- P13. Check the finished glassware is clean, undamaged and dry before storing according to your workplace standard
- P14. Dispose of broken or damaged glassware following the recommended procedures
- P15. Leave the glass washing equipment clean and ready for continuing use

Outcome

4 Prepare customer and bar service areas

You need to know and understand:

- K1. Safe and hygienic working practices when preparing the customer and bar service areas
- K2. Why it is essential to check expiry dates on stock items
- K3. Why a constant stock of drinks and accompaniments must be maintained
- K4. Why a stock rotation system must be used
- K5. Why service areas must be secured from unauthorised access at all times
- K6. Why electrical equipment must be properly maintained by experts
- K7. Why and to whom damaged equipment and breakages must be reported
- K8. The types of unexpected situations that may occur when preparing the customer and bar areas and how to deal with these

Outcome

5 Clear customer and bar service areas

You need to know and understand:

- K9. Safe and hygienic working practices when clearing customer and bar service areas
- K10. Why customer and bar service areas should be left tidy and free from rubbish after service
- K11. Why waste must be handled and disposed of correctly
- K12. Why correct storage procedures must be followed for food and drink stock
- K13. The types of unexpected situations that may occur when clearing the customer and bar service areas and how to deal with these

Outcome

6 Clean and store glassware

You need to know and understand:

- K14. Safe and hygienic working practices when cleaning and storing glassware
- K15. What the proper procedure is for disposing of damaged or broken glass
- K16. How to maintain glass washing equipment
- K17. How to safely store glassware
- K18. The types of unexpected situations that may occur when cleaning and storing glassware

Unit 233 Prepare and clear the bar area (PPL2FBS1)

Supporting Information

Scope/range

1. Stock for drinks service

- 1.1 bottled
- 1.2 draught
- 1.3 optic
- 1.4 free-poured
- 1.5 In cartons
- 1.6 In cans
- 1.7 hot drinks

2 Service equipment

- 2.1 bottle openers / corkscrews
- 2.2 optics / measures / pourers
- 2.3 glassware
- 2.4 drip trays / mats
- 2.5 ice bucket and tongs
- 2.6 chopping board / knife
- 2.7 coasters / drink mats
- 2.8 decorative items / stirrers

3 Condiments and accompaniments

- 3.1 ice
- 3.2 food garnishes
- 3.3 accompaniments for hot drinks

4 Electrical equipment

- 4.1 refrigerated units
- 4.2 ice machine
- 4.3 glass washer
- 4.4 hot beverage equipment

5 Service area

- 5.1 counters and shelves
- 5.2 floor
- 5.3 waste bins / bottle container

6 Glassware

- 6.1 glasses
- 6.2 jugs / pitchers

Unit 234

Serve alcoholic and soft drinks (PPL2FBS2)

Unit level:	SCQF 5
Credit value:	5
Unit aim:	<p>This standard is about how you provide your customers with a range of drinks during service. It covers alcoholic and non-alcoholic drinks served by a variety of methods including optics, draught and free-pouring. It also covers how you interact with customers to provide a professional and welcoming environment.</p> <p>This standard focuses on the technical knowledge and skills required to serve alcoholic and soft drinks; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:</p> <ul style="list-style-type: none">• Maintain basic food safety in catering• Maintain food safety in a hospitality environment• Provide basic advice on allergens to customers• Minimise the risk of allergens to customers <p>When you have completed this standard you will be able to demonstrate your understanding of and your ability to:</p> <ul style="list-style-type: none">• Serve alcoholic and soft drinks
Relationship to NOS:	PPL2FBS1
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

- 1 Take customer drink orders

You must be able to:

- P1. Acknowledge your customers on arrival at the bar
 - P2. Deal with customers in order of arrival at the bar where possible
 - P3. Provide customers with assistance as necessary
 - P4. Ensure your customers have the correct drinks menu to choose from
 - P5. Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services
 - P6. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
 - P7. Identify your customers' orders correctly and process them promptly and efficiently
-

Outcome

- 2 Serve alcoholic and soft drinks

You must be able to:

- P8. Provide alcoholic drinks to permitted people only
 - P9. Select the appropriate glass, making sure that is clean and undamaged
 - P10. Pour the drink according to the product that you are serving and serve at the correct temperature with the appropriate garnish or accompaniment
 - P11. Deal with customer incidents efficiently and inform the appropriate person where necessary
 - P12. Keep the preparation/service areas clean
-

Outcome

- 3 For the whole standard

You need to know and understand:

- K1. Current, relevant legislation relating to licensing, weights and measures and trades description
-

Outcome

- 4 Take customer orders

You need to know and understand:

- K2. Why all information given to customers must be accurate, particularly in relation to strength of drinks, special offers and promotions
 - K3. Your workplace customer service standard
 - K4. Why you should deal with customers in order of arrival where possible
-

Outcome

5 Serve alcoholic and soft drinks

You need to know and understand:

- K5. Why it is important to check glassware for damage and cleanliness
- K6. Why drinks should be stored and served at the correct temperature
- K7. The correct techniques and equipment for opening drinks
- K8. The correct techniques and your workplace service standard for pouring and serving drinks
- K9. The correct glassware to use for each drink according to your workplace service standard
- K10. How to respond to someone who may be under the influence of excess alcohol or drugs and why it should be reported to the appropriate person
- K11. Why and to whom all customer incidents should be reported
- K12. Why and to whom all breakages should be reported
- K13. Why customer and service areas should be kept clean, tidy and free from rubbish
- K14. The types of unexpected situations which may occur when serving drinks and how to deal with these

Unit 234 Serve alcoholic and soft drinks (PPL2FBS2)

Supporting Information

Scope/range

1. Customer information

- 1.1 price
- 1.2 alcohol content / abv%
- 1.3 name and type of drink
- 1.4 style and characteristics

2. Drinks

- 2.1 bottled
- 2.2 draught
- 2.3 optic
- 2.4 free-poured
- 2.5 In cartons
- 2.6 In cans
- 2.7 Hot

3. Drink accompaniments

- 3.1 ice
- 3.2 food garnishes
- 3.3 decorative items / stirrers
- 3.4 accompaniments for hot drinks

4. Customers

- 4.1 With routine needs
- 4.2 With non-routine needs

5. Service style

- 5.1 At the bar
- 5.2 At the table

6. Equipment

- 6.1 glassware
- 6.2 jugs / pitchers
- 6.3 crockery
- 6.4 cutlery
- 6.5 hot beverage containers
- 6.6 trays

Unit 235

Prepare and serve wine (PPL2FBS5)

Unit level:	SCQF 5
Credit value:	5
Unit aim:	<p>This standard is about how you prepare for the service of wine in your workplace, including organising the equipment and stock necessary. It also covers how you interact with your customer to determine their requirements and finally how you present and serve the wine.</p> <p>This standard focuses on the technical knowledge and skills required to prepare and serve wine; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:</p> <ul style="list-style-type: none">• Maintain basic food safety in catering• Maintain food safety in a hospitality environment• Provide basic advice on allergens to customers• Minimise the risk of allergens to customers <p>When you have completed this standard you will be able to demonstrate your understanding of and your ability to:</p> <ul style="list-style-type: none">• Prepare and serve wine
Relationship to NOS:	PPL2FBS5
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

- 1 Prepare service areas, equipment and stock for wine service

You must be able to:

- P1. Ensure that you have sufficient stock of clean, undamaged service linen, equipment and wine lists ready for use
 - P2. Ensure that you have sufficient supply of wine bottles clean, undamaged, and stored at the appropriate temperature ready for use
-

Outcome

- 2 Determine customer requirements for wine

You must be able to:

- P3. Greet your customers and provide with the correct wine list to choose from
 - P4. Provide your customers with accurate information which enhances their experience, answering questions and promoting your company's products and services
 - P5. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
 - P6. Record your customers' order accurately
-

Outcome

- 3 Present and serve wine

You must be able to:

- P7. Present the clean, undamaged wine to the customer at the correct temperature and according to your workplace service style
 - P8. Open the wine using the appropriate method and equipment
 - P9. Offer the customer the opportunity to taste the wine, then serve the wine to your customers
 - P10. Refill customers' wine glasses as required in a professional yet unobtrusive manner
-

Outcome

- 4 Prepare service areas, equipment and stock for wine service

You need to know and understand:

- K1. Safe and hygienic working practices when preparing service areas, equipment and stock for wine service
 - K2. What service equipment is required for different types of wine
 - K3. What glassware is required for different types of wine
 - K4. What temperature different types of wine should be stored and maintained at before service
 - K5. The types of unexpected situations that may occur when preparing service areas, equipment and stock for wine service and how to deal with these
-

Outcome

- 5 Determine customer requirements for wine

You need to know and understand:

- K6. Current, relevant legislation relating to licensing and trades description when selling wine
-

K7. The basic characteristics of the wines on the wine list in your workplace, including grape varieties and styles

K8. What factors to consider when providing advice to customers on choice of wine; food matching, meeting the customers' expressed requirements, maximising sales for your workplace

Outcome

6 Present and serve wine

You need to know and understand:

K9. Safe and hygienic practices when presenting and serving wine

K10. Current, relevant legislation relating to licensing and trades description when serving wine

K11. The appropriate glassware to use when serving wine

K12. The recommended temperatures required to maintain wine at its optimum quality

K13. The correct method of service for different types of wines

K14. What the indicators are in wine if unsuitable for drinking

K15. The types of unexpected situations that may occur when serving wine and how to deal with these

Unit 235 Prepare and serve wine (PPL2FBS5)

Supporting Information

Scope/range

1. Service equipment

- 1.1 glassware
- 1.2 trays
- 1.3 service cloths / linen
- 1.4 corkscrew / bottle opener
- 1.5 ice bucket / stands
- 1.6 chillers / coolers

2 Wine types

- 2.1 Red
- 2.2 White
- 2.3 sparkling
- 2.4 fortified

3 Information

- 3.1 name and type of wine
- 3.2 price
- 3.3 characteristics
- 3.4 country of origin
- 3.5 abs%

4 Customer requirements

- 4.1 occasion
- 4.2 food matching
- 4.3 price
- 4.4 customer taste and style

5 Style of service

- 5.1 By the glass
- 5.2 By the bottle
- 5.3 By the carafe / decanter

Unit 236

Serve food at table (formal dining) (PPL2FBS14)

Unit level:	SCQF 5
Credit value:	5
Unit aim:	<p>This standard is about providing customers with a formal dining service experience. It covers greeting, seating and assisting customers, providing customers with information to enhance their visit, serving food at the table and the maintenance of a welcoming customer dining area.</p> <p>This standard focuses on the technical knowledge and skills required to serve food at the table (formal dining); however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:</p> <ul style="list-style-type: none">• Maintain basic food safety in catering• Maintain food safety in a hospitality environment• Provide basic advice on allergens to customers• Minimise the risk of allergens to customers <p>When you have completed this standard you will be able to demonstrate your understanding of and your ability to:</p> <ul style="list-style-type: none">• Serve food at table (formal dining)
Relationship to NOS:	PPL2FBS14
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Greet customers and take orders

You must be able to:

- P1. Acknowledge your customers on arrival, check any booking records and help with their requirements in line with your workplace service standard
 - P2. Provide customers with assistance as necessary
 - P3. Ensure your customers have the correct choice of menu(s) available
 - P4. Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services
 - P5. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
 - P6. Identify your customers' orders correctly and process them promptly and efficiently
-

Outcome

2 Serve customers and maintain the customer dining area

You must be able to:

- P7. Provide your customers with correct, clean and undamaged table items, at the appropriate times
 - P8. Serve your customers using clean, undamaged and appropriate service equipment
 - P9. Serve your customers with the correct quality food items, at the correct temperature and according to your workplace service style and standards
 - P10. Carry out your work with the minimum of disturbance to customers, whilst remaining available to assist your customers where necessary
 - P11. Clear finished courses from the table at the appropriate time according to your workplace standards
 - P12. Clear the customer area of soiled, used or unused table items at appropriate times according to your workplace service style and standard
 - P13. Keep the customer area appealing and welcoming to customers according to your workplace standard
 - P14. Restock and replenish table items when necessary during the service
 - P15. Keep the customer service area clean and tidy and free from rubbish and food debris
-

Outcome

3 Greet customers and take orders

You need to know and understand:

- K1. Your workplace standard for customer service
- K2. Why menus and promotional items should be checked before service
- K3. Why information regarding the menu, availability, dish composition, ingredients and cooking methods given to the customer should be accurate
- K4. The types of assistance that customers may need and how to deal with these
- K5. The types of unexpected situations which may occur when greeting customers and processing their orders and how to deal with these

Outcome

5 Serve customers and maintain the dining area

You need to know and understand:

- K6. Safe and hygienic working practices when serving customers and maintaining the dining area
- K7. Which service equipment is appropriate for different menu items and food service methods
- K8. Which condiments and accompaniments are appropriate for each menu item
- K9. Why a constant stock of service and table items must be maintained
- K10. Why food should be presented in line with the menu specifications
- K11. Why and to whom all customer incidents should be reported
- K12. Why customer dining and service areas must be kept free from rubbish and food debris
- K13. Why waste must be handled and disposed of correctly
- K14. The types of unexpected situations which may occur when serving food at the table and how to deal with these

Unit 236 Serve food at table (formal dining) (PPL2FBS14)

Supporting Information

Scope/range

1. Customers

- 1.1 With special requirements
- 1.2 Without special requirements

2. Customer requirements

- 2.1 number of place settings
- 2.2 special seating requirements
- 2.3 nominated seating
- 2.4 dietary requirements

3. Service operation

- 3.1 restaurant
- 3.2 formal function

4. Information

- 4.1 dishes available
- 4.2 dish composition, ingredients and method of cooking
- 4.3 prices
- 4.4 special offers and promotions

5. Table items

- 5.1 crockery
- 5.2 cutlery
- 5.3 glassware
- 5.4 napkins
- 5.5 condiments and accompaniments

6. Service equipment

- 6.1 cutlery
- 6.2 dishes, flats
- 6.3 service cloths, linen, gloves
- 6.4 trays, trolleys

7. Service method

- 7.1 plated
- 7.2 served

Unit 237

Serve food at table (casual dining) (PPL2FBS15)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	<p>This standard is about providing customers with an excellent food and beverage service experience in a casual dining environment. It covers greeting and assisting customers, providing customers with information to enhance their visit, serving food at the table and the maintenance of a welcoming customer dining area.</p> <p>This standard focuses on the technical knowledge and skills required to serve food at the table (casual dining); however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:</p> <ul style="list-style-type: none">• Maintain basic food safety in catering• Maintain food safety in a hospitality environment• Provide basic advice on allergens to customers• Minimise the risk of allergens to customers <p>When you have completed this standard you will be able to demonstrate your understanding of and your ability to:</p> <ul style="list-style-type: none">• Serve food at table (casual dining)
Relationship to NOS:	PPL2FBS15
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Greet customers and take orders

You must be able to:

- P1. Acknowledge your customers on arrival, check any booking records and help with their requirements in line with your workplace service standard
 - P2. Provide customers with assistance as necessary
 - P3. Ensure your customers have the correct choice of menu(s) available
 - P4. Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services
 - P5. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
 - P6. Identify your customers' orders correctly and process them promptly and efficiently
-

Outcome

2 Serve customers and maintain the customer dining area

You must be able to:

- P7. Provide your customers with correct, clean and undamaged table items, at the appropriate times
 - P8. Serve your customers using clean, undamaged and appropriate service equipment
 - P9. Serve your customers with the correct quality food items, at the correct temperature and according to your workplace service style and standards
 - P10. Carry out your work with the minimum of disturbance to customers, whilst remaining available to assist your customers where necessary
 - P11. Clear finished courses from the table at the appropriate time according to your workplace standards
 - P12. Keep the customer area appealing and welcoming to customers according to your workplace standard
 - P13. Restock and replenish table items when necessary during the service
 - P14. Keep the customer service area clean and tidy and free from rubbish and food debris
-

Outcome

3 Greet customers and take orders

You need to know and understand:

- K1. Your workplace standard for customer service
- K2. Why menus and promotional items should be checked before service
- K3. Why information regarding the menu, availability, dish composition, ingredients and cooking methods given to the customer should be accurate
- K4. The types of assistance that customers may need and how to deal with these
- K5. The types of unexpected situations which may occur when greeting customers and processing their orders and how to deal with these

Outcome

5 Serve customers and maintain the dining area

You need to know and understand:

- K6. Safe and hygienic working practices when serving customers and maintaining the dining area
- K7. Which service equipment is appropriate for different menu items and food service methods
- K8. Which condiments and accompaniments are appropriate for each menu item
- K9. Why a constant stock of service and table items must be maintained
- K10. Why food should be presented in line with the menu specifications
- K11. Why and to whom all customer incidents should be reported
- K12. Why customer dining and service areas must be kept free from rubbish and food debris
- K13. Why waste must be handled and disposed of correctly
- K14. The types of unexpected situations which may occur when serving food at the table and how to deal with these

Unit 237 Serve food at table (casual dining) (PPL2FBS15)

Supporting Information

Scope/range

1. Customers

- 1.1 With special requirements
- 1.2 Without special requirements

2. Customer requirements

- 2.1 number of place settings
- 2.2 special seating requirements
- 2.3 dietary requirements

3. Service operation

- 3.1 table
- 3.2 function

4. Information

- 4.1 dishes available
- 4.2 dish composition, ingredients and method of cooking
- 4.3 prices
- 4.4 special offers and promotions

5. Table items

- 5.1 crockery
- 5.2 cutlery
- 5.3 glassware
- 5.4 napkins
- 5.5 condiments and accompaniments

6. Service equipment

- 6.1 cutlery
- 6.2 dishes / flats
- 6.3 service cloths / linen / paper alternatives
- 6.4 trays, trolleys

7. Service method

- 7.1 plated

Unit 238

Provide a silver service (PPL2FBS16)

Unit level:	SCQF 5
Credit value:	4
Unit aim:	<p>This standard is about the silver service of a variety of food items. It covers the equipment that you will need to provide a silver service, the types of foods that may be served in this way from soups and sauces to meat, poultry, vegetables and desserts. This standard also covers how you clear the table in between finished courses in order to maintain an appealing environment for your customers.</p> <p>This standard focuses on the technical knowledge and skills required to provide a silver service; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:</p> <ul style="list-style-type: none">• Maintain basic food safety in catering• Maintain food safety in a hospitality environment• Provide basic advice on allergens to customers• Minimise the risk of allergens to customers <p>When you have completed this standard you will be able to demonstrate your understanding of and your ability to:</p> <ul style="list-style-type: none">• Provide a silver service
Relationship to NOS:	PPL2FBS16
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Silver serve food

You must be able to:

- P1. Ensure that your prepared, clean and undamaged service equipment is ready for service according to your workplace service standards
 - P2. Ensure that the food you are going to serve is the correct type, quantity and quality required and that it is arranged in a way that allows easy service
 - P3. Portion, serve and present the food items in an appealing manner, using the appropriate service equipment
 - P4. Handle and dispose of surplus food items and equipment appropriately in order to maintain the appearance and ambience of the customer dining area
 - P5. Carry out your work with the minimum of disturbance to customers, whilst remaining available to assist your customers as required
-

Outcome

2 Clear finished courses

You must be able to:

- P6. Clear finished courses from the table at the appropriate time, systematically, with the assistance of other staff members and according to your workplace service standards
 - P7. Check crockery, cutlery and other table items in between courses. Replace or remove items as necessary
 - P8. Maintain the appearance of the table by clearing waste and food debris according to your workplace service standard
-

Outcome

3 Silver serve food

You need to know and understand:

- K1. Safe and hygienic working practices when providing a silver service
- K2. Why it is important to have correct information regarding the menu, availability, dish composition, ingredients and cooking methods
- K3. What your workplaces procedures for the serving of each courses are
- K4. The importance of correctly portioning food
- K5. The importance of food presentation
- K6. Why and to whom all customer incidents should be reported
- K7. The types of unexpected situations that may occur when providing a silver service and how to deal with these

Outcome

5 Clear finished courses

You need to know and understand:

K8. Safe and hygienic working practices when clearing finished courses

K9. Your workplace procedure for clearing finished courses

K10. Why customer dining and service areas must be kept free from rubbish and food debris

K11. Why waste must be handled and disposed of correctly

K12. The types of unexpected situations that may occur when clearing finished courses and how to deal with them

Unit 238 Provide a silver service (PPL2FBS16)

Supporting Information

Scope/range

1. Service equipment

- 1.1 dishes / liners / flats
- 1.2 service cutlery
- 1.3 service cloths / linen / gloves

2. Service operation

- 2.1 function
- 2.2 restaurant
- 2.3 buffet / carvery

3. Food items

- 3.1 soups
- 3.2 sauces / gravies
- 3.3 solid items (meat / poultry / potatoes / bread rolls)
- 3.4 small chopped items (vegetables / rice)
- 3.5 sliced meat / poultry
- 3.6 wedged items (pies / tarts / gateaux)
- 3.7 spooned desserts / puddings
- 3.8 cheese

4. Courses

- 4.1 starter
- 4.2 main course
- 4.3 dessert / cheese

5. Cleared table items

- 5.1 crockery
- 5.2 cutlery
- 5.3 glassware
- 5.4 condiments and accompaniments
- 5.5 table items / napkins

Unit 239

Provide a buffet service (PPL2FBS17)

Unit level:	SCQF 5
Credit value:	2
Unit aim:	<p>This standard is about how you prepare a buffet food display area. It covers the preparation of items such as crockery, cutlery, napkins and display equipment. Serving of the food follows, which includes your interaction with customers and how you enhance their dining experience, portioning and product knowledge. Finally the standard is completed by maintaining the food display area to uphold food safety standards and an appealing display for your customers</p> <p>This standard focuses on the technical knowledge and skills required to provide a buffet service; however it should be assessed in the wider context of safe and hygienic working practices. It is recommended that the following NOS, selected as appropriate to the job role and organisation, are referenced in conjunction with the technical skills and knowledge for the standard:</p> <ul style="list-style-type: none">• Maintain basic food safety in catering• Maintain food safety in a hospitality environment• Provide basic advice on allergens to customers• Minimise the risk of allergens to customers <p>When you have completed this standard you will be able to demonstrate your understanding of and your ability to:</p> <ul style="list-style-type: none">• Provide a buffet service
Relationship to NOS:	PPL2FBS17
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Prepare a buffet display

You must be able to:

- P1. Clean the buffet display area ensuring it is undamaged and positioned in a way that meets your workplace service standard as well as giving the customers the best view of the food on offer
 - P2. Check that heated / refrigerated units are switched on in time ready for service
 - P3. Ensure that table items are clean, undamaged and readily accessible to your customers
 - P4. Clean service equipment ensuring it is undamaged and positioned ready for use
 - P5. Display food items in an appealing manner and in accordance with food safety requirement
-

Outcome

2 Serve customers at the buffet

You must be able to:

- P6. Acknowledge your customers on arrival at the buffet and provide them with assistance as necessary
 - P7. Ensure your customers have the correct choice of dishes available
 - P8. Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services
 - P9. Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques
 - P10. Identify your customers' choices correctly, serve them promptly and efficiently while taking care to portion and present food according to your workplace standards
-

Outcome

3 Maintain the buffet area

You must be able to:

- P11. Replenish food items according to your workplace standards and following food safety requirements
 - P12. Keep the buffet area free from food debris or unwanted item
-

Outcome

4 Prepare a buffet display

You need to know and understand:

- K1. Safe and hygienic working practices when preparing a buffet display
 - K2. Why service equipment should be turned on before use
 - K3. Why heating, air conditioning, lighting, ventilation should be checked before service
 - K4. Why table items should be checked for damage and cleanliness before service
 - K5. The types of unexpected situations that may occur when preparing a buffet display and how to deal with these
-

Outcome

5 Serve customers at the buffet

You need to know and understand:

- K6. Safe and hygienic working practices when serving customers at a buffet area
 - K7. Why information given to customers should be correct
 - K8. Why portions should be controlled when serving food to customers
 - K9. Why and to whom all customer incidents should be reported
 - K10. The types of unexpected situations that may occur when serving food to customers and how to deal with these
-

Outcome

6 Maintain the buffet

You need to know and understand:

- K11. Safe and hygienic working practices when maintaining a buffet display area
- K12. Why maintaining food at the correct temperature is important and how you can achieve this
- K13. Why food items should be replenished and displayed correctly throughout service
- K14. Why buffet areas should be kept free from rubbish and food debris

Unit 239 Provide a buffet service (PPL2FBS17)

Supporting Information

Scope/range

1. Service style

- 1.1 served
- 1.2 Self-service

2. Table items

- 2.1 crockery
- 2.2 cutlery
- 2.3 napkins

3. Service equipment

- 3.1 dishes / flats / plates
- 3.2 service cutlery
- 3.3 service cloths / linen

4. Food items

- 4.1 Hot
- 4.2 Cold
- 4.3 accompaniments

Unit 240

Maintain and deal with payments (PPL2GEN12)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	<p>This standard is about maintaining a payment point such as a till. It also covers taking payments from the customer, operating the till correctly and keeping payments safe and secure.</p> <p>When you have completed this standard you will have demonstrated your understanding of and your ability to:</p> <ul style="list-style-type: none">• Maintain and deal with payments
Relationship to NOS:	PPL2GEN12
Endorsed by	Habia
Assessment type:	Portfolio

Outcome

1 Maintain and deal with payments

You must be able to:

- P1. Ensure your payment point is working and that you have all the materials you need
 - P2. Maintain the payment point and restock it when necessary
 - P3. Enter / scan information into the payment point correctly
 - P4. Tell the customer how much they have to pay
 - P5. Acknowledge the customer's payment and validate it where necessary
 - P6. Follow correct procedure for chip and pin and contactless transactions
 - P7. Put the payment in the right place according to your organisation's procedures
 - P8. Give correct change for cash transactions
 - P9. Carry out transactions without delay and give relevant confirmation to the customer
 - P10. Make the payment point contents available for authorised collection when asked to
 - P11. Follow organisational procedures to sign off from / shut down payment point and conduct a handover at the end of a shift
-

Outcome

2 Maintain and deal with payments

You need to know and understand:

- K1. Legal requirements for operating a payment point and taking payments from customers
- K2. Different types of payment equipment and processes used by an organisation and accepted methods of payment
- K3. Your organisation's security procedures for cash and other types of payments
- K4. How you should set up your payment point
- K5. How to get stocks of materials you need to set up and maintain the payment point
- K6. Why it is important to tell the customer about any delays and how you should do so
- K7. The types of problems that might happen with your payment point and how to deal with these
- K8. The procedure for changing the till / card machine roll
- K9. The correct procedures for handling payments
- K10. What you should do if there are errors in handling payments
- K11. The procedures for dealing with hand held payment devices
- K12. What procedure you must follow with regard to a payment that has been declined
- K13. What might happen if you do not report errors
- K14. The types of problems that may happen when you are taking payments and how to deal with these
- K15. The procedures for collecting the contents of the payment point, including who you should hand payments to
- K16. The procedures for signing off and handover at the end of a shift
- K17. What VAT is and how it is applied to the bill
- K18. How to handle tips in cash and via electronic payment

Unit 240 Maintain and deal with payments (PPL2GEN12)

Supporting Information

Scope/range

1. Materials

- 1.1 cash float
- 1.2 cash equivalents
- 1.3 relevant stationery
- 1.4 till / card machine rolls
- 1.5 Handheld devices

2. Payments

- 2.1 cash
- 2.2 credit / debit cards
- 2.3 Contactless e.g. cards / tablets / watches / mobile phones
- 2.4 cash equivalents

Appendix 1

Annex C extracted from *The People 1st Assessment Strategy March 2017*

Occupational Expertise of Assessors and Verifiers

The requirements set out below relates to all assessors and verifiers..

✓ = mandatory

Assessors and Internal Verifiers must:	A	IV	EV
Have a good knowledge and understanding of the national occupational standard and competence based units and qualifications which are being assessed or verified.	✓	✓	✓
Hold or be working towards relevant and/or verification qualification (s) as identified by SQA Accreditation, qualifications regulator, confirming their competence to assess or verify SVQ units and qualifications as follows:			
<ul style="list-style-type: none"> Assessors and verifiers who hold current assessor and/or verifier units and undertake appropriate continuous professional development. 	✓	✓	✓
<ul style="list-style-type: none"> Assessors and verifiers who hold previous version of assessor and/or verifier units, who work to the current Learning and Development (L&D) National Occupational Standards (NOS) and undertake appropriate continuous professional development (CPD) 	✓	✓	✓
<ul style="list-style-type: none"> Any new assessors or verifiers who do not currently hold any assessor or verifier units must undertake current unit(s) In the case that an assessor or verifier is working towards their assessor/verification decision unit, a representative sample of their assessment/verification decision must be counter-signed by a colleague who has achieved an appropriate assessor/verifier unit. The colleague should have the same occupational expertise. 	✓	✓	✓

Assessors and Internal Verifiers must:	A	IV	EV
Have relevant occupational expertise and knowledge, at the appropriate level of the occupational area(s) they are assessing and/or verifying, which has been gained through 'hands on' experience in the industry.	✓	✓	✓
Adhere to the awarding body's assessment requirements and practise standardised assessment principles	✓	✓	✓
Adhere to the awarding organisation's assessment requirements and practise standardised assessment principles	✓	✓	✓
Have sufficient resources to carry out the role of assessor or verifier, ie time and budget	✓	✓	✓
Have supervisory/management, interpersonal and investigative skills, including the ability to analyse information, hold meetings, guide, advise, plan and make recommendations at all levels, taking into account the nature and size of the organisation in which assessment is taking place. High standards of administration and record keeping are also essential.		✓	✓
Hold qualifications, or have undertaken training, that has legislative relevance to the competence based units being assessed (See Annex D in appendix 2).	✓	Good practice	Good practice
Update their occupational expertise and industry knowledge in the areas being assessed and verified through planned Continuous Professional Development (see Annex E in appendix 3).	✓		✓

Appendix 2

Annex D extracted from *The People 1st Assessment Strategy March 2017*

Qualifications and Training Relevant to Assessors and Verifiers

The following sets out areas in which assessors, verifiers and external verifiers should either received training or achieve qualifications. People1st is **not** stipulating that assessors, verifiers or external verifiers must undertake and achieve specific qualifications, there is the option to either undertake appropriate training or an accredited qualification.

✓ = mandatory

Qualification / Training	SVQunit / qualification	A	IV	EV
Health and Safety	All sector units and qualifications	✓	Good Practice	Good Practice
Food Safety	Kitchen Services	✓	Good Practice	Good Practice
	Hospitality Services	✓		
	Professional Cookery	✓		
	Food and Beverage Service	✓		
	Hospitality Supervision and Leadership (<i>with food and drink units</i>)	✓		
Licensing	Food and Bervage Service	✓	Good Practice	
	Beverage Service	✓		
	Hospitality Supervision (<i>with food and drink units</i>)	✓		

Appendix 3

Annex E extracted from *The People 1st Assessment Strategy March 2017*

Continuous Professional Development for Assessors and Verifiers

It is necessary for assessors and verifiers to maintain a record of evidence of their continuous professional development (CPD). This is necessary to maintain currency of skills and understanding of the occupational area(s) being assessed, and can be achieved in a variety of ways. It should be a planned process, reviewed on an annual basis, for example as part of an individual's performance review.

Assessors and verifiers should select CPD methods that are appropriate to meeting their development needs. The following provides an example of a variety of methods that can be utilised for CPD purposes.

<p>Updating occupational expertise</p>	<ul style="list-style-type: none"> • Internal and external work placements • Work experience and shadowing (eg within associated departments) • External visits to other organisations • Updated and new training and qualifications (http://hospitalityguild.co.uk/uksp) • Training sessions to update skills • Visits to educational establishments • Trade fairs
<p>Keeping up to date with sector developments and new legislation</p>	<ul style="list-style-type: none"> • Relevant sector websites • Membership of professional bodies • Papers and documents on legislative change • Networking events • Seminars, conferences, workshops, membership of committees / working parties (e.g. People1st events) • Staff development days
<p>Standardising and best practice in assessment</p>	<ul style="list-style-type: none"> • Regular standardisation meetings with colleagues • Sharing best practice through internal meetings, news letters, email circulars • Comparison of assessment and verification in other sectors • Attending awarding body meetings / seminars

Downloadable guidance on CPD can be found at CPD Guidance (<https://set.et-foundation.co.uk/professionalism/cpd/>)

Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
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