

Level 1 Certificate in Food and Beverage Services (8066-01)

Assessment pack



www.cityandguilds.com
November 2012
Version 1.01

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1 Assessor guidance

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of www.cityandguilds.com. This document also explains the tasks, activities and responsibilities of quality assurance staff.

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- only use the City & Guilds Assessment Materials in formal, summative assessment leading to the award of a qualification and **not** for **any** other purpose (including, but not restricted to, teaching, revision, as practice assessments or for commercial purposes);
- handle and store securely the City & Guilds Assessment Materials in accordance with the following conditions
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- seek permission from City & Guilds via their External Verifier if they want to convert City & Guilds Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system)
- provide access, on request, to City & Guilds to the system(s) on which the Assessment Materials appear.

Assessments

This qualification is assessed in a number of ways to provide a clear indication of candidate knowledge and skills. The types of assessments used are

- externally set and marked multiple choice question papers
- individual practical tasks

The practical tasks are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked internally, using the information provided and the outcomes recorded on the documents provided by City & Guilds. Assessments are subject to internal and external verification.

Assessments can be completed in any order. Centres will be expected to organise the assessments in a logical order according to the requirements of the candidates and the course.

As a minimum Tutors should deliver the full breadth of the units and not limit teaching to the assessment tasks contained in this assessment pack. Lesson plans and candidate work, may be sampled by the External Verifier to evidence the full delivery of the units.

These externally set assessments should be used when delivery of a unit(s) is complete and candidates are ready to undertake the summative assessments. Candidates should be aware of the standard of performance/evidence required of them in order to achieve a pass.

Externally set question papers

To achieve the qualification, candidates are required to be successful in the following examination:

- Food and Beverage Services Principles

Please refer to the International Directory on the Walled Garden for dates and times of each examination. Test specifications for each examination can be found in Appendix 1.

Practical tasks

These tasks will require candidates to demonstrate their practical skills. Most practical tasks will be assessed by observation of the candidate carrying out the tasks and/or an assessment of the final outcome/product. Checklists are provided which assessors should use to record candidate performance. Details of how to mark and grade each practical observation are contained within each assignment.

The practical tasks should be carried out in a realistic or actual working environment and under realistic time conditions. Candidates may familiarise themselves with the marking criteria prior to the assessment, but are **not** permitted to use any criteria/checklist to work from when completing the practical task.

Assessors/Tutors can combine one or more practical tasks, this is allowed where it is possible to demonstrate and assess more than one practical task at once.

Introducing the tasks to candidates

The assessor should introduce each task, making sure that the candidates understand what is required of them.

Opportunities to repeat tasks

It is essential that the tasks are not used for formative purposes and the candidates only attempt them when they are judged to be fully ready. It is at the centre's discretion whether to allow a candidate to repeat a task, unless otherwise specified. A candidate should not be allowed to repeat until it is evident that they are ready to undertake the task.

Feedback

A feedback form has been provided in the appendices. Although some feedback may be given verbally, this is often forgotten by the candidate after the assessment, and so, assessors should complete a feedback form for each candidate, showing the key information given to the candidate. This will also serve as an action plan for candidates who are unsuccessful in a task and need to do further work before taking the task again.

Health and safety / Codes of practice

The importance of safe working practices, the demands of the Health and Safety at Work Legislation and the Codes of Practice associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow correct health and safety practices and procedures during practical assessment, the assessment **must be stopped** and the candidate advised of the reasons why. The candidate should be informed that they have not reached the standard of assessment required. At the discretion of the centre, candidates may retake the assessment at a later date when they are able to work safely. In any cases of doubt, guidance should be sought from the External Verifier.

Verification of assessments

Centres must use the provided documentation, unless otherwise agreed, to ensure that External Verifiers can check that evidence for an assessment is complete and ensure that the assessment decision is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate's work is selected for verification, samples of work must be made available to the appointed External Verifier who will ensure that

- the Quality Assurance Co-ordinator is undertaking his/her responsibilities
- the Quality Assurance Co-ordinator is given prompt, accurate and constructive feedback on centre operations
- a report is written on centre activities for City & Guilds.

Retention of evidence

In order to fully support candidates, centres are required to retain candidates' evidence until the candidate has certificated and until any final external verification sampling has taken place. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification.

Entry for assessment and certification

Entry for assessment and certification should be as specified in the Qualification handbook and the Walled Garden.

2 Assessments

Unit 103 Customer service in hospitality and catering industry

Practical Task/Observation

Candidates are required to demonstrate customer service on **two** separate occasions during food and beverage services.

Assessor Guidance

Each food and beverage service should be for a minimum of **four** people. The **two** occasions can be in the same service or in different services.

During the service, a candidate may act as a commis waiter to support another candidate, but for assessment purposes they must complete all of the assessment criteria within the practical observation checklist unassisted. Candidates should demonstrate all of the assessment criteria on each occasion.

Unit 103 Customer service in hospitality and catering industry



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Name and date of event	Event 1	Event 2
01. Greet customers in a professional, polite and friendly way		
02. Deal with customer requests promptly and accurately		
03. Provide customers with accurate information keeping them informed at all times		
04. Communicate politely when dealing with customers		
Assessor signature and date		
Candidate signature and date		
Quality Assurance Coordinator signature and date (where applicable)		
External Verifier signature and date (where applicable)		

Unit 103 Customer service in hospitality and catering industry

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Greet customers in a professional, polite and friendly way			
02. Deal with customer requests promptly and accurately			
03. Provide customers with accurate information keeping them informed at all times			
04. Communicate politely when dealing with customers			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 103 Customer service in hospitality and catering industry

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Greet customers in a professional, polite and friendly way

Candidates should retain a professional image at all times (e.g. clean personal appearance, wearing correct uniform) and act professionally when dealing with both external and internal customers.

02 Deal with customer requests promptly and accurately/

03 Provide customers with accurate information keeping them informed at all times

Candidates should be aware of time constraints and other issues affecting service, and ensure that customers are kept informed.

04 Communicate politely when dealing with customers

Candidates should be aware of verbal and non-verbal communication, and anticipate customer needs by observation of their body language. Candidates should be aware of how their verbal and non-verbal communication has the ability to both positively and negatively impact customers.

Unit 104 Food and beverage service skills

Practical Task/Observation

Candidates are required to complete **two** tasks. They must demonstrate during food and beverage services:

- a) a table/function service
- b) a counter service

Assessor Guidance

Assessors should be aware that a table and function service could include service at a table as part of a function. Where centres do not have a built in counter as part of their usual operation, the centre can adapt and create a counter in order to serve (e.g. a cold buffet, chafing equipment).

Each food and beverage service should be for a minimum of **four** people. The **two** occasions can be in the same service or in different services.

During the service, a candidate may act as a commis waiter to support another candidate, but for assessment purposes they must complete all of the assessment criteria within the practical observation checklist unassisted. Candidates should demonstrate all of the assessment criteria on each occasion.

Unit 104 Food and beverage service skills



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Service name and date	Type of service	
	Table and function service	Counter service
01. Set up for a table and function service/ prepare the counter for service		
02. Provide advice to customers		
03. Take and process orders		
04. Provide a table and function service/counter service delivery		
05. Handle bills		
06. Keep service area clean and tidy throughout service/maintain the counter area		
Assessor signature and date		
Candidate signature and date		
Quality Assurance Coordinator signature and date (where applicable)		
External Verifier signature and date (where applicable)		

Unit 104 Food and beverage service skills

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Set up for a table and function service/ prepare the counter for service			
02. Provide advice to customers			
03. Take and process orders			
04. Provide a table and function service/counter service delivery			
05. Handle bills			
06. Keep service area clean and tidy throughout service/maintain the counter area			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 104 Food and beverage service skills

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Set up for a table and function service/ prepare the counter for service

Candidates should ensure that all equipment is checked for suitability and cleanliness.

02 Provide advice to customers

Candidates should provide advice to customers, this should cover several of the range, but it is not a requirement to cover all areas as ranged.

03 Take and process orders

Orders should be taken either manually or electronically. Orders should be accurate and understandable for colleagues in other departments (e.g. kitchen, bar). Communication skills are an important process of the order process (this can be cross-referenced against assessment criteria under unit 103).

04 Provide a table and function service/counter service delivery

05 Handle bills

Candidates are expected to be able to handle bills by presenting and collecting them as part of the service to guests, however they are not required to demonstrate the ability to accept and transact payments at this level.

06 Keep service area clean and tidy throughout service/maintain the counter area

It is important that candidates provide good delivery throughout the service period.

Unit 106 Hot and cold beverage service skills

Practical Task/Observation

Candidates are required to complete **two** tasks. They must demonstrate during food and beverage services:

- a) serving a minimum of one hot drink
- b) serving a minimum of one cold drink

Assessor Guidance

Each food and beverage service should be for a minimum of **four** people. The **two** occasions can be in the same service or in different services.

Candidates should demonstrate all of the assessment criteria on each occasion.

Unit 106 Hot and cold beverage service skills

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Name of beverage	Type of beverage	
	Hot	Cold
01. Prepare equipment and the service area prior to service		
02. Prepare and store accompaniments for a range of beverages		
03. Make and serve a range of drinks with correct accompaniments and decorative items		
Assessor signature and date		
Candidate signature and date		
Quality Assurance Coordinator signature and date (where applicable)		
External Verifier signature and date (where applicable)		

Unit 106 Hot and cold beverage service skills

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Prepare equipment and the service area prior to service			
02. Prepare and store accompaniments for a range of beverages			
03. Make and serve a range of drinks with correct accompaniments and decorative items			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 106 Hot and cold beverage service skills

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met

01 Prepare equipment and the service area prior to service

Candidates should ensure that all equipment is checked for suitability and cleanliness.

02 Prepare and store accompaniments for a range of beverages

03 Make and serve a range of drinks with correct accompaniments and decorative items

Drinks should be prepared in order to be served to the customer to meet the drink specification (e.g. hot drinks served hot).

Appendix 1 Test specifications

Food and Beverage Services Principles 1 (8066-109)

Unit number	No. of questions	%
102 Safety at work	6	15
103 Customer service in hospitality and catering industry	4	10
104 Food and beverage service skills	7	17.5
106 Hot and cold beverage service skills	7	17.5
107 Menu knowledge	7	17.5
201 Introduction to the hospitality and catering industry	9	22.5
	40	100

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Appendix 2 Candidate feedback form



Candidate:

Task & date	Assessor comments/action plan (The assessor should sign each feedback session)

Candidate signature

Date

Tutor/assessor signature

Date

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