

# Level 2 Diploma in Food and Beverage Services (8066-02)

## Assessment pack



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November 2012  
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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](http://www.cityandguilds.com). This document also explains the tasks, activities and responsibilities of quality assurance staff.

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- (where the City & Guilds Assessment Materials are dated examinations), the JCQ Instructions for Conducting Examinations

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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
  - City & Guilds Assessment Material must be accessible to candidates only during formal assessment as governed by the assessment conditions specified for the qualification;
  - Candidate portfolios may contain assessment results referenced to the assessment taken but should not contain the City & Guilds Assessment Materials (such as assessment tasks or questions or candidates' marked scripts if the tests may be reused (unless otherwise stated));
  - the Approved Centre must not make public **in any format** the contents of any City & Guilds Assessment Materials either in part or in full;
  - City & Guilds Assessment Materials must be securely handled and under no circumstances shared with third party organisations or individuals
- 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 **or** online multiple choice tests
- 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 tests**

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

- Food Safety in Catering
- Food and Beverage Services Principles 2

These are available either as paper based tests **or** online tests.

Test specifications for each examination can be found in Appendix 1.

## **Paper-based tests**

The numbers to enter for the paper-based tests are:

- 203 (Food Safety in Catering)
- 213 (Food and Beverage Services Principles 2)

Please refer to the International Directory on the Walled Garden for dates and times of each examination.



## Online tests

The numbers to enter for the online tests are:

- 503 (Food Safety in Catering)
- 513 (Food and Beverage Services Principles 2)

Candidates taking the e-volve test are offered a tutorial and a navigation test at the start of each e-volve test to allow them to become familiar with the system. On completion of the test a score report will be produced which will indicate areas of strength and weakness for the candidate. The result for the test is returned to City & Guilds automatically.

For more information on e-volve, please visit [www.cityandguilds.com](http://www.cityandguilds.com)

## 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 204 Customer service in hospitality and catering industry

## Practical Task/Observation

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

## Assessor Guidance

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

Candidates must demonstrate that they have the skills and understanding to respond to incidents and manage complaints. If these occur naturally, they can be assessed as part of the tasks, if not they can be assessed by

- a role-play exercise
- or witness testimony, supported by questioning by the assessor.

Evidence should be retained to illustrate that candidates have met the criteria required (e.g. witness testimony from the assessor or a colleague, video, voice recorder).

**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 event	Observation 1 .....	Observation 2 .....	Observation 3 .....	Role play activity/witness testimony (if required) .....
01. Greet customers promptly and politely				
02. Identify customer needs and provide the appropriate service				
03. Respond to customer incidents				
04. Manage customer complaints				
Assessor signature and date				
Candidate signature and date				
Quality Assurance Coordinator signature and date (where applicable)				
External Verifier signature and date (where applicable)				

# Unit 204 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 promptly and politely			
02. Identify customer needs and provide the appropriate service			
03. Respond to customer incidents			
04. Manage customer complaints			
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>			

**Marking guidance**

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

**01 Greet customers promptly and politely**

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 Identify customer needs and provide the appropriate service**

Candidates should show initiative in the identification of customer needs, and match customer needs to the service provided.

**03 Respond to customer incidents/****04 Manage customer complaints**

Candidates should be aware of the centre's procedure for handling incidents and complaints, and should adhere to these when in assessment situations. Candidates should know how to manage complaints regarding taking ownership from junior colleagues, and pass ownership upwards when applicable.

# Unit 210 Food and beverage service

## Practical Task/Observation

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

- a) a table and drinks service for an a la carte menu
- b) a food and drinks service for any menu of their choice
- c) a counter, carvery or buffet service

## Assessor Guidance

Candidates should be assessed on **three** separate occasions; each occasion should be for a minimum of **four** people.

Candidates must be able to provide service using an a la carte menu in order to demonstrate changes in equipment requirements during service.

The menu of their choice must be different to that for task a) which could also be a la carte or any other menu as ranged.

At least one of the menus for task a) or b) must demonstrate use of silver service; this could be demonstrated by the silver service of bread rolls or of dessert. Alternatively the candidate may chose to deliver full silver service as their second menu.

Assessors are advised that 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 for candidates to serve (e.g. a cold buffet, chafing equipment).

During the services, 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.



**Task A - 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 service delivered	Type of service .....
01 Prepare the counter, carvery or buffet table for service	
02 Display food items attractively and safely	
03 Provide an assisted service to customers	
04 Maintain the counter, carvery or buffet table	
05 Clear the counter, carvery or buffet table	
Assessor signature and date	

# Unit 210 Food and beverage service



## Task B – 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 service delivered	Type of service .....
01 Set up for different styles of menu and styles of table service	
02 Provide and maintain a table service	
03 Select the equipment and accompaniments for the food items to be served	
04 Clear tables and service stations	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

# Unit 210 Food and beverage service



## Task C – 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 service delivered	Type of service .....
01 Set up and clear tables appropriate for styles of menu and table service	
02 Keep service stations clean, tidy and cleared	
03 Provide information to customers on the beverages available	
04 Provide a beverage service at the table	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

## Unit 210 Food and beverage service

### 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			
A.01 Prepare the counter, carvery or buffet table for service			
A.02 Display food items attractively and safely			
A.03 Provide an assisted service to customers			
A.04 Maintain the counter, carvery or buffet table			
A.05 Clear the counter, carvery or buffet table			
B.01 Set up for different styles of menu and styles of table service			
B.02 Provide and maintain a table service			
B.03 Select the equipment and accompaniments for the food items to be served			
B.04 Clear tables and service stations			
C.01 Set up and clear tables appropriate for styles of menu and table service			
C.02 Keep service stations clean, tidy and cleared			
C.03 Provide information to customers on the beverages available			
C.04 Provide a beverage service at the table			
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 210      Food and beverage service

## Marking guidance

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

### Task A

#### Display food items attractively and safely/

#### Maintain the counter, carvery or buffet table

It is important that candidates should maintain good delivery throughout the service period (e.g. maintaining stock levels, wiping down and removal of used equipment to ensure a professional image).

#### Provide an assisted service to customers

Candidates should demonstrate a different approach in counter service to that in table service. It is important that the candidates shows appropriate interpersonal skills and interaction when serving from a counter (e.g. good eye contact, portion control)

#### Clear the counter, carvery or buffet table

Candidates must demonstrate safe working practices when clearing the work area for the safety of themselves, work colleagues and customers.

### Task B

#### Set up for different styles of menu and styles of table service

There is an expectation that candidates will prepare the restaurant for different styles of service (e.g. silver service table lay-up including table-cloths, napkins, condiments).

#### Provide and maintain a table service

It is important that candidates should maintain good delivery throughout the service period (e.g. keeping the station well-stocked, prepared and clear).

#### Select the equipment and accompaniments for the food items to be served

This should be done prior to service in order to retain a smooth and effective service for customers.

#### Clear tables and service stations

Candidates should ensure that tables are cleared as soon as practical after the customers have vacated.

# Unit 210      Food and beverage service

## Task C

### **Set up for different styles of menu and styles of table service**

There is an expectation that candidates will prepare the restaurant for different styles of service (e.g. silver service table lay-up including table-cloths, napkins, condiments).

### **Provide information to customers on the beverages available**

Candidates must ensure that information provided is accurate. Candidates should have an awareness of how information provided can promote sales opportunities.

### **Provide a beverage service at the table**

It is important that candidates should maintain good delivery throughout the service period and be diligent to beverage needs (e.g. refilling empty glasses and water vessels, offering additional drinks).

### **Keep service stations, clean, tidy and cleared**

Candidates should ensure that tables are cleared as soon as practical after the customers have vacated.

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# Unit 211 Handling payments

## Practical Task/Observation

Candidates are required to complete **two** activities for this unit. The candidate must:

- a) maintain the cash point
- b) balance payments received

## Assessor Guidance

Candidates must maintain a cash point securely during service and follow organisational procedures to demonstrate the assessment criteria from points 01 to 06.

Centres that do not have access for authorising non-cash transactions must ensure that this can be demonstrated by the candidate in the form of a role play exercise. For the second activity, candidates must balance payments received during one service period.



## Unit 211 Handling payments

### 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.

	Maintain cash point	Balance payments received
01. Keep cash and other payments secure		
02. Check, prepare and present customers bill		
03. Follow procedures for authorising non cash transactions		
04. Carry out checks for counterfeit payments		
05. Carry out checks for stolen cheques, credit cards, change cards, debit cards		
06. Check the amount and means of payment offered by the customer		
07. Balance payments received		
Assessor signature and date		
Candidate signature and date		
Quality Assurance Coordinator signature and date (where applicable)		
External Verifier signature and date (where applicable)		

## Unit 211 Handling payments

### 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. Keep cash and other payments secure			
02. Check, prepare and present customers bill			
03. Follow procedures for authorising non cash transactions			
04. Carry out checks for counterfeit payments			
05. Carry out checks for stolen cheques, credit cards, change cards, debit cards			
06. Check the amount and means of payment offered by the customer			
07. Balance payments received			
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 211 Handling payments

### Marking guidance

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

#### **01 - Keep cash and other payments secure**

#### **02 - Check, prepare and present customers bill**

The bill can be prepared either manually or by an electronic system. Candidates must thoroughly check the bill and ensure that all information is accurate before presenting to the customer, following organisational procedures.

#### **03 - Follow procedures for authorising non cash transactions**

Candidates should be aware of how to deal with the authorisation of all non cash transactions as per the range.

#### **04 - Carry out checks for counterfeit payments**

Candidates should carry out checks for counterfeit payments as per the organisational procedures of the centre and should seek guidance in situations where they are uncertain.

#### **05 - Carry out checks for stolen cheques, credit cards, charge cards, debit cards**

#### **06 - Check the amount and means of payment offered by the customer**

Checking the amount and means of payment will also include dealing with and returning correct change as applicable. Candidates should be aware of how to deal with situations where payment offered is not acceptable (e.g. unacceptable currency, centre not setup to take credit card payment).

#### **07 - Balance payments received.**

Candidates must balance payments received during one service period. Candidates should balance payments according to organisational and security protocols.

## Appendix 1 Test specifications

### Food and Beverage Service Principles 2 (8066-213)

Unit number	No. of questions	%
202 Safety at work	10	20
204 Customer service in the hospitality and catering industry	3	6
207 Menu knowledge and design	6	12
208 Hot beverage product knowledge	11	22
209 Beverage product knowledge	12	24
210 Food and beverage service	4	8
211 Handling payments	4	8
	<b>50</b>	<b>100</b>

### Food Safety in Catering (8066-203)

Outcome number	No. of questions	%
1 Understand food safety procedures	7	14
2 Understand how to keep self clean and hygienic	8	16
3 Understand how to keep the working area clean and hygienic	12	24
4 Know how to receive and store food safely	12	24
5 Know how to prepare, cook, hold and serve food safely	11	22
	<b>50</b>	<b>100</b>

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## Appendix 2 Candidate feedback form



Candidate:

<b>Task &amp; date</b>	<b>Assessor comments/action plan</b> (The assessor should sign each feedback session)

Candidate signature

Date

\_\_\_\_\_

Tutor/assessor signature

\_\_\_\_\_

Date

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