

FOOD & BEVERAGE SERVICES NQF LEVEL 4

NATIONAL CERTIFICATE

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FOOD & BEVERAGE SERVICES NQF LEVEL 4 – SAQA ID: 14113

TARGET AUDIENCE

Middle Management / Hospitality Managers / Food & Beverage Managers / Restaurant Managers

| CREDITS | SAQA ID | MINIMUM ENTRY LEVEL |
|---------|---------|---------------------|
| 133 | 14113 | NQF LEVEL 3 |

MODULE OUTLINE

- Display Cultural Awareness in dealing with Customers & Colleagues
- Prepare and clear areas for table service.
- Supervise the running of a function.
- Describe layout, services and facilities of the organization.
- Describe the Sectors of the Hospitality, travel & Tourism Industries
- Monitor and maintain health, safety and security.
- Maintain the receipt, storage and issue of goods.

MODULES

1. Providing Customer Service & Industry Knowledge [Total of 12 Credits]
2. Communication & Teamwork [Total of 13 Credits]
3. Basic Calculations and Numeracy Skills [Total of 6 Credits]
4. Maintain & Prepare areas for various Services [Total of 12 Credits]
5. Maintenance and Understanding of Cleaning Procedures [Total 6 Credits]
6. Understand and be able to run Function Services [Total of 26 Credits]
7. Adhere to Health & Safety Standards [Total of 11 Credits]
8. Understand and comply with ethical HR practices [Total of 15 Credits]
9. Supplier development and relationships [Total of 11 Credits]
10. Know how to handle Payments and Processing Data [Total of 11 Credits]
11. Organization of Self [Total of 7 Credits]



CONTACT US: HEAD OFFICE

www.csggroup.co.za | skillsinfo@csggroup.co.za | +27 11 794 2000

shaped around you.

