

***Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) (QCF)***

**Qualification Number: 600/0847/7**

**What is the purpose of this qualification?**

This Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) is a recognised qualification for those working or wishing to work in the hospitality sector within a restaurant, cafe, cruise ship or events organisation in the role of waiter/waitress or a demi chef de rang. The qualification is designed to prepare learners for further training or learning and develop skills and knowledge associated with working front of house as part of a team providing a food and beverage service to customers.

This qualification relates to the National Occupational Standards for the hospitality industry as defined by people 1st, the Sector Skills Council. The qualification is accredited on the Qualifications and Credit Framework.

People 1<sup>st</sup> recognise this qualification as the knowledge component of the Intermediate Apprenticeship in Hospitality (Food and Beverage Service).

**What does this qualification cover?**

The qualification comprises of 16 credits and ranges from 110 - 153 guided learning hours.

Learners will complete five mandatory units worth 8 credits in the following subjects:

- Safe, Hygienic and Secure Working Environments in Hospitality
- Effective Teamwork
- Giving Customers a Positive Impression
- Food Safety in Catering
- Principles of Customer Service in Hospitality Leisure Travel and Tourism

Learners will then choose optional units to make up a further 8 credits from units such as:

- Principles of Providing a Counter and Takeaway Service
- Service of Food at Table
- Principles of Providing a Silver Service
- Principles of Providing a Buffet and Carvery Service
- Principles of Preparing and Serving Cocktails
- Principles of Preparing and Serving Wines
- Principles of Preparing and Serving Dispensed and Instant Hot Drinks
- Principles of Preparing and Serving Hot Drinks Using Specialist Equipment
- Service of Alcoholic and Non-Alcoholic Drinks
- Preparation and Clearing of Service Areas
- Principles of Preparing and Clearing Areas for Table Service
- Principles of Maintaining Cellars and Kegs
- Principles of Cleaning Drink Dispense Lines
- Principles of Receiving, Storing and Issuing Drinks Stock
- Principles of Preparing and Clearing Bar Areas
- Principles of Promoting Additional Services or Products to Customers
- Dealing with Payments
- Principles of Maintaining Customer Service Through Effective Handover
- Principles of Resolving Customer Service Problems

### How is the Qualification Assessed?

Learners will undertake assessments devised by their centres to create a portfolio of evidence. Alternatively, learners can complete online Multiple Choice Tests via Pearson platforms.

### Who could take this qualification?

This qualification is for all learners aged 16 and above who are capable of reaching the required standards. Learners do not need any prior qualifications, knowledge or experience before starting the qualification. They may be seeking work within the hospitality service sector, or they may already be employed in a hospitality role working in restaurant or similar premises where food and drinks are served. Learners could also take this qualification as part of a traineeship programme.

Although this qualification is part of the Intermediate Apprenticeship for Hospitality (Food and Beverage Service), some learners may need or wish to take the qualification on its own, for example, learners who work on a part-time or voluntary basis or those who are not yet employed in the industry but wish to upskill their knowledge and understanding in preparation for working as a waiter or waitress.

### What are the potential job roles for those working towards this qualification:

- **Waiter or Silver Service Waiter.** Taking food and drink orders, maintaining a high standard of customer care and taking opportunities to maximise sales in a discreet manner, ensure that tables are cleaned quickly and efficiently, preparing and checking bills and receiving payment.
- **Demi chef de rang.** Taking responsibility for waiting staff for a particular area of a restaurant in addition to the requirements of a waiter above.

### What could this qualification lead to?

Learners who achieve the Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) will be able to demonstrate knowledge and understanding of their job role which may support their entry into employment. They could also progress on to roles such as Chef de Rang or food and beverage service supervisor. They can also move on to further study by taking related qualifications, for example:

- Pearson Edexcel Level 2 NVQ Diploma in Food and Beverage Service (QCF) (500/9937/1)
- Pearson BTEC Level 3 Award in Hospitality Supervision and Leadership Principles (QCF) (600/0871/4)

### Who supports this qualification?

This qualification is highly valued by the Craft Guild of Chefs: <http://craftguildofchefs.org/> and the following employers:

- Doncaster Racing.

