

Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) (QCF)**Qualification Number: 600/0852/0****What is the purpose of this qualification?**

This Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) is a recognised qualification for those working or wishing to work in the hospitality sector across various disciplines. Popular job roles include demi/chef de rang (the waiter in charge of a station in a restaurant and responsible for the waiting team working from that station) or a Hospitality team member/ service assistant (multi-skilled in several areas allowing them to support various teams including front of house, reception and housekeepers as and when required). Learners taking this qualification may expect to work in a restaurant, hotel or an events organisation. The qualification is designed to prepare learners for further training or learning and develop skills and knowledge associated with working across multiple hospitality areas.

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 1st recognise this qualification as the knowledge component of the Intermediate Apprenticeship in Hospitality (Hospitality Services).

What does this qualification cover?

The qualification comprises of 15 credits and ranges from 105 - 141 guided learning hours.

Learners will complete four mandatory units worth 7 credits in the following subjects:

- Safe, Hygienic and Secure Working Environments in Hospitality
- Effective Teamwork
- Giving Customers a Positive Impression
- 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:

- Food Safety in Catering
- Preparation and Clearing of Service Areas
- 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
- Service of Alcoholic and Non-Alcoholic Drinks
- Principles of Maintaining Cellars and Kegs
- Principles of Cleaning Drink Dispense Lines
- Principles of Receiving, Storing and Issuing Drinks Stock
- Principles of Preparing and Serving Dispensed and Instant Hot Drinks
- Principles of Preparing and Serving Hot Drinks Using Specialist Equipment
- Principles of producing basic fish dishes
- Principles of producing basic vegetable dishes
- Principles of producing basic rice, pulse and grain dishes
- Principles of producing basic pasta dishes
- Cleaning and Servicing of Hospitality Areas
- Chemicals and Equipment used for Cleaning in the Hospitality Industry
- Maintain Housekeeping Supplies
- Provide a Linen Service
- Principles of Carrying Out Periodic Room Servicing and Deep Cleaning

- Arrival of Customers
- Dealing with Bookings
- Departure of Customers
- Handle Mail and Book External Services
- Principles of Storing and Retrieving Information
- Principles of Resolving Customer Service Problems
- Principles of Promoting Additional Services or Products to Customers
- Principles of Maintaining Customer Service Through Effective Handover
- Dealing with Payments
- Principles of Cleaning and Protecting Floors, Carpets and Soft Furnishings
- Principles of Completing Kitchen documentation
- Principles of setting up and closing the kitchen
- Principles of Preparing and Clearing Areas for Table Service
- Principles of Cleaning Windows From the Inside
- Principles of Providing a Counter and Takeaway Service
- Principles of Collecting Linen and Making Beds

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 hotel. Learners could also take this qualification as part of a traineeship programme.

Although this qualification is part of the Intermediate Apprenticeship for Hospitality (Hospitality Services), 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 chef de rang or hospitality team member/service assistant.

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

- **Hospitality Team Member/ Hospitality Services Assistant:** Working in a range of settings of different sizes where employers expect staff to undertake a range of duties including serving customers, preparing and cooking food, serving drinks, reception, cleaning and preparing rooms.
- **Demi/Chef de Rang:** Taking responsibility of a station in a restaurant and looking after the waiting team working from that station. Customer service is the prime focus of the role alongside excellent organisational skills. A chef de rang would need be monitoring all aspects of the customers' experience - from the restaurant layout before they arrive to the experience they receive while there, which will, hopefully, make them want to return.

What could this qualification lead to?

Learners who achieve the Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) 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 related qualifications, for example:

- Pearson Edexcel Level 2 NVQ Diploma in Hospitality Services (QCF) (500/9951/6)
- 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:

- PQ Event Caterer;
- AWC Training,
- Doncaster Racing.