

**Pearson Edexcel Level 2 NVQ Diploma in Food and Beverage Service (QCF)****Qualification Number: 500/9937/1****What is the purpose of this qualification?**

This Pearson Edexcel Level 2 NVQ Diploma in Food and Beverage Service is a recognised qualification for those working in the hospitality sector within restaurants, gastro pubs, cafes, cruise ships or events organisations. The qualification is designed to assess and confirm occupational competence for the roles of waiter/waitress or as a demi/chef de rang. This qualification requires learners to be working in the sector.

This qualification is based on 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 competence component of the Intermediate Apprenticeship for Hospitality (Food and Beverage Service)

**What does this qualification cover?**

The qualification comprises of 37 credits and has a range of 279 - 291 guided learning hours.

Learners will complete four mandatory units worth 15 credits in the following subjects:

- Maintenance of a safe, hygienic and secure working environment
- Working effectively as part of a hospitality team
- Give customers a positive impression of yourself and your organisation.
- Maintain food safety when storing, holding and serving food.

Learners will then choose a minimum of 3 credits from the following units:

- Provide a counter and takeaway service
- Serve food at the table
- Provide a silver service
- Provide a buffet and carvery service

Learners also choose a minimum of 3 credits from the following units:

- Serve alcoholic and soft drinks
- Prepare and serve cocktails
- Prepare and serve wines
- Prepare and serve dispensed and instant hot drinks
- Prepare and serve hot drinks using specialist equipment

Lastly, learners will then select units from the following to make sure they have completed 37 credits in total:

- Prepare and clear areas for counter and takeaway service
- Prepare and clear areas for table service
- Prepare and clear the bar area
- Maintain cellars and kegs
- Clean drink dispense lines
- Receive, store and issue drinks stock
- Resolve customer service problems
- Promote additional services or products to customers
- Deal with customers across a language divide

- Maintain customer service through effective handover
- Maintain and deal with payments
- Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector

### How is the Qualification Assessed?

Learners will undertake assessments devised by their centres which will include observation of them carrying out elements of the job.

### Who could take this qualification?

This qualification is for all learners aged 14 and above who are capable of reaching the required standards. Learners do not need any prior qualifications, knowledge or experience before starting the qualification, however as the assessment requires learners to demonstrate their skills and knowledge in a working environment, learners should be employed or work in a hospitality environment serving food and beverages that will allow them to evidence the assessment criteria and demonstrate competency in the job role.

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 new to the role but wish to upskill and demonstrate competency in the areas covered by the qualification.

### 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 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 NVQ Diploma in Food and Beverage Service will be able to demonstrate competency in their job role and may see them taking on greater responsibility or working with less supervision. They could also progress on to roles such as Restaurant Supervisor or Senior team member. They may also take related qualifications, for example:

- Pearson Edexcel Level 3 NVQ Diploma in Hospitality Supervision and Leadership 600/1053/8

### Who supports this qualification?

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

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