

What to expect:

SAQA QUAL ID	QUALIFICATION TITLE			
14113	National Certificate: Food and Beverage Services			
ORIGINATOR				
SGB Hospitality, Tourism, Travel, Leisure and Gaming				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			NQF SUB-FRAMEWORK	
CATHSSETA - Culture, Arts, Tourism, Hospitality and Sports Education and Training Authority			OQSF - Occupational Qualifications Sub-framework	
QUALIFICATION TYPE	FIELD		SUBFIELD	
National Certificate	Field 11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	QUAL CLASS
Undefined	133	Level 4	Level TBA: Pre-2009 was L4	Regular-Unit Stds Based
PURPOSE AND RATIONALE OF THE QUALIFICATION				

This qualification has been developed for people in the food and beverage service industry (hospitality). It brings together elements of food and drink preparation and service as well as supervision. This qualification is applicable to all sectors, from small restaurants to large-scale hotels. The qualification leads toward the F&B Management diploma and provides articulation with Gaming, Travel and other Tourism industries.

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	7738	Clean and restock drinks machines/equipment	Level 2	NQF Level 02	1
Core	7735	Clean and store glassware	Level 2	NQF Level 02	1
Core	7793	Describe layout, services and facilities of the organisation	Level 2	NQF Level 02	1
Core	7801	Describe the sectors of the Hospitality, Travel and Tourism Industries	Level 2	NQF Level 02	2
Core	7612	Handle and dispose of waste	Level 2	NQF Level 02	1
Core	7608	Handle and store cleaning equipment and materials	Level 2	NQF Level 02	1
Core	7799	Maintain a safe working environment	Level 2	NQF Level 02	2
Core	7829	Handle and record refunds	Level 3	NQF Level 03	2
Core	7860	Introduce new staff to the workplace	Level 3	NQF Level 03	1
Core	7796	Maintain a secure working environment	Level 3	NQF Level 03	1
Core	7820	Operate a payment point and process payments	Level 3	NQF Level 03	3

Core	7740	Prepare and clear areas for table service	Level 3	NQF Level 03	1
Core	7745	Provide a carvery/buffet service	Level 3	NQF Level 03	2
Core	7744	Provide a table drink service	Level 3	NQF Level 03	4
Core	7742	Provide a table service	Level 3	NQF Level 03	2
Core	7750	Serve bottled wine	Level 3	NQF Level 03	3
Core	7844	Contribute to the identification of short term supply needs	Level 4	NQF Level 04	1
Core	7821	Develop self within the job role	Level 4	NQF Level 04	3
Core	7869	Maintain a preventative maintenance programme	Level 4	NQF Level 04	3
Core	7846	Maintain the cleaning programme for own area of responsibility	Level 4	NQF Level 04	2
Core	7839	Maintain the receipt, storage and issue of goods	Level 4	NQF Level 04	5
Core	7836	Monitor customer satisfaction	Level 4	NQF Level 04	3
Core	7841	Plan staff training and development in own area of responsibility	Level 4	NQF Level 04	6
Core	7773	Prepare and serve spirits and liqueurs	Level 4	NQF Level 04	5
Core	7827	Source information about self-employment opportunities	Level 4	NQF Level 04	3
Core	7818	Conduct on-the-job coaching	Level 5	Level TBA: Pre-2009 was L5	5
Core	7778	Maintain the drink service	Level 5	Level TBA: Pre-2009 was L5	4
Core	7776	Maintain the table service	Level 5	Level TBA: Pre-2009 was L5	5
Core	7868	Monitor and maintain health, safety and security	Level 5	Level TBA: Pre-2009 was L5	4
Core	7866	Plan, organise and monitor work in own area of responsibility	Level 5	Level TBA: Pre-2009 was L5	3
Core	7769	Recommend, present and serve wines	Level 5	Level TBA: Pre-2009 was L5	6
Core	7780	Supervise the running of a function	Level 5	NQF Level 05	7
Fundamental	7800	Maintain health, hygiene and a professional appearance	Level 1	NQF Level 01	1
Fundamental	7812	Perform basic calculations	Level 2	NQF Level 02	3
Fundamental	7794	Communicate verbally	Level 3	NQF Level 03	8
Fundamental	11235	Maintain effective working relationships with other members of staff	Level 3	NQF Level 03	1
Fundamental	7790	Process incoming and outgoing telephone calls	Level 3	NQF Level 03	3
Fundamental	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	NQF Level 04	4
Fundamental	7822	Prepare written communications	Level 4	NQF Level 04	3
Fundamental	7789	Provide Customer Service	Level 4	NQF Level 04	8

Elective	7813	Identify work opportunities	Level 2	NQF Level 02	2
Elective	14577	Prepare and clear areas for table service	Level 2	NQF Level 02	1
Elective	7815	Apply for a job or work experience placement	Level 3	NQF Level 03	2
Elective	7753	Prepare and serve cocktails	Level 4	NQF Level 04	2
Elective	7854	Provide First Aid	Level 4	NQF Level 04	4

Requirements:

- Application Form Completed
- Highest School Certificate
- All Other Qualifications
- Copy of ID
- Computer with internet connection