

Food and drink service Level 2 - Food service only

Aim

The Food Service level 2 qualification aims to assess/train staff with food service responsibilities within the workplace. It aims to cover the areas of safety and security, dealing with communications, preparing and maintaining the Food Service area and dealing with customer service issues etc.

Units:

8 to be completed from the following list

Mandatory units

- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Give customers a positive impression of yourself and your organisation
- Deal with communications

Additional Mandatory Unit

- Maintain food safety when storing ,holding and serving food

Optional units

Four to be chosen from the following list

- Maintain and deal with payments
- Prepare and clear areas for counter/takeaway service
- Provide a counter/takeaway service
- Prepare and clear areas for table service
- Serve food at the table
- Provide a silver service
- Provide a buffet/ carvery service

Entry Requirements

There are no formal educational requirements for the Food Service level 2 qualification but all staff undertaking the qualification should have the opportunity and experience of working in a food service environment.