

Multi skilled Hospitality Service Level 2

Aim

The multi skilled hospitality NVQ is aimed at staffs that have the opportunity of working in all areas of a hospitality business. It enables staff to gain competency and become multi skilled in all areas. Staff are required to spend time in areas of the hospitality business such as reception, housekeeping, kitchen and the food and beverage department.

The multi skilled level 2 is an ideal starting point for those staff who would like to move into management in the future

Mandatory units

- Maintain a safe, hygienic and secure working environment
- Give customers a positive impression of yourself & your organisation

Optional Units

Seven optional units to be chosen from the following list

- Maintain and deal with payments
- Contribute to effective teamwork
- Prepare and clean areas for counter/takeaway service
- Provide a counter/takeaway service
- Prepare and finish simple salad and fruit dishes
- Prepare and cook fish
- Prepare and cook meat and poultry
- Collect linen and makes bed
- Maintain food safety when storing ,preparing and cooking food
- Maintain food safety when storing, holding and serving food
- Prepare and clear area for table service
- Serve food to the table
- Provide a silver service
- Provide and clear the bar area
- Serve alcoholic and soft drink
- Prepare and serve wines
- Prepare cellars and kegs
- Prepare and serve dispensed and instant hot drinks
- Prepare vegetables for basic dishes
- Cook and finish basic vegetables dishes
- Prepare ,cook and finish basic rice dishes
- Prepare, cook and finish basic pasta dishes
- Prepare, cook and finish basic pulse dishes
- Prepare, cook and finish basic egg dishes
- Prepare, cook and finish basic hot and cold sauces
- Deal with communication
- Deal with arrival of customers
- Deal with bookings
- Prepare customers accounts and deal with departures
- Resolve customers service problems
- Identify and provide tourism related information and advice
- Clean and service a range of area
- Work using different chemicals and equipment
- Maintain housekeeping supplies
- Clean and protect floors
- Clean carpets and soft furnishing
- Provide a linen service
- Carry out periodic room servicing and deep cleaning
- Complete kitchen documentation
- Set up and close kitchen

Entry Requirements

There are no formal educational requirements for the Multi Skilled Hospitality Service level 2, but all staff undertaking the qualification should have the opportunity and experience of working in all areas of a hospitality business in order to prove competence.