

LEVEL 2 NVQ DIPLOMA IN BEVERAGE SERVICE

Aim

The City and Guilds Level 2 NVQ Diploma in Beverage Service qualification is aimed at people considering a career within a bar, restaurant or any similar environment. It helps to gain skills and contributes to the development of knowledge and understanding with regards to the beverage service.

Structure

To achieve the full qualification, learners must attain a minimum of 37 credits in total. This comprises of:

- All of the mandatory units (11 credits)
- A minimum of 7 credits from Section A
- The remaining 19 credits from either Section A or B

<u>Level</u>	<u>Unit Title</u>	<u>Credit Value</u>
<i>Mandatory Units</i>		
1	101 – Maintain a safe, hygienic and secure working environment	3
1	104 – Work effectively as part of a hospitality team	3
2	201 – Give customers a positive impression of self and your organisation (ICS)	5
<i>Section A Optional Units</i>		
2	211 – Prepare and clear the bar area	4
2	212 – Serve alcoholic and soft drinks	5
2	213 – Prepare and serve cocktails	5
2	214 – Prepare and serve wines	5
2	217 – Prepare and serve dispensed and instant hot drinks	3
2	218 – Prepare and serve hot drinks using specialist equipment	4
<i>Section B Optional Units</i>		
2	215 – Maintain cellars and kegs	3
2	216 – Clean drinks dispense lines	3
2	219 – Receive, store and issue drinks stock	3
2	261 – Resolve customer service problems (ICS)	6
2	273 – Promote additional services or products to customers (ICS)	6
2	274 – Deal with customers across a language divide (ICS)	8
2	275 – Maintain customer service through effective handover (ICS)	4
2	205 – Maintain and deal with payments	4
2	666 – Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector	2

Entry Requirements

There are no formal educational requirements for the NVQ Beverage Service Level 2 qualification, but all staff undertaking the qualification should have the opportunity and experience of working within a beverage service environment.