

LEVEL 2 NVQ DIPLOMA IN FOOD AND BEVERAGE SERVICE

Aim

The City and Guilds Level 2 NVQ Diploma in Food and Beverage Service qualification aims to assess/train people on their current knowledge and understanding and requires candidates to prove a set of skills in order to perform successfully within a work environment.

Structure

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

- All of the mandatory units (15 credits)
- A minimum of 3 credits from Section A
- A minimum of 3 credits from Section B
- The remaining 16 credits can come from either Section A, B or C

Level	Unit Title	Credit Value
Mandatory Units		
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
2	204 – Maintain food safety when storing, holding and serving food	4
Section A Optional Units		
1	110 – Provide a counter and takeaway service	3
2	207 – Serve food at the table	4
2	208 – Provide a silver service	6
2	209 – Provide a buffet and carvery service	4
Section B Optional Units		
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
Section C Optional Units		
1	109 – Prepare and clear areas for counter and takeaway service	3
2	206 – Prepare and clear areas for table service	4
2	211 – Prepare and clear the bar area	4
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
<u>Entry Requirements</u>		
There are no formal educational requirements for the NVQ Food and Beverage Service Level 2 qualification, but anyone undertaking the qualification should have the opportunity and experience of working in a food and beverage service environment.		