

## LEVEL 2 NVQ CERTIFICATE IN CUSTOMER SERVICE

### Aim

The City and Guilds Level 2 NVQ Diploma in Food Service 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.

### 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 8 credits from Section A
- The remaining 14 credits from either Section A or B

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