



TRAINING

UNLEASHING YOUR POTENTIAL



Imsimbi Training proudly presents

National Certificate: Fast Food Services NQF L3

This qualification is accredited by the Culture, Art, Tourism, Hospitality and Sport Seta (Cathsseta) and material covers SAQA ID 14115 at NQF level 3 worth 138 credits

Imsimbi Training is a fully accredited training provider with the Cathsseta, Accreditation number: 613/R/000460/2019, as well as a Level 1 Contributor BBBEE company.



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This National Certificate programme can also be offered as a 12-month learnership programme. Employers placing their employees on this learnership programme are eligible to receive a R22,400.00 per employee tax rebate from SARS, which almost covers the full cost of the course.-

24 days

COURSE OBJECTIVES

This qualification has been developed for the fast food and restaurant industry. It brings together elements of food and drink preparation, service and supervision. The main focus of the learning programme is Food Preparation & Cooking and also includes Health & Safety; Food Service; Food Storage and Stock Management; Customer Care, Effective Working Relationships & Personal Development.

It also caters for subfield of the hospitality industry which serves the public at large, through a variety of outlets, whether small or large (industrial mass catering), general or specialized food outlets.

TARGET AUDIENCE

This learning programme is particularly aimed at candidates who want recognition and/or qualification within the fast food industry and is also applicable to the following Catering Operations employees:

- Food Production Staff
- Industrial /Mass Catering Cooks
- Canteen Cooks
- Food Service Assistants
- General Assistants
- Kitchen Food handlers
- Unemployed Youth who want to work as Cooks /Assistant Cooks

ENTRY LEVEL REQUIREMENTS

It is assumed that a GEC certificate or equivalent has been obtained by the candidate at level 1. Learners should have basic reading and writing skills

WORKPLACE REQUIREMENTS



The delegate should have access to the Restaurant and Kitchen Environment with ability to prepare and serve food. There also needs to be access to a pay point, customers and the stock control environment.

EXIT OUTCOMES

On completion of this qualification, the learner will be able to:

- Operate a computer
- Deal with customers
- Process incoming and outgoing telephone calls
- Display Cultural Awareness in dealing with Customers & Colleagues
- Communicate verbally
- Maintain effective working relationships with other members of staff
- Maintain health hygiene and professional appearance
- Perform basic calculations
- Prepare written communications
- Maintain hygiene in food preparation, cooking and storage
- Accept and store food deliveries
- Prepare and clear areas for counter service
- Prepare and clear areas for take - away service
- Provide a counter service & Provide a take away service
- Describe layout, services and facilities of the organisation
- Maintain secure & safe working environment
- Describe the Sectors of the Hospitality, Travel & Tourism Industries
- Conduct on-job coaching
- Operate a payment point and process payments
- Develop self within the job role
- Source information about self-employment opportunities
- Handle and record refunds
- Maintain customer satisfaction



- Maintain the receipt, storage and issue of goods
- Contribute to the identification of short-term supply needs
- Maintain a cleaning programme for own area of responsibility
- Provide First Aid
- Monitor and maintain health, safety and security

Module 1: Fundamentals of the Hospitality Industry

US	Title	Credits
7793	Describe layout, services and facilities of the organisation	1
7801	Describe the sectors of the Hospitality, Travel and Tourism industries	2
7866	Plan, organise and monitor work in own area of responsibility	3
7800	Maintain health, hygiene and a professional appearance	1
7637	Maintain hygiene in food preparation, cooking and storage	2
7608	Handle and store cleaning equipment and materials	1
7846	Maintain the cleaning programme for own area of responsibility	2
7799	Maintain a safe working environment	2
7612	Handle and dispose of waste	1
7796	Maintain a secure working environment	1
7868	Monitor and maintain health, safety and security	4
Total Credits		20
Total Number of Days		5



Module 2: Management of Stock

US	Title	Credits
7743	Accept and store food deliveries	3
7839	Maintain the receipt, storage and issue of goods	5
7844	Contribute to the identification of short-term supply needs	1
Total Credits		9
Total Number of Days		2

Module 3: Food Production

US	Title	Credits
7705	Handle and maintain knives	2
7707	Clean cutting equipment	2
7665	Prepare and grill food	1
7664	Prepare and fry food	1
7661	Prepare cold and hot sandwiches and rolls	2
7697	Prepare and bake food	1
7678	Prepare and cook battered fish and chips	1
7701	Prepare and boil, poach or steam food	1
7741	Prepare, cook and present coated chicken	2
7659	Prepare fruit for hot and cold dishes	1
7677	Prepare, cook and assemble food for quick service	2



7699	Prepare, cook and assemble hot filled baked potatoes	1
7660	Prepare vegetables for hot and cold dishes	2
Total Credits		19
Total Number of Days		5

Module 4: Food Service

US	Title	Credits
7732	Prepare and clear areas for counter service	1
7733	Prepare and clear areas for take-away service	1
14577	Prepare and clear areas for table service	1
7761	Provide a counter service	2
7763	Provide a take-away service	2
Total Credits		7
Total Number of Days		2



Module 5: Financial Administration

US	Title	Credits
7812	Perform basic calculations	3
7820	Operate a payment point and process payments	3
7829	Handle and record refunds	2
7785	Function in a business environment	4
Total Credits		12
Total Number of Days		2

Module 6: Service Excellence

US	Title	Credits
11235	Maintain effective working relationships with other members of staff	1
7791	Display cultural awareness in dealing with customers and colleagues	4
7789	Provide Customer Service	8
7836	Monitor maintain customer satisfaction	3
7787	Sell products and services	8
7790	Process incoming and outgoing telephone calls	3
Total Credits		27
Total Number of Days		2



Module 7: Communication and Personal Development

US	Title	Credits
7794	Communicate verbally	8
7822	Prepare written communication	3
7784	Communicate in a business environment	6
7818	Conduct on-the-job coaching	5
7821	Develop self within the job role	3
7827	Source information about self-employment opportunities	3
7813	Identify work opportunities	2
7815	Apply for a job or work experience placement	2
Total Credits		32
Total Number of Days		3

Module 8: Basic Skills

US	Title	Credits
7786	Operate a Computer	8
7792	Maintain Data on the Computer system	4
Total Credits		12
Total Number of Days		2



Module 9: First Aid

US	Title	Credits
7854	Provide First Aid	4
Total Credits		4
Total Number of Days		2
Final Practical Summative Assessments		
Number of Days		2
Total no. of days		27 days

