



IMSIMBI

TRAINING

UNLEASHING YOUR POTENTIAL



Imsimbi Training proudly presents

National Certificate in Food & Beverage Services
NQF Level 4 SAQAID :14113 133 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.



COURSE OBJECTIVES

This qualification has been developed for people in the food and beverage service industry (hospitality). It brings together elements of food and drink preparation and service as well as supervision. This qualification is applicable to all sectors, from small restaurants to large-scale hotels. The qualification leads toward the F&B Management diploma and provides articulation with Gaming, Travel and other Tourism industries.

Qualification Rules

This qualification is made up of fundamental, core and elective unit standards and a minimum of 133 credits is required to complete the qualification:

Target Market: This course is designed for:

Food & Beverage Managers

Food Production Managers

Restaurant Managers

Assistant Restaurant Managers

Function Managers

Function Coordinators

Restaurant Managers

Restaurant Supervisors

Executive Waiters

Head waiters

Waiters

Hostesses and

Managers who would like to pursue an exciting career in restaurants, hotels, lodges and guesthouses.

Recommended Entry Criteria

- Communication at NQF Level 3
- Mathematical literacy at NQF Level 3



**This National Certificate Programme can also be offered as a 12-month learnership programme.
Cost of course: R25 000.00**

Exit Outcomes

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

- 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
- Handle and store cleaning equipment and materials
- Handle and dispose of waste
- Clean and store glassware
- Prepare and clear areas for table service
- Provide a table service
- Provide a table drink service
- Provide a carvery / buffet service
- Serve bottled wines
- Prepare and serve wine
- Prepare and serve spirits and liqueurs
- Maintain the table service
- Maintain the drink service
- Supervise the running of a function
- Describe layout, services and facilities of the organisation
- Maintain a secure working environment
- Maintain a 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
- Planning and deliver staff training and development in own area of responsibility
- Contribute to the identification of short-term supply needs
- Maintain the cleaning programme for own area of responsibility
- Induct new staff to the workplace
- Planning, organise & monitor work in own area of responsibility
- Monitor and maintain health, safety and security
- Maintain a preventative maintenance programme



Learning Modules

	ID	UNIT STANDARD TITLE	L	Cr
Module 1				
Fundamentals of the Hospitality Industry			3Days	
Core	7860	Introduce new staff to the workplace	3	1
Core	7793	Describe layout, services and facilities of the organisation	2	1
Core	7801	Describe the sectors of the Hospitality, Travel and Tourism Industries	2	2
Fundamental	7800	Maintain health, hygiene and a professional appearance	1	1
Module 2				
Communication & Customer Service			3Days	
Fundamental	7794	Communicate verbally	3	8
Fundamental	7822	Prepare written communications	4	3
Fundamental	11235	Maintain effective working relationships with other members of staff	3	1
Fundamental	7791	Display cultural awareness in dealing with customers and colleagues	4	4
Fundamental	7789	Provide Customer Service	4	8
Core	7836	Monitor customer satisfaction	4	3
Fundamental	7790	Process incoming and outgoing telephone calls	3	3
Module 3				
Safety in Food & Beverage Service			3Days	
Core	7738	Clean and restock drinks machines/equipment	2	1
Core	7735	Clean and store glassware	2	1
Core	7612	Handle and dispose of waste	2	1
Core	7608	Handle and store cleaning equipment and materials	2	1
Core	7799	Maintain a safe working environment	2	2
Core	7796	Maintain a secure working environment	3	1
Core	7868	Monitor and maintain health, safety and security	5	4
Core	7869	Maintain a preventative maintenance programme	4	3
Core	7846	Maintain the cleaning programme for own area of responsibility	4	2
Module 4				
Food & Beverage Service			5Days	
Core	7740	Prepare and clear areas for table service	3	1
Core	7742	Provide a table service	3	2
Core	7744	Provide a table drink service	3	4
Core	7778	Maintain the drink service	5	4
Core	7776	Maintain the table service	5	5
Elective	14577	Prepare and clear areas for table service	2	1
Core	7745	Provide a carvery/buffet service	3	2
Elective	7739	Prepare, service and clear function rooms	2	2
Core	7750	Serve bottled wine	3	3
Core	7773	Prepare and serve spirits and liqueurs	4	5
Core	7769	Recommend, present and serve wines	5	6
Core	7780	Supervise the running of a function	5	7



Module 5				
Process Payments & Stock Management			3Days	
Core	7820	Operate a payment point and process payments	3	3
Core	7829	Handle and record refunds	3	2
Fundamental	7812	Perform basic calculations	2	3
Core	7839	Maintain the receipt, storage and issue of goods	4	5
Core	7844	Contribute to the identification of short-term supply needs	4	1
Module 6				
Personal Development			3Days	
Core	7818	Conduct on-the-job coaching	5	5
Core	7821	Develop self within the job role	4	3
Core	7841	Plan staff training and development in own area of responsibility	4	6
Core	7866	Plan, organise and monitor work in own area of responsibility	5	3
Elective	7813	Identify work opportunities	2	2
Elective	7815	Apply for a job or work experience placement	3	2
Core	7827	Source information about self-employment opportunities	4	3
Module 7				
Basic First Aid			2Days	
Elective	7854	Provide First Aid	4	4

