



TRAINING

UNLEASHING YOUR POTENTIAL



Imsimbi Training proudly presents

Food and Beverage Services NQF L4 Learnership

This qualification is accredited by the Culture, Art, Tourism, Hospitality and Sport Seta (Cathsseta) and material covers SAQA ID 14113 at NQF level 4 worth 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.



julius@imsimbi.co.za - tammy@imsimbi.co.za - margaret@imsimbi.co.za - prince@imsimbi.co.za gloria@imsimbi.co.za

011 678 2443 WWW.IMSIMBI.CO.ZA

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.

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, service as well as supervision. This qualification is applicable to all sectors, from small restaurants to large-scale hotels. The qualification leads toward the Food and Beverage 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 with a minimum of 133 credits required to successfully complete the qualification.

TARGET AUDIENCE

As an ideal course for those who would like to pursue an exciting career within the restaurant, hotel, lodge and guesthouse environment, it is designed for:

- Food and Beverage Managers
- Food Production Managers
- Restaurant Managers
- Assistant Restaurant Managers
- Restaurant Supervisors
- Function Managers
- Function Coordinators
- Executive/ Head Waiters
- Waiters
- Hostesses



ENTRY LEVEL REQUIREMENTS

- Communication at NQF level 3
- Mathematical literacy at NQF level 3

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
- Provide and maintain a table/ table drink service
- Serve bottled wine
- Prepare and serve spirits, wines and liqueurs
- Provide a carvery/ buffet service
- Supervise the running of a function
- Describe layout, services and facilities of the organisation
- Maintain safe and secure 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
- Plan and deliver staff training and development in own area of responsibility
- Contribute to the identification of short-term supply needs
- Maintain a cleaning programme for own area of responsibility
- Induct new staff to the workplace
- Monitor and maintain health, safety and security
- Provide First Aid

Module 1: Fundamentals of the Hospitality Industry

US	Title	NQF Level	Credits
7860 (Core)	Introduce new staff to the workplace	3	1
7793 (Core)	Describe layout, services and facilities of the organisation	2	1
7801 (Core)	Describe the sectors of the Hospitality, Travel and Tourism industries	2	2
7800 (Fundamental)	Maintain health, hygiene and a professional appearance	1	1
Total Credits			5
Total Number of Days			3



Module 2: Communication and Customer Service

US	Title	NQF Level	Credits
7794 (Fundamental)	Communicate verbally	3	8
7822 (Fundamental)	Prepare written communications	4	3
11235 (Fundamental)	Maintain effective working relationships with other members of staff	3	1
7791 (Fundamental)	Display cultural awareness in dealing with customers and colleagues	4	4
7789 (Fundamental)	Provide Customer Service	4	8
7836 (Core)	Monitor customer satisfaction	4	3
7790 (Fundamental)	Process incoming and outgoing telephone calls	3	3
Total Credits			30
Total Number of Days			3

Module 3: Safety in Food and Beverage Service

US	Title	NQF Level	Credits
7738	Clean and restock drinks machines/equipment	2	1
7735	Clean and store glassware	2	1
7612	Handle and dispose of waste	2	1



7608	Handle and store cleaning equipment and materials	2	1
7799	Maintain a safe working environment	2	2
7796	Maintain a secure working environment	3	1
7868	Monitor and maintain health, safety and security	5	4
7869	Maintain a preventative maintenance programme	4	3
7846	Maintain the cleaning programme for own area of responsibility	4	2
Total Credits			16
Total Number of Days			3

Module 4: Food and Beverage Service

US	Title	NQF Level	Credits
7740 (Core)	Prepare and clear areas for table service	3	1
7742 (Core)	Provide a table service	3	2
7744 (Core)	Provide a table drink service	3	4
7778 (Core)	Maintain the drink service	5	4
7776 (Core)	Maintain the table service	5	5
14577 (Elective)	Prepare and clear areas for table service	2	1
7745 (Core)	Provide a carvery/buffet service	3	2



7739 (Elective)	Prepare, service and clear function rooms	2	2
7750 (Core)	Serve bottled wine	3	3
7773 (Core)	Prepare and serve spirits and liqueurs	4	5
7769 (Core)	Recommend, present and serve wines	5	6
7780 (Core)	Supervise the running of a function	5	7
Total Credits			42
Total Number of Days			5

Module 5: Process Payments and Stock Management

US	Title	NQF Level	Credits
7812 (Fundamental)	Perform basic calculations	2	3
7820 (Core)	Operate a payment point and process payments	3	3
7829 (Core)	Handle and record refunds	3	2
7839 (Core)	Maintain the receipt, storage and issue of goods	4	5
7844 (Core)	Contribute to the identification of short-term supply needs	4	1
Total Credits			14
Total Number of Days			3



Module 6: Personal Development

US	Title	NQF Level	Credits
7818 (Core)	Conduct on-the-job coaching	5	5
7821 (Core)	Develop self within the job role	4	3
7841 (Core)	Plan staff training and development in own area of responsibility	4	6
7866 (Core)	Plan, organise and monitor work in own area of responsibility	5	3
7813 (Elective)	Identify work opportunities	2	2
7815 (Elective)	Apply for a job or work experience placement	3	2
7827 (Core)	Source information about self-employment opportunities	4	3
Total Credits			27
Total Number of Days			2

Module 7: Basic First Aid

US	Title	Credits
7854 (Elective)	Provide First Aid	4
Total Credits		4
Total Number of Days		2

