

# NVQ Diploma in Beverage Service

The Level 2 NVQ Diploma in Beverage Service develops skills and confidence and gives valuable professional recognition for operational level personnel.

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Organisation for vocational qualifications.

- Course duration 5 – 6 months
- Assessed through observation, discussion, testimony and workplace evidence.
- To achieve the NVQ, learners must achieve a total of 37 credits.
- Learners must complete all mandatory units (11 credits) plus optional units from Group A1 (7 credits) and the remaining optional units from either Group A1 or Group B1 (19 credits)

## Level 2

Mandatory units (11 credits)	
■ Maintenance of a safe, hygienic and secure working environment (3)	
■ Working effectively as part of a hospitality team (3)	
■ Give Customers a positive impression of yourself and your organisation (5)	
Group A1 – Optional units	
■ Serve alcoholic and soft drinks (5)	■ Prepare and serve cocktails (5)
■ Prepare and serve wines (5)	■ Prepare and serve dispensed and instant hot drinks (4)
■ Prepare and serve hot drinks using specialist equipment (4)	■ Prepare and clear the bar area (4)
Group B1 – Optional units	
■ Maintain cellars and kegs (3)	■ Clean drink dispense lines (3)
■ Receive, store and issue drinks stock (3)	■ Resolve customer service problems (6)
■ Promote additional services or products to customers (8)	■ Maintain customer service through effective handover (4)
■ Maintain and deal with payments (4)	■ Deal with customers across a language divide (8)
■ Employment rights and responsibilities in the hospitality sector (2)	

### Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

### Progression

Successful learners may progress to a Level 3 NVQ Diploma in Hospitality Supervision and Leadership.