

NVQ Diploma in Food and Beverage Service

The Level 2 NVQ Diploma in Food and 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 (15 credits) plus optional units from Group A1 (3 credits), optional units from Group B1 (3 credits) and the remaining optional units from Group A1, B1 or C1 (16 credits)

Level 2

Mandatory units (15 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)	
■ Maintain food safety when storing, holding and serving food (4)	
Group A1 – Optional units	
■ Counter and takeaway service (3)	■ Provide a Silver Service (6)
■ Serve food at a table (4)	■ Provide a buffet and carvery service (4)
Group B1 – Optional units	
■ Serve alcoholic and soft drinks (5)	■ Prepare and serve cocktails (5)
■ Prepare and serve wines (5)	■ Prepare and serve hot drinks using specialist equipment (4)
Group C1 – Optional units	
■ Prepare and clear the bar area (4)	■ Maintain cellars and kegs (3)
■ Prepare and clear area for table service (4)	■ Resolve customer service problems (6)
■ Maintain customer service through effective handover (4)	■ Maintain and deal with payments (4)
■ Receive, store and issue drinks stock (3)	■ Promote additional services or products to customers (6)

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.