



NVQ level 2

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hospitality
services
(multi skilled)

This qualification is designed for those working within a hospitality / residential environment where duties are diverse. Depending on the individual, the course can cover elements of front office, housekeeping, food and drink service and food preparation and cooking.

mandatory units

- unit 501 Maintain a safe, hygienic and secure working environment
- unit 601 Give customers a positive impression of yourself and your organisation

optional units - section A front office

- unit 651 Deal with communications as part of the reception function
- unit 652 Deal with the arrival of customers
- unit 653 Deal with bookings
- unit 654 Prepare customer accounts and deal with departures
- unit 661 Resolve customer service problems (ICS)
- unit 663 Identify and provide customer tourism related information and advice

optional units - section B housekeeping

- unit 537 Collect linen and makes beds
- unit 664 Clean and service a range of areas
- unit 665 Work using different chemicals and equipment
- unit 666 Maintain housekeeping supplies
- unit 667 Clean and protect floors
- unit 668 Clean carpets and soft furnishings
- unit 669 Provide a linen service
- unit 670 Carry out periodic room servicing and deep cleaning

optional units - section C food & drink

- unit 509 Prepare and clear areas for counter / takeaway service
- unit 510 Provide a counter / takeaway service
- unit 606 Prepare and clear areas for table service
- unit 607 Serve food at the table
- unit 608 Provide silver service
- unit 611 Prepare and clear the bar area
- unit 612 Serve alcoholic and soft drinks
- unit 614 Prepare and serve wines
- unit 615 Prepare cellars and kegs
- unit 617 Prepare and serve dispensed and instant hot drinks

optional units - section D food preparation & cooking

- unit 516 Prepare and finish simple salad and fruit dishes
- unit 519 Prepare and cook fish
- unit 520 Prepare and cook meat and poultry
- unit 626 Prepare vegetables for basic dishes
- unit 633 Cook and finish basic vegetable dishes
- unit 639 Prepare, cook and finish basic rice dishes
- unit 640 Prepare, cook and finish basic pasta dishes
- unit 641 Prepare, cook and finish basic pulse dishes
- unit 643 Prepare, cook and finish basic egg dishes
- unit 650 Prepare and present food for cold presentation
- unit 671 Complete kitchen documentation
- unit 672 Set up and close a kitchen

optional units - section E generic

- unit 502 Maintain and deal with payments
- unit 504 Contribute to effective teamwork (CfA)
- unit 603 Maintain food safety when storing, preparing and cooking food
- unit 604 Maintain food safety when storing, holding and serving food

The Learner must complete a total of nine units. Two mandatory and **seven** optional units, which must be chosen from a minimum of three optional boxes (A-E)

- Learners that take units from **box C (food service)** must include Unit 604 within the total of nine units
- Learners that take units from **box D (food preparation and cooking)** must include Unit 603 within the total of nine units
- Learners that take units from **box C and box D** must include Unit 603 within the total of nine units (they do not also have to take 604)
- Learners can only choose 3 units beginning with the number **5**.