



Qube learning

level 2  
NVQ diploma

beverage service

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This qualification is directed specifically at those who deal with the preparation and service of drinks in hospitality. The course aims to develop awareness of hygiene, effective team working and customer care in the workplace as well as providing practical training in drink service skills.

Learners will need to gain 26 credits by completing a minimum of 7 credits from optional unit group A. The remaining 19 credits can be selected from optional unit groups A or B.

### Mandatory Units

Unit Number	Unit Title	Level	Credit
Unit 101	Maintain a safe, hygienic & secure working environment	1	3
Unit 104	Work effectively as part of a hospitality team	1	3
Unit 201	Give customers a positive impression of yourself & your organisation	2	5

### Optional Units - Group A

Unit Number	Unit Title	Level	Credit
Unit 211	Prepare & clear the bar area	2	4
Unit 212	Serve alcoholic & soft drinks	2	5
Unit 213	Prepare & serve cocktails	2	5
Unit 214	Prepare & serve wines	2	5
Unit 217	Prepare & serve dispensed & instant hot drinks	2	3
Unit 218	Prepare & serve hot drinks using specialist equipment	2	4

### Optional Units - Group B

Unit Number	Unit Title	Level	Credit
Unit 205	Maintain & deal with payments	2	4
Unit 215	Maintain cellars & kegs	2	3
Unit 216	Clean drinks dispense lines	2	3
Unit 219	Receive, store & issue drinks stock	2	3
Unit 261	Resolve customer service problems	2	6
Unit 273	Promote additional services & products to customers	2	6
Unit 274	Deal with customers across a language divide	2	8
Unit 275	Maintain customer service through an effective handover	2	4
Unit 666	Employment rights & responsibilities in the hospitality, leisure, travel & tourism sector	2	2

