



Qube learning

level 2  
NVQ diploma

food & beverage  
service

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This qualification is aimed at people working within the hospitality industry whose role involves the combination of taking of orders and the service of food and drinks, providing practical training for these skills. The course also covers hygiene, team working and food safety in the workplace.

Learners will need to gain 22 credits by completing a minimum of 3 credits from optional unit group A (Food Service) & a minimum of 3 credits from optional unit group B (Beverage Service). The remaining 16 credits can be selected from optional unit groups A, B or C.

#### 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
Unit 204	Maintain food safety when storing, holding & serving food	2	4

#### Optional Units - Food Service (Group A)

Unit Number	Unit Title	Level	Credit
Unit 110	Provide a counter or take away service	1	3
Unit 207	Serve food at the table	2	4
Unit 208	Provide silver service	2	6
Unit 209	Provide a buffet & carvery service	2	4

#### Optional Units - Beverage Service (Group B)

Unit Number	Unit Title	Level	Credit
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 - Generic (Group C)

Unit Number	Unit Title	Level	Credit
Unit 109	Prepare & clear areas for a counter & take away service	1	3
Unit 205	Maintain & deal with payments	2	4
Unit 206	Prepare & clear areas for table service	2	4
Unit 211	Prepare & clear the bar area	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