



level 2 NVQ diploma

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hospitality services

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

Learners not working with food will need to gain 26 credits from the optional units - Non Food Service (group B). Learners that are working with food will need to gain 22 credits from either optional unit groups (Food Preparation & Service - group A or Non Food Service - group B)

If a learner **prepares** food, they must complete unit 203.

If a learner **serves** food, they must complete unit 204.

If learners take Food Preparation and Food & Beverage Service units they must complete Unit 203. (Unit 204 is then not required). The remaining credits can come from optional unit group A (Food Preparation & Service).

Learners may only select a maximum of 2 further level 1 units from Section A.

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

Mandatory Units - Food Preparation & Service

Unit Number	Unit Title	Level	Credit
Unit 203	Maintain food safety when storing, preparing & cooking food	2	4
Unit 204	Maintain food safety when storing, holding & serving food	2	4

Optional Units - Food Preparation & Service (Group A)

	Level	Credit
Unit 109 Prepare & clear areas for a counter & take away service	1	3
Unit 110 Provide a counter or take away service	1	3
Unit 116 Prepare & finish simple salad & fruit dishes	1	2
Unit 117 Prepare hot & cold sandwiches	1	2
Unit 119 Prepare & cook fish	1	3
Unit 120 Prepare & cook meat & poultry	1	4
Unit 143 Produce basic egg dishes	1	3
Unit 206 Prepare & clear areas for table service	2	4
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
Unit 210 Covert a room for dining	2	3
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 215 Maintain cellars & kegs	2	3
Unit 216 Clean drinks dispense lines	2	3
Unit 217 Prepare & serve dispensed & instant hot drinks	2	3
Unit 218 Prepare & serve hot drinks using specialist equipment	2	4
Unit 219 Receive, store & issue drinks stock	2	3
Unit 250 Prepare & present food for cold presentation	2	4
Unit 271 Complete kitchen documents	2	3
Unit 272 Set up & close a kitchen	2	4
Unit 281 Produce basic fish dishes	2	4
Unit 284 Produce basic vegetable dishes	2	4
Unit 288 Produce basic rice, pulse & grain dishes	2	3
Unit 289 Produce basic pasta dishes	2	3

Optional Units - Non Food Service (Group B)

	Level	Credit
Unit 137 Collect linen & make beds	1	3
Unit 138 Clean windows from the inside	1	3
Unit 205 Maintain & deal with payments	2	4
Unit 251 Deal with communication as part of a reception function	2	3
Unit 252 Deal with the arrival of customers	2	4
Unit 253 Deal with bookings	2	4
Unit 254 Prepare customer accounts & deal with departures	2	4
Unit 255 Produce documents in a business environment	2	4
Unit 256 Use office equipment	2	3
Unit 258 Provide reception services	2	3
Unit 259 Store & retrieve information	2	3
Unit 260 Handle mail & book external services	2	3
Unit 261 Resolve customer service problems	2	6
Unit 263 Provide tourism information services to customers	2	5
Unit 264 Cleaning & servicing a range of housekeeping areas	2	3
Unit 265 Use of different chemicals & equipment in housekeeping	2	4
Unit 266 Maintain housekeeping supplies	2	3
Unit 267 Clean, maintain & protect semi-hard & hard floors	2	4
Unit 268 Clean & maintain soft floors & furnishings	2	4
Unit 269 Provide a linen service	2	3
Unit 270 Carry out periodic room servicing & deep cleaning	2	3
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